



Secondary Suites Feedback

Report Back: What We Heard

January 2024

Verbatim Comments

Verbatim comments presented here include all feedback, suggestions, comments and messages that were collected online and in-person through the engagement described in this report. All input has been reviewed and provided to Project Teams to be considered in decision making for the project.

Any personal identifying information has been removed from the verbatim comments presented here. Comments or portions of comments that contain profanity, or that are not in compliance with the [City's Respectful Workplace Policy](#) or [Online Tool Moderation Practice](#), have also been removed from participant submissions.

Wherever possible the remainder of the submissions remains. No other edits to the feedback have been made, and the verbatim comments are as received. As a result, some of the content in this verbatim record may still be considered offensive or distasteful to some readers.

Homeowner with a Registered Suite

Q: I registered because...other

I want it safe , secure and lagal suite.
It gives us peace of mind.
Better ability to finance / refinance a property when the suite is registered.
Bought a new build with an already registered suite
Easier to get financing for future mortgages due the income it brings
I am responsible landlord that likes to do the right things for my tenants
I bought the house mid registration process.
I purchased the home with a registered suite.
If my suite is not registered and something happens I now get sued
It came with the new build
Just thought I would try the process



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My suite was already registered when I bought the property
The lack of rentals for humans in Calgary
There are safety issues with the secondary suite.
Was already registered when we bought the house but we bought it over others because it had a registered suite.
Was previously registered by the original owner of the home
We live in the suite and want a legal address
purchased the property with an existing registered suite.

Q: Do you have any suggestions to make the registration process better/ easier?

- forcing new development permits for basement suites is ridiculous as done at my property (redacted address) due to me moving my furnaces. This cost me a fortune. No wonder there are so many illegal suites in the city. My development costs 150k and will take me 10 years to break even. The cost due to development expectations is ridiculous.
(redacted address) AB secondary suite is not up to fire and electric code. And dry wall is falling from the ceiling in the washroom.
1) Make the permit aspect free. This would be the single most useful step. Yes it would result in some lost revenue, but it would still be a good use of tax dollars to gain far more compliance in the secondary suite realm. Landlords face a significant cost to legalize their suites. This comes from adding egress windows or enlarging current windows to code, installing sprinklers in the furnace room, having an electrician hard wire all the smoke/co detectors. A free application is more enticing.
a checklist to assist in getting ready
A step by step guidebook indicating the required permits (building, development etc) and which stages require inspection by city inspectors would be helpful.

A step by step process chart for owner and contractor both can see the status of completion. The steps including building permit and document attached in link. If permit approved, deficiency, and what they mean. One inspector per permit. When two different inspector, they both have different view on codes. Steps are color coded (Green-Orange-Red) for understanding to move forward. It should also includes codes that should be approved by inspectors (tick box). Checked/not checked and why not.
Allow for more than one legal suite per property
Application process should to be simple. For example city wants to know tree and oil well near property. City have all that on the files why ask owner ?
Approval should take only a couple of days
Be frank about the process. Originally I was told by someone at Planning that you just wanted to know I had a suite. Then I actually had to get a building permit and jump through a bunch of hoops.
Because I had an existing suite from many decades ago it was a long process to bounce between the development group and then eventually the inspection to know what was needed. When I bought my property in 2012 I confirmed the city recognized another suite and they even attributed a separate address # but it was difficult to determine how it was originally recognized but I still had to go through the new process to get the suite registered.
Bring back the use of sprinkler system in the utility room
Bring prices down
can do online to make easier
City claims that any layman can do it. But, it's not the case. It's tough and not easy for some people
City should offer incentive since landlords are helping solve housing issues
City should reduce registration fee for secondary suite.
Clearly outline how to unregister a property
Communication from the city. The process is taking way too long. And the standards are keep changing. One day we could do sprinkler. Next day we cannot. One day Inspector is coming to tell you what needs to be corrected. Next day you have to submit pictures. The city needs to streamline and be more efficient.

Companies like Uber Google do not recognize this as an address. City should make sure that a laneway address is recognized.
<p>Considering about the costs.</p> <p>Parking spots requirement.</p> <p>Inspectors should give home owners advises correctly at the first time they inspected if the suite not completed as City requirements.</p> <p>City should have some promotions to motivate people to register their suites.</p>
Continue to offer relaxation of the rules to allow current illegal suites to be legalized. This would allow for more housing in Calgary. Don't penalize people with illegal suites if they are safe to live in.
Cost of registration and the process needs to be streamlined.
Costs should be as low as possible to register. Regulations on what's considered "safe" should be kept responsible. What's unsafe is not having enough housing for everyone.
Decrease red tape. Keep one inspector for one home. One inspector says something, other say something else.
Detailed guide please
Development permit staff were unhelpful, contradictory, and slow. This delayed construction resulting in increased costs.
Development Permit takes way too longer. It has to be expedited.
Don't require two seperate furnaces.
<p>Enforcement when complaints come in from neighbours. The fines need to be higher than the cost of upgrading the suite. Requirements of a new HVAC in an old building is quite cost prohibitive. I view some essentials:</p> <ul style="list-style-type: none"> - drywall ceilings - solid-core door for all suite entrances - fire-suppression system - hard-wired fire/smoke alarms - if kitchen, then a charcoal/air vent for the oven - egress window in bedroom <p>I have installed a forced air heater with thermostat in my suite for tenant control</p>

Every inspector tells you something different. One will say you don't need venting outside for the stove and one will say you do. One will say you need a certain thickness of door between units and one will say it just needs to be solid core. I followed the descriptions given on the city of calgary website but some inspectors say you need more than what is required there. It isn't a fair way when there is so much irregularity between which inspector you get.
Example photos of what is okay and what is not okay for things like drywalling a furnace room, door/entrance examples, smoke seal etc.
Examples of what is required to be submitted. An example development permit/building permit submission with highlights on the drawings/layouts of what is required by the city. I had to pay to hire a designer with development permit submission experience because it wasn't clear what was needed, even though many people including myself are familiar with drafting layouts using many online softwares.
Financial support for Secondary suites in the form of palliatives and/or interest-free loans.
Finding the information on exactly what you are supposed to do is impossible. I used the 311 chat a ton to try and figure things out and what each step was.
First thing is the idea of covering the ceiling in the furnace area. This idea doesn't make any sense if there is a smoke it's not going to prevent. Second the inspectors delayed my suite process. As simple as moving the thermostat costed me one more month. City encourages people to secondary suite but the inspectors give real hard time
Found inspection protocols to be too inflexible. We h
Give a very clear list of what the base requirements are for legalization & registration. One thing that had kept me away for a long time was the impression I got, even from the city's website, that I would have to install a completely separate heating and ventilation system. If the owner wants to make concurrent improvements to the suite while bringing it up to code, encourage it, even if it requires a separate permit.
Grandfather old rules such as 1 HVAC system for the entire property, sprinklers in the mechanical room, ect. There is a shortage of housing in this city and making it more costly to create a legal secondary suite contributes to the problem.
Have better instructions about all the various permits required and the inspections required. I was confused about the relationship between Development Permit, the Building Permit, Electrical Permit, Plumbing Permits, and all the inspections around them.

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Have some nicer inspector who treats us with respect and have same standards for everyone. Thanks
Having more information available. We were provided different information from different people at the city and on 311. Definitely having an inspector come out before work starts and explaining exactly what they want to see
Hire more people to process secondary suite applications
Hmm
Honestly it was pretty easy, the reduced requirements (colour photos) instead of full measured schematics helped a lot.
I actually had 1) no idea if my suite was registered or not 2) that if it was not that it was a requirement at all.
I am registered now, but a fire inspection as of Jan 1,2024 and other NEW requirements seems a bit much. Considering not registering after Dec 31st
I feel that a lot of information was not present on the City website... certain requirements, such as having the hoodfan vented to the outside, were not obvious requirements from just looking at the City website. I had to chat with multiple City agents and have multiple City inspections before I fully understood all the items required to legalize my suite. I basically had to find out by doing it wrong first. I think the City website should be revamped to be more clear and have more information.
I felt too much time to get the development permit when I applied for it. I do not about currently situation.
I found it very easy.
I got it done through my builder. Much easier but expensive
I had to use a company to wade through the permits. I could not figure it out.
I hope that registration process more simple and easy
I struggled to find concise information on what exactly is needed to make my suite legal
I thought the process current as of August 2023 was extremely simple and relatively easy to follow

I understand the city wants to make it safe for people living in the secondary suite but having to drywall the furnace room is a hassle. While the older units are allowed to be registered without having furnace room drywall? Also some permits take way too long to be issued.
I want safe place for my family.
<p>I wish all inspectors are understanding that Not All the requirements are feasible based on individual circumstances. Some inspectors come across heavy handed and throw the book at the home owner (Name redacted) regardless how feasible the requirement is, while others are very cooperative, understanding and practical (Name redacted, Name redacted). Some inspectors are solution oriented, while certain inspectors are red tape oriented.</p> <p>The process would be easier if it is standardized between inspectors and addresses.</p>
I would review the internal process and see what is deemed necessary or where we can amalgamates processes and eliminate too much bureaucracy and red tape for homeowners. Improving application speeds and time.
If the processing time can be shorter, that will be very helpful
Information needs to be easy to understand. Rules are complicated. Please allow backyard suites in addition to secondary suites. My family is very large we have not created secondary suite for renting and we need more space now. Having a backyard suite will allow our 10 member family to live more easily together.
Inspectors don't always know exactly what needs to be fixed or updated. I failed a few times due to not being informed. That caused major delays and costs to me!
Instead of interacting with different departments such as plumbing, electrical, development. There must be one department that approves all. The problem is dealing with different inspections and at times the work may have to be redone. Also the city must clearly mention which basement developers have been convicted of legal non compliance. And blacklist them. There are lots of developers horror stories. A guide to how to choose basement developers. fees to legalize suite should not be so high
Interfece is too complicated.....need to simplify the system thing.
It has lots of expense to fix every corner to make it pass by the inspecting officers.so it could be better if any help is available for that expense.
it is up to every inspector to interpreter the law, so all should have the same training.

It seemed easy when I looked into it... unfortunately the multiple inspectors and various wrong information I was given complicated the process a lot. On top of that one of the inspectors was just down right rude and insulting.
It was a reasonable process.
It was a very long, cumbersome and confusing process. City staff were unsure if the process too.
It was confusing and there aren't times to do it outside of normal work hours so I had to take time off work
It was not very complicated but took too much time, my file was not actioned for over 2 months. I almost lost the funding I got from the bank to develop the legal suite.
It was very easy. No changes required
It was very straightforward. Don't need to change anything.
It worked well
It would be great to have more consistent requirements. I would get one answer from one person and a different answer from someone else. Specifically regarding being able to put a sprinkler system in my furnace room or not. I got two different answers.
It's way too complicated and extremely expensive to have a legal basement suite. The process took more than 3 months to get the permit out. The inspector not only come and criticize the basement suite but the whole house, irrelevant stuff and it would cost more money for the owner to fix. The city has so many illegal suite being rent out. It's huge unfair for owners who went through and spent a lot of money to legal their suite while illegal ones are still just fine
Keep and extend the amnesty.
Keep the registration free of any application fees.
Less legal-ease, more straightforward language and easy step by step requirements. Consistency in the inspectors who come out.
Low fees for registering
Lower requirements for mechanical room drywall
Lower the property tax for those who registered the secondary suites

Make as simplified as possible with all trades requirements together. I had instances of missing out or misinterpreting the requirements and went back and forth to resolve them.
Make documentations on requirements crystal clear. It was a exhausting activity to find all the right answers with the limited amount of information available online.
Make it a quicker process.
Make it clearer so that I can call someone to answer questions
Make personnel available to answer questions.
Make sure your staff answering the phone is properly trained.
Make the requirements for a registered suite very clear i.e. what renovations must be done.
Making sure that all the inspectors who are approving the permits are aligned. I did two identical suites and heard different things from different sides inspectors, which was extremely frustrating.
Mine was pre registered when i purchased home in 2019
Secondary suites that have been previously registered should continue to be pre approved for new home owners barring any structural changes
Modify your Dev permit website! Add filters like: "is your prop built after 20xx year" so that way no need to provide abandoned window well diagram for a basement secondary suite! Also if my house is built in 2018 , why is the tree diagram required for a basement suite, nobody is growing a tree in the basement(facepalm) some of the questions on your website are ridiculous, you need to filter on the basis of the year of buit and also what type of suite it is!
More carrot, less stick. Make it worthwhile to do it legally. The lineups downtown to go through Planning were long and intimidating and if I didnt know anything about drafting or construction I would never have even tried to start the process for legalization and then registering. And remove some of the technicalities. I wanted to put in an 16" deep stairwell (two steps) down to a new suite and the City wanted engineered drawings for drainage. Pretty onerous for such a tiny project.
More consistency among inspectors and knowledge when we call in with questions.
More consistency with the inspectors. Every inspector we have had interprets the building codes differently. What one inspector will pass, another will have an issue with. It causes many

frustrations, some times very costly repairs. There should be a checklist for EXISTING SUITES and that's what should be adhered to.
My basement developed before bought. Registration process extremly complicated. City needs to give permit inspection checklists online so homeowner is aware of work required for each permit (ie. electrical/plumbing). This will help homeowners when they buy property with existing basement and give checklist for homeowners who want to legalize there basement. Instead, homeowner left with uncertainty/anxiety of what to expect and shocked by unexpected costs by contractors when permit not pass
My building permit took more than 3 months, if you can please speed up the process as it is very long wait only to get permit.
My experience with the inspector was terrible! I had no idea the costs that I would incur bringing my suite to legalization. reported to courts, threatened finances to complete the required upgrades. I volunteered for this program and was treated like I was breaking the law, all while bleeding finances I did not have. I would have been better off to remain "illegal" for the stress I had to endure. inspector referred me to the inspection report which was not in laymen's terms for homeowner
My spouse and I purchased a home with an illegal basement suite. We did the required work to legalize it. Primarily what we had to do was drywall the furnace room, which was a difficult process and there didn't seem to be many resources available for those who wanted to do it themselves. The City's secondary suite online info is not great. It does not lay out an easy to follow step by step process. Some of the diagram visuals appear incorrect.
My suite has been registered for approx 3 years. The need for a sprinkler system in the furnace/laundry room seemed unreasonable as it is NOT required otherwise.
n/a
No
No
No
No comments



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No it wasn't so bad
No need for second furnace. If issue can be fixed at the moment of inspection, inspector shouldn't fail inspection but wait the 5 minutes it takes to address the issue.
No registration fee. Easy process to registration.
None
None - cannot comment
None at the time. But my suite was grandfathered in without needing second furnace
Not at all.
Not really , everything is straight forward, nothing much to change.
Not to cost so much or to take so long. We applied for permits in 2017 and finished in 2018. The NW electrical inspector was extremely difficult to deal with and belligerent in his treatment of me and my family. Having separate heating for both units and insulating for fire barriers was also very challenging and costly.
One heating source. Having two furnaces or baseboard heaters is so much more expensive and deterring a lot of people from registering or putting one in. If one furnace is okay before March 12, 2018 (usually an original old furnace) how is it not okay after?
One permit and inspection for everything rather than multiple permits and inspections
One thing I would say is making the process more efficient. The permit for building a suite can be quite complicated.
Online application
Online portal where you can see what steps you need to take and link to resources such as contractors. This would allow homeowners to track the progress of their registration/application.
Online/virtual. More qualified but friendly staff.
People don't want to register because they are not capable financially to pay for the upgrade needed to bring it to code. Others, are getting tent already so they don't want to do anything about since they are getting income. Make registration a law. That amkes it easier to have to register

Plain language process and next steps. Not clear on process and changes based on who you talk to or the inspection. I speak English as my first language, have a Master Degree and found it extremely challenging.
Please be consistent. The number of inspectors coming in and contradicting themselves has been appalling. This has happened to me on numerous occasions and I've heard the same from many other home owners. Be CONSISTENT with what is required by the home owner.
Possible a direct connection with a secondary suite expert at city hall. Instead of speaking to different departments and people.
Pre inspections from inspectors would be appreciated before homeowners start construction
Provide more education to contractors / trades on the requirements and the differences between existing under the amnesty and new suites.
Publish a cheat-sheet for city requirements of secondary suites registration. Current process is more of inspector-dependent. I did everything that was in requirements. Still, Some inspectors come up with random requirements while failing the inspection, while if a different inspector is assigned in next appointment, the same passes without any changes.
Registering the suite was reasonably easy. We looked into it a few years prior and there wasn't enough clear documentation outlining the specific requirements for registered suites and that was initially a deterrent. The documentation is better now but could still use some consolidating.
Registration process is very easy for me.
Registration process was easy and hassle free
Registration process was fine, legalizing my grandfathered suite was a nightmare as everyone I spoke to at the city had different information for me. There was no where to go with all the info I needed presented in a straight forward manner.
Registration was relatively simple but better communication at the end if all the permits were closed and that the suite was passed as legalized would have been better. We had to call to confirm.
Relax the requirements on suites (separate heat controls, sound proofing and drywall needed under the stairs in a common stairway exit). So many illegal suites causing parking issues and city wants to charge for street parking in front of your own home.

Remove the requirement for a development permit on R1 lots would speed up the process. Please bring back the ability to use sprinklers in the mechanical room as drywalling those can be quite difficult sometimes.
Requirements are many, process takes long, it's costly. I've registered 2 legal suites. Not easy. Make it easier via time, requirements and cost.
Requirements sometimes change: At the beginning sprinklers are accepted as a substitution for a sealed ceiling in technical room, then they are no more accepted. Sealed ceiling in technical area sometimes is very difficult due to pipes, ducts, reduces the height of the area. Maintenance and repair of pipes, ducts, wires will be difficult in the future.
Rezoning takes some time. Should the City look at rezoning some neighbourhoods to avoid this step?
Seems pretty easy
Some inspectors give real hard time and do not understand. If the building is existing there is only so much we could do
Some of the requirements to build your suite to the guidelines are excellent (egress windows, hardwired smoke/co detectors) Others are sometimes counter-productive and costly with no real benefit. We were required to widen our driveway, which netted the same amount of parking 2 street + 1 driveway = 3 or 1 street + 2 driveway = 3. The drywall barrier in the mechanical room was difficult with the configuration and all the pipes etc. Now it is difficult to deal with modifications and repairs.
Some requirements were not stated before applying for permit, so we find out some stuff, like mechanical room needs to be drywalled, or doors thickness, after application, and it changed our budget and work was delayed.
Stop changing the requirements.
Takes too long and the process is way too administrative. I understand the safety part. But it ridiculous of the administration it requires.
Tenants don't know or care about legalized suites. You can't charge more. You can sell the building for more though. We legalized our suites in 2020. The process was expensive and time-consuming and the requirements are ridiculous. We had to add 6 smoke detectors, and for the most part they are about 15' apart. Silly. Sprinklers in the utility rooms just add risk- risk of leaks and additional damage to the property. We ONLY did it because of the constant threats to scour Rentfaster.

<p>The acceptance of illegal suite rentals is the very reason the teenagers perished in a fire in (redacted) 10-12 years ago. I do not agree with these standards. Perhaps the new mayor is not familiar with such disasters that people born and raised in Calgary have seen. People who do not have large enough windows, ventilation systems and more than one exit choice should be barred from renting their secondary suite. This is to protect people from being trapped in a fire & being unable to get out.</p>
<p>The actual registration process was easy, the renovations we had to do were time consuming and expensive. We were lucky at the time not to have to add in a second furnace because we had an existing suite. We wouldn't have been able to afford it and it wouldn't have fit.</p>
<p>The amount of red tape there is extremely frustrating. The more frustrating thing, however, is the level of insufficient knowledge given out by City employees (all the way from phone agents to safety inspectors). The process to get my suite up to the code was extremely tedious even for someone who was going by the book. I am in the process of building another secondary suite and I know I am going to land into inconsistent messaging which is going to make the progress very slow and frustrating.</p>
<p>The builder did my registration upon completion. That should be made mandatory for homes with finished legal basement.</p>
<p>The building requirements are too challenging: separate hearing sources, sprinklers in furnace room, interconnected smoke detectors that tenants disconnect anyway. Building codes are FAR too restrictive and too costly relative to value provided.</p>
<p>The Calgary process was easy and the City officials were very helpful.</p>
<p>The change in rules that made it possible for me to have a legal secondary suite was the one regarding having the mechanical room be accessible to the tenant.</p>
<p>The City needs to clarify in their policies how to deal with backyard/garage suites. The whole process from design to registering and getting electrical and water and gas meters with the utility companies was overly complicated with mixed messages from City employees.</p>
<p>The city should implement an Alberta new home warranty as mandatory for all contractors when they convert unfinished basement to secondary suite. Most of the contractors are cashing on secondary suite with accountability and responsibility after completing project.</p>
<p>The city should remove some of the requirements to legalize an existing suite.</p>
<p>The different inspectors we dealt with felt very inconsistent and the scope of what we ended up being required to do far exceeded what we were lead to believe from the city website.</p>

The hardest decision was the oncoming/unknown demands to upgrade my existing suite. It might have been: redo all windows, remove drywall ceiling, to simply reconfirm smoke detectors.
The in person neighbours meeting to argue the acceptability of a suite at city hall seemed abusive to another person
The inspectors should have a better understanding and be able to explain to homeowners how exactly they need the mechanical room sealed and fire proofed. They should be able to explain what materials to use and how to make sure homeowners comply by doing it right.
The inspectors should make reasonable demands of homeowners. For example, in my case, we were asked to fully drywall the electrical panel closet. This was in a separate location from the furnace room that was already fully drywalled & smoke tight. We almost gave up the process because all these little things are quite expensive.
The process could be better described on the city website. Like step by step to make it easier to navigate.
The process for getting a registered secondary suite has actually gotten harder. The enforcement has gotten stricter. Information is less transparent. There is no appeal, whatever the inspector says is the only way as long as it's noted on the inspection despite the fact if it's written in the fire code or not. Signing of documents change every year and we sign off on more liability then before. When the secondary suite program first began it was easier so revert back to that way.
The process was cumbersome and requires many steps and inspections. Overall requirements seem particularly onerous given that most older homes don't comply with new building codes but are fine as is. Each inspector seemed to have a different set of rules they went by. Initial estimate cost for legalizing went up every time unit was re-inspected and new requirements identified. Very frustrating
The process was easy to go through. No suggestions!
The process was quite smooth - no complaints.
The process was relatively smooth when we went through it. Having registration fees waived was an added incentive.
The processing time can be reduced
The website is very confusing with contradictory statement about what is required. Then different information again when in person at the counter.

The whole thing of creating blue prints/drawings of the inside of the house top and bottom was very complicated.
There are a lot of requirements for a secondary suite, such as parking, independent furnace that are cost prohibitive to put in to become a legal suite. I was told by more than one contractor that the approval rate for a secondary suite was extremely low and to not even bother trying.
There should be an option for in law suites or family suites or something akin to them. Somewhere in between all of the rules for a legal tenant and just not registering.
They continue to make it more difficult to register now and it is quite frustrating if we were to do it again
Timeline for development permit for secondary suite : it's not that much work to issue development permit for secondary suite, city should release those in 2 weeks
Utilities need to be planned better so people know what to charge the tenants, the 40 or 50 percent split is not a good idea. To get that we get zero help from Enmax or Atco.
Wasn't bad but quite expensive to have to switch windows and second furnace.
We appreciated the city extended our building permit. We were building the suite by ourselves and it took longer than we anticipated.
We built our suites in unfinished basements and prior to any easements.
We got lucky since our home was built in 1999 and the basement was finished previously/ grandfathered in and proper permits were pulled. For those don't have the yellow stickers on their mechanical (furnace/elec panel) and there are no records of permitted work in the existing basement, they will never be able to make it legal without major costs to bring it up to code. I think it would help to introduce some exceptions that will reduce the cost and allow people to invest and add a legal suite
We had it arranged through our home builder, so we didn't know anything about the process.
When I registered my suite there was a delay of a few weeks from the final inspection to the time it was actually registered, but during that time I wasn't sure if the process was actually underway or if I needed to do something. Better communication would have been good.

When I registered, I had to speak in front of the city council. I believe this is no longer a requirement which is great as that step seemed needless. I was also asked to canvass my neighbours which ended up feeling like a waste of my time as it did not help the process.
With secondary legal suites, extra garbage bins should be provided.
you should have options with the fire code . sprinkler systems or fire furnace rooms.
Yup Have a peer review of complaints and can the ones without merit instead of causing needless delays and stress preparing for appeals

Q: Would you encourage others to register their suites? Why or why not?

100%. There's an additional cost to it but it's very worth it because you know the contractors do work to code and no safety violations are committed.
Absolutely
Absolutely! It was a bit of a process to get mine, legalized, but totally worth it in the end. It has increased the market value of the property, and also allows me to have peace of mind, knowing that if an issue occurs, there is less liability or possible penalties, compared to having an illegal suite.
Absolutely! There may be safety concerns if licensed tradesmen are not involved in the process and extensive damage to property.
Absolutely! Why not be safe and legal?
Absolutely!! Safety matters! To prevent complaints from neighbours and tenants. It is just the right thing to do. Making sure a suite is up to code and safe in the event of fire is critically important. If something like Edmonton's Cornerstone Grant is offered then many will make suites safe and registered.
Absolutely. Ensures safe living accommodations for tenants,
Absolutely. A legalized suite protects landlords and tenants.
Absolutely. Because they are responsible if something happened to their tenants or guests

Absolutely. Primarily for safety reasons to ensure the suite is safe and livable.
Additional value at resale and happy neighbours but I would not recommend to strip down the walls and try and bring things back to code if there were no permits pulled. Main things that are a safety concern should be done such as egress window and smoke detectors but the city should figure out the way to have that improved and allow for "as is" permit
At this time, I do not recommend registering, there are no benefits that the city provides nor any enforcement.
Because it helps in keeping good records by the municipality for population purposes and community planning.
because it is safe for tenants and better for the neighborhood
Building legal basement is very expensive and complex procedure.
Certainly safety is paramount in this case.
Complicated process to register. I had to call twice and still goto City office to complete regustration
Consistent instructions and requirements across all inspectors and all addresses. The well intentioned home owner feels helpless dealing with an over zealous inspector who is an employee doing their job by the book with no consideration to the practicality of the requirement. There is no where in the materials provided online or on paper that advises home owners of the complaint process in case the inspector is unreasonable. The home owner left helpless under the mercy of the rigid inspector. the process of legalizing secondary suite dragged longer than i expected and taxed my time and my family time. The requirements are fluid and keep changing from one inspector to the other and from one address to the other. While one inspector approved vinyl accordion door for the furnace room at one address, the other inspector was adamant to have solid core door with locking mechanism at another address (both permits were obtained prior to January 1 2022).
Dont know
Eliminate two furnace requirement and relax sound proof requirements
For better safety, increasing the value of the property

For the reasons I checked off above...required, increase value of home, safe for tenants
Home market value, more options for tenants and STR, peace of mind
Honestly I am unclear what the benefits are .
I already supporting my friends and family members for registering.
I definitely encourage for their own safety and also for tenants safety.
I encourage every home owners to legalized their secondary suits
I encourage others people to register their suites because it is more safety
I had 2 suites legalized and felt that it was challenging to understand what was required and why. It was a great deal of work for my contractor to work with the city and whenever he asked why a requirement was there given the specific circumstances he was told that was just how it was. At this point I'd be reluctant to encourage someone to enter the process. I know of several suites built using loopholes (maybe not getting permits was part of that, I don't know) which seems to fly in the face of the whole concept. One of the worst challenges was retrofitting furnace rooms to have enclosed airtight ceilings for fire protection? I'm not sure how many houses actually have this but it seemed like an extra burden when I've lived in the house for 50 years without it and all was fine.
I only encourage people who have a large window in each room, hood vents for stoves, more than one entrance to register their secondary suite. The teenagers who perished in (redacted) died, scraping their nails off their hands, scratch marks imbedded deep into the walls. They were tortured. This very disaster should be worked towards in order to be PREVENTED. Build more apartments for more housing.
I sure will encourage other to register because it is a better value for your property and safe.
I wanted to do it because it was the right thing to do, but there dosent seem to really have been of any benefit. And the city keeps threatening to fine people and hasn't done so yet. It's been years, the time to educate is done. People who want to legalize their suites because it's the right thing to do have likely already done so.
I will definitely encourage other for registering secondary suite.
I will nit encourage anyone to register. Since we registered our property taxes keep increasing since this (redacted) mayor came up.

I would as long as it is still affordable permit-wise.
I would because it is the law and the inspection process actually catches potential issues.
I would because the overall outcome is great, and it is nice to have a secondary suite. However, the process to get us a secondary suite is extremely frustrating. This is because rules change constantly and inside inspectors do not offer you the same advice and inspection results as they come through your space. And I know that for sure because I built two identical suite side-by-side at the same time and would have different side inspectors come by and they would tell me different things and as a result, two of the units are slightly different in some areas due to what the inspector needed for me to pass inspection. The reason this is not OK is because that resulted in thousands of dollars of cost for me in order to make the changes as well as time lost in being able to get rental income.
I would certainly tell them of my nightmare experience with your inspectors and then leave it up to them.
I would encourage it to help promote safe living conditions. I would also warn them that the city will increase their taxes.
I would encourage others to register because registering ensures a safe environment for whoever you want to rent to
I would encourage people to do it while the requirements are relaxed. I do think the requirements for new legal registered suites are excessive. The idea of a legal suite is to be a mortgage supplement and/or affordable rental option for someone on a lower budget. Some of the new requirements are not safety related and overkill. These extra requirements are too expensive to benefit either the renter or landlord and I think it will cause lots of people to opt out of registering and may result in landlords not building or providing some of the reasonable safety requirements.
I would encourage them, but make sure they understand the commitment.
I would if the city actually upholds what they said they were going to do and cracks down on illegal suites, but in reality I don't think they will because we have a housing crisis and the cost to legalize is prohibitive. The small amount of extra rent we can charge will likely never recoup the extra costs we incurred to legalize. I may be slightly jaded, but at this point I would probably advise others to call the city's bluff and don't bother.
I would not because it has not resolved any problems

I would not because of my experience with it. Due to city inspectors mistake and negligence I had to pay extra about \$5000 and delayed my project. And city wasn't able to help with it even because of their mistake. I won't recommend myself doing again for my next property.
I would not, the process is getting harder and the benefits is getting less. Tenants are smart people regardless of circumstance or situation. Tenants still want the most for their rent. If something is unsafe they can easily judge if they want to risk it with their current rent. As far as I know a "legal" secondary suite is not a premium I can charge. It's not a product that tenants want to pay for. It's also not something buyers will pay a premium for. It's not something homeowners want to pay to upgrade to. If there were two identical properties, side by side, selling for the same price with the difference that one is legal and one is illegal. The buyer will most likely pick the legal one.
I wouldn't because now my taxes are up and I paid more to get my basement built. There has been no incentive from the city. It's been a loss situation for me.
I'd say it's a good thing overall that your suite is registered, to avoid any problems
If they can use the amnesty program I would yes. If they cannot use the amnesty program I would not encourage them to register it - it's too expensive and time consuming without the amnesty.
In my opinion, Register second suites makes me feel safe because I passed all City requirements. But not everyone think the same. For me, the process to pass City requirements is hard, I need my adult child to do the process, I couldn't be done this without her and not everyone has a child to help.
Inspection ensure the safety of occupants.
Insurance, marketability oat time of sale, complaints, future Mortgage qualification purposes.
Is the right thing to do but would warn it's a hard process with the city. During Covid it was difficult to find a contractor that was willing to retrofit an existing suite will small things like replacing a panel roof or adding small bits of drywall.
It depends on the scenario. Due to the building code and city requirements there are now many scenarios where I would strongly advise against installing a secondary suite.
It is quite an arduous process... I have not really received any benefits from going through the process
It will let the renters know the suite is safe and meets building code requirements

Legality is of prime value
Low fees, more support from City Government in promoting legal secondary suites for rentals
Makes renting easier
No because it just increases property taxes which is the biggest downside of making a legal suite
No comments
NO consequences unless someone rats them out. My suite is located every house has a secondary suite because it is close to the c-train, only 4 houses are registered because of needing to provide parking and extra costs in changing existing suites to legal suites. Tenants are afraid to complain because they will be homeless. Parking on street should be allowed with free " street parking permits" - max 3 per house (2 suites)
No Not my job to do this.
No! Your permit websites and safety codes officers who approve these permits(some of them) treat the official code guide as bible/quran , they interpret it as they wish! Its a guide book so it is not open for INTERPRETATION and you cannot have us citizens do whatever you want us to while sitting behind a laptop and not coming in to check in person if it really is required! In our case thankfully the inspector officer had the common sense to eliminate the utter ridiculous deficiencies that the permit officer had specified! Please have all your officers trained and ask them to stay on the same page, and understand if we want a legal suite, we absolutely dont mind making it safe, we dont want fires, but just for making our life difficult dont come up with illogical deficiencies and if we think you are a stupid safety code officer, we should be able to challenge and have you actually visit our suite to grant the permit! Sigh
No, because it would cost an extra \$25K (just to have it legal versus not legal, so not including the actual development). You would never recoup your money back as a rental.
No, it's very time consuming and a lot of work to do for each group of guests. If you don't have lots of time staying home, it's better to do long term rental. It's much easier. We don't have kitchen in the suite so that it's only can be a short term suite.
No, it's way too complicated and not every suite can be legalized. There are so many illegal out there doing just fine, even renting as airbnb. The requirements make it unrealistic and extremely expensive to have a legal suite and it will used or rent just as normal as other illegal ones. No difference at all.

No. I don't believe the City is able to manage suites now and inspectors are not consistent in their reviews/inspections for owners to rely upon their inspections.
No. I have seen no benefits to registering jy suite as opposed to many I know who haven't. I however had a hefty loan and many Grey hairs now due to the process.
No. So much money and keep making it more difficult as opposed to less
No. The cost to benefits do not make sense, significant cost barriers versus little to no benefits
No. Unless they have patience, time and money.
No. With the old secondary suite standards no longer being grandfathered in, others will likely not recouperate the money they spend putting in second furnaces.
Not if they don't have thousands of dollars on hand to support the needs of the legal requirements.
Not really, the contractors often ask for 70000 to 100000 CAD for conversion of fully developed basements. You cannot recoup that cost in years of renting. Also the requirements for 2 separate entrances make it complicated to convert old homes as a structural engineer needs to be involved. City needs to at least provide guidance on how to convert basements with no separate entrances to secondary suites.
Not really. It was a pain in the butt. The SAFETY factor is important and there is value in making sure the fire code is followed, but the registration otherwise was a lot of work for the lack of extra benefit. And some of the inspector's comments made NO sense to me. See below. Also, its getting crazy expensive to do things 100% legally. I did most of the work myself but if you're hiring a contractor the payback time for a secondary basement suite done to code is really really long. Not sure it would be worth it. Lastly its hard not to believe that registration is just an easy way for the city to track who's added value to a house and raise property tax. Whats the benefit to the owner to register?
Not sure as some of the rules surrounding suites do not make sense as they so not make them safer or more accessible and are allowed in most other Cities, towns and municipalities in Alberta. These are costly inflexible and likely not required. Code issues should be reviewed and a level of flexibility should be offered as all properties are not the same sexual case allowances should be granted and someone within the city office with construction knowledge and experience should have the ability to review and accept these.

Ofcourse, as it's safe for tenants
Offer \$ incentives to help Calgary's rental market.
People need to be able to live in a safe environment. The safety standards set out ensure this. Seen too many suites where tenants are risking their lives living there.
probably not as it is none of my business
Regiistering the suite give some peace of mind.
Safe spaces for guests. Can track hosts if required.
Safe!! It's way safer for tenants to have a legal suite
Safer and regulated. Also provides a more fair living space for all.
Safer, better resale value
Safety, property value, and it's the law whether you rent the suite or not.
Stories in the news about suites getting shut down. Threats. That's the only reason to legalize and it's pretty stupid as is. The landlords renting out suites that are actually dangerous (windows you can't escape from, bad electrical wiring, etc.) aren't ever going to register. This approach is like asking law abiding citizens to register or turn in their guns. You know who won't register their guns? CRIMINALS! You know who won't register or legalize their suites? The people packing 8 immigrants into a 2 bedroom basement suite with a bunsen burner for a stove. Coming after the rest of us whose suites are safe, but non-conforming is a waste of everyone's time, unfair, and ignores the real problem.
Suites need to be safe, registered suites are safer
sure, its just peace of mind
The cost of registering a suite to the cities expectations is super high. There is no different in earning rent with registered suite and non-registered suite. There is no benefit for the landlord to go through this huge hassle. Lots of landlords, waiting to be caught before they do anything about it.
There's not a big incentive. It's costly, value doesn't match what it costs and property taxes go up.
They don't to avoid being over taxed by the city!

They should not register if they want to have a backyard suite. It's only useful for renting but we are not interested in renting we need more space for our growing family.
This should be mandatory but the costs is too much so when you way the risk vs reward factor after doing two suites it's probably not worth it sadly.
To ensure safety
Ultimately- we need safe suites for everyone renting!!! And secondly, I hope it helps eliminate bad landlords!!!
Ultimately, it cost us a LOT of time and a LOT of money to legalize our suites. Even with the waived fees from the city for some of the permits. We were told that we would be penalized or fined for having illegal suites, but to date nothing sounds as though it is happening regarding penalties. So if we have spent all of these resources for something that wasn't necessary, then I would not encourage anyone. If the city plans to require it, and to penalize others, then of course it would be a good idea to register. So far it was a waste of our time and money for no payoff or payback, in terms of higher rent charged or in terms of awards from the city.
Unless I see some improvements I would not
We would to avoid fines as well as making them safer for everyone
Well I encourage people to register because I don't want to get in trouble with the law or taxes.
While it was a lot of work, and your property taxes go up for the property, the building would be worth more money when you want to sell it in the future.
Why not do it the right way?
Yea
Yea, it is better for people with housing crisis and know that they can rely on a safe home
Yes
Yes
yes
Yes



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Yes
Yes
Yes
Yes
Yes it is important to have a safe place for people to live . this will also increase the value of the property in the future .
Yes - it shows that they have a minimum standard level that was achieved. They have fire protection, egress windows etc.
Yes - safer for residents, more accountability on all ends, better market value with a registered suite.
Yes - sets a level playing field. Don't incentivize failure to comply through lack of enforcement.
Yes - should not have people living in basements or parts of peoples' houses without understanding that they are doing so. Opens a risk of people taking advantage of people, offering less than acceptable living standards.
Yes - to improve resale value
Yes absolutely, it's too huge of a financial risk to get shutdown if I have taken o. A second mortgage to make this a reality. If someone is thinking about renting out their home or basement suites, they must legalize it for everyone safety and so they don't end up in negative cash flow if lose the incoming rent because of non compliance.
Yes as an Investor-Focused Realtor we encourage a lot of our clients to go through this process.
Yes as no fees.
Yes because an unregistered suite is a threat to whole community
Yes because inspecting for safety of a renter is important.
Yes because it can save you if anything happens and they happen

Yes because it provides future tenants peace of mind and security. The basement tenants can have their own content insurance in the event of a fire. It increases the market value and neighbouring properties
yes because when they sell the property it will be a plus point and extra profit
Yes but warn them of the experience and cost. Many of the recommendations do not make sense and deter most home owners from registering.
Yes definitely, for peace of mind it worth it. Also bring up the value of the house and attract more people
Yes for safety
yes for safety
Yes for sure. I always recommend everyone to have secondary suite but people think if they do it it will increase their property taxes. So they didn't do it.
Yes for the safety of tenants No, because it's a lengthy process and costs a lot and I got contradictory information
Yes for the same reasons we did it right. Better values in the home and no repercussions down the road
Yes I do
Yes I encourage friends to register their suites but I couldn't answer their questions about the expense to make the suite safe and legal, myself paid C\$15,000 to to make all drywalls and s/co alarms and electrical permit all that . if the suit is registered it will be safe for all.
Yes I will. I would like others to do the right thing by providing a decent, safe and well equipped space for tenants to live in.
Yes I would as I see the benefit. But I see the push back due to the requirements of the heating source.
Yes I would, when you have a registered suite it improves the value of your property as well as ensuring the safety of your tenants
Yes I would. I know someone who had to pay penalties upon selling her home with an unregistered suite. I feel that the cost of not registering a secondary suite is higher in than long run than not registering it.

Yes I would. Piece of mind is valuable however it was very expensive to do so and not always an option for others.
Yes it is the responsibility of landlords to make sure their properties are safe for tenants. It's good to know any safety issues before something happens not after.
Yes it seems safer
Yes it's important for suites to be safe for tenants and registration is a good tool to be able to do that.
Yes it's the way to make suites safer
Yes makes it an even playing field for everyone
Yes safety first
Yes so they can take advantage of the opportunity to legalize before more rules are added.
Yes to ensure all suites are safe for rent ie connected smoke detectors and properly sized windows and ensure proper living conditions
Yes to help improve the quality of available suites
Yes to improve safety for tenants
Yes to register for safety concerns
Yes unless you can't afford to pay for the house upgrades
Yes! The whole registration process was about insuring a safe suite, especially fire protection.
Yes! Besides a moral duty to ensure the space is safe - I have been able to insure the building knowing it is a legal suite. I am able to make write-offs against the property. One should have to register the suite through Rentfaster.ca (and others) if these companies want business permits in the city. These should not be available to suite owners not in compliance.
Yes! I believe that having a registered suite and compliance with all safety requirements is key in providing a successful and safe rental unit.
Yes! It gives you peace of mind (i.e., no possibility of penalty, tenant safety)

Yes, 100%, but I wouldn't go complaint to the city if I had a neighbour with in illegal suite unless there was a while family living in the suite, things seemed unsafe or there parking caused problems due to a lack of spots.
Yes, always. Despite all my frustrations with city process, a registered suite means safe place for tenants living there.
Yes, as everything is done by the city codes and makes it safe for homeowner and tenant.
Yes, because having a legal safe suite increases the value of your home.
Yes, because it ensures that landlords are responsible about the safety of their tenants. It does give your suite an edge in the rental market.
Yes, because it is safer for tenants.
Yes, because it only improves communities. Plus it's the right thing to do, from a building code point of view.
Yes, because it's safe for people living there and you won't be running into issues with insurance or mortgagees. Also better value for the home.
Yes, because its a safety issue.
Yes, because it's better for the tenants knowing it's held to a code and it's better for the home owner on the liability
Yes, because my next door neighbour has an illegal suite and I am concerned that if he has a fire it could spread to my house.
Yes, because of tenant safety. I can not imagine any worse than tenants getting hurt because the landlord wanted to save money. Tenants are people and deserve our respect.
Yes, because then the homeowner knows they are renting a safe space.
Yes, because there could be legal implications if homeowners do not register.
Yes, because this way tenant has all the basic amenities and a safer and more private space to live and it also increases the value of your home.
Yes, because we should always do our best to make sure we are offering people a safe place to live. It also provide comfort to the home owners knowing that you property meet city code, which mean it save for the owners and their family as well.

Yes, better from a liability standpoint (insurance) as well as shows you are looking out not only for yourself as a landlord but you care about your tenants as well - registering a suite, shows you are up to code and the place is safe.
Yes, ensures no trouble from neighbours re: parking complaints or otherwise.
Yes, everyone should get registered their suits
Yes, for safety and home value
Yes, for safety of all in household
Yes, for the safety and comfort of tenants, there should be no other option but to ensure homeowners are enabled to and actually do upgrade and legalize their suites.
Yes, I encourage all landlords to register the suite. You avoid all complex with tenants. And it's good to have a safe suite.
Yes, I think anyone with space to rent out should be allowed and encouraged to do so. Registering gives peace of mind that they can do so in a lawful way.
Yes, I think there is probably a lot of housing that is sitting unavailable to people because of a stigma or because people are afraid their neighbours are going to complain.
Yes, I would encourage people because safety comes first. The city should enforce registration through the builders for new homes and simplify the process.
Yes, I would it equals out the field. And makes a safe environment for the tenants.
Yes, it adds value to their property and is safe for tenants.
Yes, it attracts better tenants.
Yes, it creates overall safe experience for tenants
yes, it ensures safety of all stakeholders
Yes, it helps ensure tenant safety and homeowner liability.
Yes, it improves quality of living for everyone.
Yes, it improves safety for tenants and landlords
Yes, It is an important process to know the suites is safe for tenant, homeowners, and their neighbors.

Yes, it is educational to know what is safe and not. Basement suite safety compliance affects the main floor tenants/owners as well.
Yes, it is safer for the tenants.
Yes, it is the law and unsafe for renters to have suites which are not up to code.
Yes, it keeps the neighbours happier and helps you have a quality rental offering
Yes, it was actually fairly easy and not cost prohibitive
Yes, it wasn't hard and it supports those of us that have invested in legalizing.
Also all questions below us have "somewhat agree" twice and no strongly agree option.
Yes, it's better to have everything separated from the tenant upstairs and it's safer
Yes, legality and safety
Yes, liability.
Yes, make housing safer for all
Yes, makes it safer.
Yes, need to ensure there is baseline safety of the suite and that there is no cutting of corners by the contractors or the owner.
yes, not need to worry about the fines, complaints and it is a better marketing value for rental suites
Yes, only to avoid the headaches from the City
Yes, registration will facilitate openness and accountability with city and homeowners.
Yes, safety
Yes, safety and a need for housing
Yes, tenant safety.
Yes, to secure investment and safety



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Yes, we need more safe housing and legal suites help ensure a level of safety (egress windows, exits, etc).
Yes,, bcz. if we register and build legal suite, that is safe and secure for everyone.
Yes.
yes.
Yes.
Yes. It is better to operate in a legal space than illegal. By entering a legal space, the owner has also rights, not only responsibilities
Yes. Afford to pay bills
Yes. Because one more less thing to deal with bad neighbours.
Yes. Ensures safety and legality of rental properties. Non-comforming suites do not garner as high of a valuation on appraisals. A precedence of value needs to be set. For real estate investors, the return on investment is what matters. Monthly cash-flow is not as important as overall property valuation which is lagging right now.
Yes. Get better marketing and value for the property.
Yes. I always do. It is safer, mortgage helper, better market value.
Yes. I was tenants in the basement before. I see the difference in quality of life in a legalized basement.
Yes. If they can afford it.
Yes. It helps to ensure that the suites are safe for tenants although at some point, there needs to be enforcement.
Yes. It is beneficial to the safety of tenants and landlords.
Yes. It is best for the homeowners safety and their tenants.
Yes. It is good for prop. value, tenant safety and city as a whole.
Yes. It is the legal requirement

Yes. It isn't difficult and all the city people we talked to were very helpful
Yes. It make it safer for all
Yes. It provides peace of mind while renting the property, or when it may come to sell, knowing that it is legalized/registered, and that an unexpected, or even unfounded complaint from a neighbour or renter isn't going to lead to fines/penalties/evictions
Yes. It provides rental income and helps reduce the housing market crises by making low cost accommodation available for those, especially young persons and small families, who can't afford to build own houses.
Yes. It will assure you a suite that is standard and with proper code.
Yes. It's important for safety requirements and helps you avoid potential issues down the road if something happens.
Yes. It's increases the home value and it's ladwaya safer than illegal suites
Yes. It's safer
Yes. Many renters are paying huge amounts of cash in basement that are not safe. Landlords are taking advantage of the situation collecting rent and doing nothing about providing for renters the necessary safety.
Yes. Most good landlords are already close to having a legal suite anyway. They may simply be missing a sprinkler in their furnace room and need to replace smoke/CO detectors with hard wired versions. Knowing it is not so far out of reach, I believe many good landlords would consider finishing off their suite with the necessities to legalize it.
Yes. Registered suites involve City inspections and City inspections will improve the safety and reliability of Secondary Suites in Calgary.
Yes. Safe and reliable suites. Long term Investment.
Yes. Safer for tenants. Better protection against liability should a tenant be harmed in the suite. Improves market value.
Yes. Safety codes and insurance coverage and value added to the property
Yes. See above!

Yes. Since it's a legal requirement m. It is fair that everyone plays by the rules.
Yes. So everyone is on a level playing field in terms of rentals safety etc
Yes. So that everyone is meeting same safety standards.
Yes. So that the city can communicate any relevant information/requirement per secondary suites easily to all concerned.
Yes. Suites need to be safe. Egress windows are the most essential.
Yes. Suites should be inspected to ensure they are safe and the process is easy to go through with the relaxation.
Yes. The registered suite shows you are a landlord who cares about you tenants and you generally attract the right tenant who cares that the landlord cares
Yes. They should be for, mainly for safety reasons.
Yes. To ensure safety regulations are followed.
Yes. To safe guard people
Yes., for safety of tenants and owners.
Yes., it promotes safe practices
Yes.....Everyone deserves to be safe...if tenant is paying rent they deserve to be cared nicely.
yes....it is good for the city to know how many secondary suites there are.

Q: For any that you selected "Somewhat disagree" or "Strongly disagree" please explain why.

<p>Ended up having to do a parking pad that I wasn't expecting (the parking space was already there but needed a "hard" surface). Would have been nice to be able to apply for a relaxation in parallel to the construction process. This took away from amenities I had planned for the tenant space. Also the costs of trade permits and inspection adds up! Would love to have access to zero interest loan or even a small grant.</p>

If the fees were waived is expired, then the cost will be a barrier for home owners.

Parking is also one of the problems. Now, the City of Calgary will add permit parking fees to home owners that will cause more barriers to home owners to get away from second suite registration.

The process is hard for people who don't know much English and technologies how to send all the pictures that the City required.

To hire a contractor is very expensive these days. To pass all requirements will cost a lot to home owners.

All inspectors should advise home owners what must be done properly to be eligible for approval on the first time he inspected. Home owners don't have to call to make appointment many times because everytime I had an inspector to check my basement, he added some new stuffs that I have to do.

I looked for some support and resources from City to help but there was none but luckily I renovated my house while the fees were waived so it helped a little bit.

I did not find some of the city resources, very helpful. I actually ended up contacting others who had gone through the legal suite application process and got advice from them as well as other third-party online sources. I also found some of the inspectors very inconsistent with what they were looking for. Some seem very lenient, while others are very strict and will not pass you on the slightest issue. I wish there were clearer resources from the city, as well as a step-by-step guide. I also wish there was more consistency, amongst inspectors and the ability for them to explain , why certain parts of the code are the way they are. I also think to encourage more sweet legalization, making the process, a lot more streamlined and easier to navigate, as well as reducing costs as much as possible, would make more people legalize their suites.

I think the timeline of 3 months to be too long. I think each section of the process can be shrunk to expedite the approval.

I found the completions support and resources to be clumsy. I found my inspectors to have various standards where one oils come and request a fix/improvement and then another could come later and request something else.

No support from the city at all and the city will let thousand of illegal suites being rent out as normal. What's the point to spend \$80K or \$100K to build a legal suite whilst there are no law enforcement on illegal ones? The illegal ones are doing well, even easily being rent out due to low rent as the owners didn't have to invest in a bunch of money

Permits shouldn't cost ANYTHING if you want to incentivize compliance. The process is confusing as hell, the requirements change from one inspector to the next, and the code doesn't make sense. This is a make-work project for inspectors and contractors- who are hard enough to find as it is!

The application goes through a preliminary reviewer and picks at the small things just to get returned and more work and money is required. The timeline took me a year to work through because of interpretation by all parties of what needs to be done. Watching the status on Vista and when I get to a point a get transferred to multiple departments between customer service, cashiers, inspectors, and the development office. The electrical inspectors option leads to dead end and provides a phone number that doesn't work. The support and resources is none. Inspectors provide some feedback but they also say your general contractor will know. The fire code is up to interpretation and not transparent to the owner.

We purchased the property with a legalized suite. We did look at some that were illegal but opted to get one that was already done. Some of the requirements were difficult to understand and a lot of contractors were not familiar with them. They were essentially charging to construct a whole new suite, rather than make the existing one legal. People seem to think that having a legal suite means 2 separate furnaces and electrical panel which is not the case for the relaxed rules - there should be more information for people to access with correct rules.

City did not provide any resources and it was a bit late than the expected dates. When called to 311 the representative were not very helpful and rude.

Different answers depending on who you talk to. Resources were not clear.

For first timers, the process and requirements to register a suite are unclear and the resources are not easy to find. When I tried asking questions online or through 311 we couldn't get a clear answer on everything. It made the decision to renovate and register our suite feel risky due to the uncertainty

I don't think it was all that easy to understand or simple. I had many questions and needed to talk to someone to walk me through it. There are a lot of permits involved and many inspections.

I feel that timelines could be improved substantially, especially when development permits are required. I know an investor who bought a house with the intent to build a basement suite, but when he heard the timeline would be 2 months or longer before he could start construction he decided not to build the suite; he couldn't afford to have the house sitting vacant for that long. For homeowners who have the time that's fine, but for investors, who often improve many properties, maybe there could be a fast-track program of some kind. Also I think the planning department could do more to empower employees to make decisions and take initiative - does every DP really need to go to a committee meeting? As a design professional I've noticed that in the past few years planning department staff have become very good at checking items off a checklist but not so good at making quick, independent decisions on minor issues that could save applicants a lot of time and energy.

I have registered three suites. Registering the first suite was confusing and overwhelming because the website and City would not have any process guidebook. Registering the other two suites was somehow easier with my experience. I would suggest the City to create a step-by-step guidebook and make people available to answer questions.

I was bounced around multiple times to various departments. On top of that I have written instructions from one of the inspectors that I needed to install fire and monoxide detectors in all of the basement rooms INCLUDING (and I asked for verification of this on the same email chain) the bathroom. Obviously I had many issues with this in the coming years and had to hire electricians and drywallers to correct the issue. Top notch knowledge over there.

I would like to see a checklist for owners to review and prepare the suite prior to inspection. we had three general inspectors and they all requested different things be added it was a waste of time when only one review could have sufficed. Resulted in me taking time off work instead of streamlining the process.

Other than that, this was helpful processes and I'm happy that we completed the legalization. The call centres were helpful and the permits were easy to get.

It ended up taking about a year and a half. There was a delay in our application, and our case was closed because we apparently missed one phone call. It would have been nice to have been notified via email as well. Once the new file was created it did get done fairly quick.

It took me several times to grasp all the steps, to be able to return to where I left off in the process, to navigate the logins in various places, and to figure out who to call when I had questions.

It was near impossible to get an actual copy of the legalization codes in full. I didn't feel comfortable relying just on the website summary page.

I bought my house with the suite and went through the legalization process by doing the work myself. I am not a contractor and had no idea when certain inspections were required or how everything was supposed to work. It worked out but was very overwhelming.

It was very complicated to understand the steps and which rules applied to my property. I had to call the city multiple times to confirm the restrictions in regards to the fire rated drywall or what needs to be drywalled. There was nothing on the website about the smoke proofing the staircase and we had to pay twice for the drywall installer to return because the steps of the process weren't clear and we only found out after failing the inspection that the stairs have to be smoke tight which means the drywall needs to be installed. Lots of unknowns because each property is different but having someone to talk to, at least one person who could be assigned to each property or area would help a lot! That way the questions can be answered right from the beginning before the process starts and the contractors are getting involved.

No where in the website it mentions I need Tree disclosure, abandoned well etc. After a detailed development permit is issued and reviewed with all safety codes, again a detailed review of building permit is required. Building permit after development permit should be quick. Had lot of issues with building permits these days.

Not all requirements are currently listed on the website section (ie. the need for a door leading to the main floor from a common stairwell to be solid core, thicker and with closing hinges). I believe that having ALL requirements clearly listed on the website would help in clarifying the requirements for people who are not familiar with them and therefore make the process and application less intimidating.

The City website is very difficult to navigate. It needs to be a lot more user-friendly and easy to understand. it's difficult to keep track of what is changing on a daily basis as I was constructing, my basement suites rules would change laws would change, and I would have to make those adjustments, which was really difficult to keep up with.

The City's process wasn't actually that bad, but the website resources make it more difficult, confusing and stressful.

The cost is crazy given the amount of time it takes the city to provide approval. Dealing with the inspector is a pain.

The entire permitting process was a gong show. The lady I called told me I didn't have a permit and I did. She finally found the permit. However, she was never the helpful. The inspector was helpful but it was clear from the online materials and from speaking to him that they can approve or not approve things based on their own opinion. It was very frustrating because I didn't know what to expect.

The online resources were not clear enough regarding smoke detectors having to be wired. We understood that they just had to "talk" meaning that as long as they communicated wirelessly, that would be sufficient. We had to call back an electrician that had to punch holes in our newly renovated suite which required repair afterwards. It would have been nice if this was more clear early on in the process to avoid the patching on new walls.

Whenever the thought comes in mind to have a secondary suite, everyone around me says that's complicated. So most of them go through contractors without using the city support. Most of the contractors cashing this.

Would be great if we can have a guidebook. Too many requirements and not easy to understand

Your website needs additional filter criteria, if a person is registering a basement suite, there shouldn't be any need for window well, tree diagram! If a person is building a basement suite after a certain year like 2018, again these diagrams are unnecessary, so much of unnecessary docs for a Dev permit.

Secondly, the build permit officer sitting behind the laptop had ridiculous deficiencies and was not in sync with dev permit officer. Although both had the same set of elevation and site plans. One person found 1 window not up to code and the other person found a fault with another! Finally the person who actually inspected was logically able to tell and mention that none of it is required! There should be a way to challenge the deficiencies of these safety codes officers who sit in the office behind laptops without actually coming in to check what the problem is for granting permits! Also the suggestions to make it compliant would have definitely caused fire to be spread! LOL

As I said...process is so confusing and complicated. It is very hard to determine from where to start, what to do...how to do. End up spending a lot on unqualified contractors

As mentioned above about the different inspectors every time. The requirement of house layout when city already has everything

Buying our property with an illegal suite caused us quite some pain. I feel like if the enforcement was stronger we wouldn't have had to legalize it ourselves. The support was there but not enough it was quite difficult to reach a city inspector. But the inspector we got was VERY kind and respectful.

City needs to make better guidebook with the requirements. Instead of having to look all over the place, and provide examples of what can be done to achieve the requirement.
Even tho the cost and registration process was easy and straight forward, it took time to actually understand what it is that needed to be done to make it legal. It wasn't until I started inspection before drywalthat the inspector called out some additional steps needed.
Every time I spoke to a city employee I got different information. It was extremely frustrating.
Having to use a 3rd party that provides limited support and doesn't do much for how much they charge And inconsistent inspections
I didn't find the process to be as straight forward for someone starting out and there seems to be no clear understanding of rules or requirements or perhaps it was all over the place which made it confusing. Calling the city though and getting a dedicated rep that knew or knows about secondary suites definitely helped made the process easier.
I don't think the requirements were super clear on some sections like in regards to HVAC requirements or engineered windows. These made the process slightly onerous
I found it difficult to get answers to questions and that some of the regulations around safety were arbitrary. Really depended on which person was assigned to your file.
I had (name redacted) as a case worker and he guided me through the entire princess and was patience when things were not to code. He would tell me exactly what needed to be done, starting from planning, blue print and actual work.
I was dependent on one contractor to legalize - it was in my budget, but I would have preferred to have a list of qualified/approved vendors. I was working under the whim of the contractor. I was able to legalize for approx \$17,000 - these costs were re-couped within about 2 years.
I was informed to canvass neighbourhood which was time consuming and made no difference, in fact, maybe made more people write in to complain. I also had to speak in front of city council which appeared to be only a formality but I understand this is no longer the case.
I was told to have fire rated window with steel frame,contractors and menufactirars were surprised why you need for home and still frame is not good for residential home as per their experiance due to cold weather.

I'm not a fan of the process to legalize. There are too many requirements. It's costly for a homeowner.
Information is not clear. I called city multiple times and received different answers for same question.
Inspectors are wildly inconsistent. Permitting was difficult because the site was buggy. Also communication is annoying since people are very slow responding to email.
it took a lot longer than I thought it would and I had to add extra drywall in areas I didn't expect, so the cost kept creeping up. I will not be able to recoup the costs for years. I do have a safer space though.
It was confusing at time and there was sometimes a different answer from an inspector vs non-inspector at the city
It was really hard to get my secondary suite registered more than 10-12 inspections were been done and each time a new inspector used to come and give a list of items that were supposed to be fixed my registered suite sticker is (address redacted) NE Calgary Recently I went to view a home which was for sale (address redacted) NE which had legal secondary suite sticker (number redacted) and the file was been completed on (date redacted) Sep 2023, this secondary suite didn't have roof outside basement entry door/handrailing/door view hole and only one furnace and only two parking pads, this are only few things which I noticed. I was in the impression that City would have standard uniform requirements for everyone to get secondary suite legalised? Please correct me if I am wrong
Maybe it was the timing of getting into the process but there seemed to be a lot of confusion as to what was truly required to retrofit an existing suite in order to legalize. It ended up costing way more than initially expected and I think rules were changing even as we were trying to complete. Had we known from the beginning what was ultimately required we may not have even created the suite.
Need to streamline details and make it easier for people to legalize in terms of information available and provided
No one on one support for things I didn't understand in the application process. Nobody could explain clearly why a zoned furnace was not the requirement versus a second furnace in my home

Originally it seemed that all we would need would be interconnected fire alarms, fire proof doors, and drywall in the furnace room, however through various inspections, inspectors discovered other items that needed to be brought up to code for work that the previous owner had done that we were never aware were requirements.
Permitting process was painful and took far too long ... promised within 4 to 6 weeks, ended up taking 16 weeks which costs us time and money for such a long delay!
Process has improved since I legalized mine, however it was not always clear what stage I was at and what I was waiting on. For example, it was not clear when an address would be assigned. I have done 2 suites now, and I still feel that this should be a 2 week process and not a many month process.
Process is complex. ask you to provide many documents. Ask us fee 2 time for permit and then secondary suite. I wanted to build a safe place but its \$12000 -\$15000 more than building a illegal suit.
Process is extremely painful and difficult to figure out. Lack of clear guidebook makes one learn on the job.
Process is not simple and need some technical knowledge. Inspectors also do not offer much support.
Registering was convoluted. There were multiple people who emailed or spoke with us over the course of it. Some of them had different answers to the same question or requirement. It was not always easy to understand, and felt like we were sent on wild goose chases at times.
Registration website I found was very poorly laid out and getting to specific pages I needed was always a challenge. I still have no idea how to continue on forms I saved half way through to finish later. Maybe it's a mobile phone thing? I looked everywhere. Overall website navigation has been a bit of a nightmare. I figured maybe I'm just incompetent but I've heard the same from other people. Specific instructions on how to complete a secondary suite from start to finish would be great, seems like each step is found separate from one another. It's too difficult for someone unfamiliar with the process to figure out how to get started building/permitting/registering a suite and how to finish. There should be a cover-all document that has all the info one needs
The city should provide all the resources and documents whar are required to complete the project It took me 3 years to complete my project

<p>The cost of applications aren't reasonable. The fact is you need a 100 permits, you need to apply for each permit separately, you need to pay them separately, all inspections are separate cost and take a lot of time with permit and inspections. Inspectors do not relay all the needed enhancements for legalising in first visit , i had to do 3 separate inspections which I had to pay for because the first two were adding more things to do after each inspection.</p>
<p>The development permit process can be significantly shortened. The public notice period can be cancelled.</p>
<p>The process is not clear at all. The information was not readily available. It was done by trial and error.</p>
<p>The process itself was fine and the city was helpful, however forcing a development permit rather than keeping an existing suite status was very upsetting.</p>
<p>The process was not very simple as I feel a lot of requirements were not mentioned on the website. For me, it was a lot of trial and error. I think the city should have a step by step guide to make this process easier to complete.</p>
<p>The requirements themselves need to be explained in plainer language. The registration process itself was straightforward once it passed inspection. The inspector was the issue.</p>
<p>The 'resource' I got the least help from were the inspectors. The first one told me that I needed an air exchange unit for my basement suite, as I had baseboard electric heat. I took my chances and did NOT put one in and then second inspector told me that I didnt need one. I nearly spent \$3000 for an exchange unit that is not required!?! What's with that? The second one also told me my stove exhaust fan had to be ducted outside. Not a huge deal but when I asked why, he said it was to get rid of the gases. What gases? He didnt have a logical reason for that. He also said he could fail the suite because the basement entrance door was at the base of the steps and there should be more room for a landing. At least he didnt make me move it. I found the two inspectors VERY different. One seemed to want to be helpful, the other seemed to power trip and looked for ways to shut down my suite. I did NOT enjoy their process one bit.</p>
<p>The website was hard to understand, and when you called to get more information, you got different answers from different people .</p>
<p>There is no where in the materials provided online or on paper that advises home owners of the complaint process in case the inspector is unreasonable. The home owner left helpless under the mercy of the rigid inspector.</p>

<p>There shouldn't be cost involved in registration. This will encourage more secondary suite registration.</p> <p>There shouldn't be need to visit a office and anywhere else. Registration could be online/virtual.</p>
<p>There was a plethora of mixed and sometimes conflicting information on the city's website at the time. I haven't looked to see if that's still the case but you will greatly help homeowners if you ensure that old pages are always taken down and there is only correct information posted in one, easy to find, location.</p>
<p>There was no enough information and the expectations of the inspectors were different</p>
<p>There were many rules that had exceptions and were not clearly listed or written out in the registration instructions. For example, shared areas outside the suite requiring drywall, or being able to use a sprinkler system rather than drywall. Criteria for windows was not clear.</p>
<p>Whenever I asked a question, they would quote a passage of the rules... if I'm asking a question, I need plain language used to answer them, not giving me the passage to interpret myself. We ended up not complying on a specific item due to interpretation, and it took over a year to resolve.</p>
<p>1) Whenever you call to talk to a specfic inspector no one ever picks up your call 2) Lots of info on website that one gets overwhelmed, no proper order</p>
<p>Again, I go back to the fact that there is no streamline of information. Everything is interpreted, inspectors differ on what needs to be done.</p>
<p>All "agree" were "somewhat". There was no option for strongly agree.</p>
<p>Although I did not select either of the options, I would suggest an option for "N/A" be included. For instance in my case, the Sec. suite was developed by the Builder. Hence, I did not have first-hand experience in the above statements.</p>
<p>As I already wrote that time for getting a development was too much.</p>
<p>At the time we registered our suite the city was not easy to work with.</p>
<p>Bcz. build a secondary (legal) basement suite is so expensive. Contractors and material cost is so high.</p>
<p>Because it would be nice for the city to inspect and let the owner know what ness to be done so they can do it exactly asked for . Each inspector and inspection make their own things up everyone needs to be on same page</p>

Changing requirements over time was annoying
city allowed a kangaroo court appeal of our DP by neighbours who simply didn't want a suite under any circumstances. Our application (development permit) did not require ANY relaxations. Our application was described as the textbook application that the city wants. Well thought out, well designed and on a property with ample room to accommodate a secondary suite. Despite this our neighbours dragged us through an appeal based on an allegation that we had received easements from the city for over height, over % developed, and for building closer to the sidewalk setback than normally allowed. Since none of these were true as documented and communicated by the city rep we don't understand why this was allowed to go to an appeal instead of being predetermined as being without merit and declined by the city. HUGE failure on part of the city in our opinion and the story that we tell others who are considering the same type of well planned secondary suite.
City inspectors are too subjective. After many inspections we finally got our alderperson involved th get things sorted out
City needs to plan better for utility distribution
City processes and procedures are not setup for low cost retrofits and common sense solutions.
Considering of the older house, I don't think I would require all the cost of the permits
cost of registration including bringing to code with 2 furnaces is too much and absolute waist
Cost to legalize a suite is cost prohibiting.
Development permit for full house takes 2 months and Development permit for basement suite takes 2 months as well, it should be faster
Different inspectors sometimes required different standards.
Different safety code officers providing different answers to same issue. Difficulty finding the proper city person to provide guidance in some specific questions that came through during the process. Lack of detailed Q/A for the project.
Even though I didn't register my basement myself. I was in the process of completing the application cation when I got the stickers in my mail box. I didn't know the builder would be getting it registered on my behalf.
Every inspector had their on expectation.

Explained above
Explanations above
I always had to call in to the building permit line to get clarification on issues. Often the line was busy and it was difficult to speak to someone.
I believe people are scared of city of Calgary inspectors. They should be more approachable and easier to deal with to be honest.
I did not feel any problem registering my basement.
I don't know what resources the city provided, other than to inspect the property
I expected the process to be more cumbersome than it actually was.
I feel the city has taken a long time for any type of permits or projects in that few years.
I found depending on the inspector . Some made it easy and were very helpful and others seemed to dislike the idea of secondary suites and they let me know it . if the city wants this program to grow and make safer places for people to live there staff should be on the same page.
I had two inspectors and the first one was very nice and explicit. The second one was very tough and said the first inspector opinion didn't matter because it was his responsibility
I hired someone to do the submission process for me because it was simply too daunting for me. And I'm a handy type of guy.
I just feel that I had a unique situation with my property and was led to believe one thing until it took turn the other way and then I had difficulties hiring an adequate contractor.
I know it's not for people who don't know anything about it
I purchased with a register suite so all of this is N/A
I, (remove name) am filling this out as the secondary suite tenant and I am living in an unsafe environment.
I'd say that everything was worth
If the city wants to encourage densification, fees should be minimal. It is already a significant investment for some homeowners to complete the necessary upgrades in order to bring their suite into compliance.

Inconsistency between inspectors and questions asked on the phone depending who picked up that day. They are caught between new build and the relaxed rules and no one can give you a straight answer.
Inspectors are not interested in offering reasonable solutions to problems they identify. If you ask how an issue could be fixed they often say something along the lines of "its not my job to come up with a solution"
It is quite difficult to know what will be allowed and what won't. And the city changes the requirements all the time. So some suites have one thing and others have another thing
It is very difficult to speak to someone on the phone in the city of Calgary. Any time I phone any branch of the City of Calgary, I have to go through a series of recordings and selecting options followed by long waiting times. That is frustrating and discouraging.
It took a while before getting my approval.
It took very long time just to get building permit. Which leads to people opt to go with unregistered basement.
It was done by our builder, so our part was small
It was easy for me given than the builder did all the work
It's a complex process
It's hard to get a hold of a safety inspector to get information on code requirements. Even after leaving messages I wouldn't get call backs.
It's just not as easy as it could be. I like the suggestion for having a comprehensive FAQ and 1:1 person to assist
Just FYI on my survey there are two options for "somewhat agree". When I went through the process I had the option to alert the City that I have a suite and bring it up to code using the guidelines they gave me or have it 'decommissioned'; or try to follow along with the process on the website and take my chances that I did everything correctly and continue operating without a permit and get an inspection whenever I felt like it. I chose the first option and the inspector I worked with was wonderful and very understanding. I say the process to register was difficult because of the renovations we needed to undertake, and I think a distinction needs to be made between registering your suite and having a suite that is up to code to be able to register.
Lower cost of registration may be encouraging.

Lowering standards and accepting the use of previously labeled illegal suites is a ticking time bomb waiting to happen. The charter of rights and freedoms states that we have a right to safe living standards within Canada, this should be reflected upon.
Many suite has been developed illegally and they will not voluntarily to change due to the cost associated with. On the other hand, most of people are not able to completed by themselves and extra cost will be needed for contractor/ hiring someone to do it
My suite was grandfathered so I could register under the fire code which had lower cost (I believe relaxation ends in 2023), otherwise fees are quite expensive to register the suite and various permit fees.
My suite was registered by my development contractor
N/A
n/a
Na
No resources where provided
None
None of these questions are relevant to a homeowner who purchased a home with an already registered suite.
Nothing is simple about City bureaucracy
Nothing is straight forward with the city!
Online process was little complicated not simple for me
Online processing is easy I found.
Only after escalating to the mayors office was I treated like a law abiding citizen. I volunteered to do the right thing yet was treated like a criminal with ill intentions to the well being and safety of others and my own family. It was a stressful experience both mentally and financially I was tagged as dying in criminal intent when that was the last thing I was trying to be considering I had voluntarily applied.
our permit had an appeal and it significantly lengthened the process

Our suite was done by our homebuilder within a reasonable timeframe to build an entire new home, so we had no direct dealings with the city
Paperwork and steps were a bit complicated
Permit should be longer such as 3-5 years
See above comment
See comment above.
Some inspectors said things were fine while the inspector said it would not pass. It is not clear between New and Existing suite - if the house is already built it should be considered existing rather than new. Too many cost involved in making a new suite in a old home. Many suites technically do not qualify as existing because they had a improper kitchen (Hotplate) or did not have a complete separation from upstairs tenant.
Somewhat appears twice
Spent many many hours trying to get information clarified, had to take lots of time off for all the trades, work, inspections, etc. Given conflicting information. It eas much more difficult and confusing than expected and it took a long time to comit was extremely frustrating from stat to finishplete
The amnesty was the only reason to register otherwise it is not worth the money.
The challenge I found was inconsistency in what was I was allowed and not allowed to do. Specifically I legalized two suites, first building inspector said fire sprinklers were permitted in the utility room and on the second basement suites I was told that is not allowed and must be drywalled.
The cities keep changing expectations. Every time different Inspector wants different things. Would be nice one Inspector gives the list of inspection and we submit to the city. The pictures that it's corrected. Or Video. Otherwise Judy book and next time comes different Inspector and he finds different things, and again you start over.
The city did not provide any recommendations to "general" safety requirements that suites should have. Some times it's "sprinklers in mechanical" are suffienct, others its "drywall in mechanical" is mandatory. The changing Alberta safety code is not easily accessible and being lectured by an inspector is not pleasent.

The contractor helped me with registration so don't understand the details.
The development permit staff were an obstacle.
The development permit took a really long time
The entire process was somewhat confusing. I luckily have a friend who is a city planner who walked me through the process but I had great difficulty until he helped.
the first question box needs correcting, it should read, Strongly agree
The first two houses we put in legal suites were done by a contractor, it was a learning process.
The process was not very straightforward
The registration process was bit confusing as to which fees were waived and still need to purchase building permit. Not sure why there are two permit. The first one which is basically yes or no should be free anyway. There aren't any work needed as this information was provided by builders at the time of development's.
The wait time in 2022 was long.
The window issue in terms of the square footage required to exit. The suite is not clear you need to redo that section on the application.
There is 2 somewhat agree. You need to fix that
There is limited information on website and very confusing. It must be easier for immigrants to understand the process
There were considerable delays at time
These are no applicable to me because I got it done by the builder.
Too many people didn't have correct answers causing delays to me and extra costs.
Took too long, my file was not attended to for 2 months.
Very low cost will attract homeowners to build a legal basement
Very vague description of process and steps involved in it.
We waited for months to have building permits and inspections.
We were able to figure it out because our second time doing it. Not really a lot of help from the city

We were discouraged when different inspectors came to do inspections and had different changes required. First guy overlooked one thing and asked for changes somewhere else. After we made the changes and different inspector would come and pick out changes the other guy had "passed". Either the inspectors need some consistent guidelines or the same inspector should come every time.
We were given conflicting information from City employees and sometimes it conflicted with the printed or website material.
Website gives contradictory and confusing info about what is required. It is doable with considerable time spent.
Why choice 1 & 2 are the same? Did this questioner made by professionals?
You have errors in the suvey answers. There's no strongly agree.
Your choices are wrong. Did anyone proofread this. 2 of the 4 options are IDENTICAL
your option, didn't have strongly agree.
Your survey answers are wrong. There are two somewhat agrees and not a strongly agree
You're form has somewhat agree twice?
If there was something extra or unique required by the city, there was little information as to why and what information was available was hard to understand. I felt like I had to jump through hoops to get answers or to find relevant information related to the city's demand.
Note- there is a typo in the first of the four columns above. "Somewhat agree" should likely have been "Strongly Agree"

Q: Is there anything else you'd like us to know about the process? Your experience?

1) Have a couple hours of a week, a dedicated time and day where inspectors pick up there phone for questions and city staff also available to help with process 2) Have a dediacted online chat available
All the city inspectors I dealt with were knowledgeable and very friendly.
All went well until inspections were done by different inspectors. Each one had a different idea of what met codes.

Secondary Suites Feedback

Report Back: What We Heard

January 2024

<p>Allow the option of water sprinkler in mechanical room. Air-tight sealing of mechanical room is cumbersome, and also not as effective as intended. Water sprinklers allow access to other installations in mechanical room while keeping a fire safety device in place.</p>
<p>Although I did not select either of the options, I would suggest an option for "N/A" be included. For instance in my case, the Sec. suite was developed by the Builder. Hence, I did not have first-hand experience in the above statements.</p>
<p>And I live in Marda Loop, Southwest. To register my secondary suite as legal, I had to supply a common area for the tenant, and one designated parking stall. Across the street from my home once stood a single house, which is now four row houses with basement suites. There is no street parking on that side of the road, and only four small attached car garages. I find it unfair that private detached homes need to provide parking when developers seem to get, a relaxation</p>
<p>As a Realtor, it is super frustrating showing clients a home that has been fully renovated and the home has an illegal suite. Everything is typically good to go but zoning (easy ish fix by applying via DP) or heating source. To tell my clients to make it legalized, they now have to rip out the entire ceiling to add venting for a new furnace or baseboard heaters makes them walk away from the purchase. I know this isn't a city problem, this is a poor workmanship problem on the renovators side of things but they may go this route due to the expenses of adding another furnace or baseboard heaters.</p>
<p>As mentioned we did not have a choice our spec home came with the secondary basement suite. We did not need the income, however, As it was completed we decided to rent out</p>
<p>As noted in the previous question, registering your suite with the city is not hard or prohibitively expensive, bringing it up to code is. And also the parking requirements are ridiculous. But you know that already.</p>
<p>At the end of the day, my 1 bedroom suite has 5 smoke detectors and my 5 bedroom main/upper floor has 2 smoke detectors. You basically now have 1 house that has 2 different safety standards... should I be scared of living in my "old" (10 year old) main floors, or is it overkill for the new suite? If you want more legal secondary suites you have to be aware of the cost and effort associated with it. Otherwise people won't build them, or they won't be legal.</p>
<p>City needs to makes the guideline more clear, and all inspectors follow the same set of rules.</p>
<p>City of Calgary should find ways to make the process more simple, safe, and affordable for Calgarian think that they can do it.</p>

City should also provide more support to home owners when they rent secondary suites. I'm really terrified with bad tenants and no/minimal support from city. Why a homeowner should go through a lot of mental stress and sleepless nights. What's the purpose of of spending lot of money in secondary suites?

If I don't pay one month mortgage or insurance, big big multi national companies follow behind me and put black mark on my name in credit history and even I can't buy an insurance again. Then Why a small time homeowner who bought a home with his hard earned money can not get immediate resolution when they face bad tenants? I don't use word landlord as I'm not real lord here. The real lord is the bank that gave mortgage.

City should approve the application within given time instead of giving reasons that we have too much work load and working on it. Allow applicants the direct access to the city personnel who is working on the application. Instead of giving fake promises provide people with true picture and process timings.

City staff should be more efficient in doing their job as they are paid to do. Unnecessary delays costs home owners money and time...city staff should be mindful of their causes for delays.

Completed registration in 2019 on a pre-1970s home. I understand the rules have become more stringent since we completed the process, which may be a barrier if we were to be starting today.

Consolidate information!

Contractors take advantage of the costs and also suggest things that are not needed to comply with the city

Covering mechanical room with drywalls does not a good idea.

- 1) It is almost impossible to cover the area to the point that it helps with fire.
- 2) Fire sprinkler was a good idea.

Deregulate and keep extending the amnesty period. Market the secondary suite such that people want to pay more for it. Help owners have a good experience and want to create a secondary suite that is also affordable to them (ie provide loans). I registered my suite out of fear, not because I believed in this secondary suite product.

Does secondary suite will increase property tax? How to you calculate that?

Financial incentives such as Edmonton's Cornerstone Grant should always be available so that there is motivation to create safer registered suites.

Finding a contractor was difficult due to the small nature of the project. Maybe the city should be giving them incentives, as well.

Fix the options! First option should be strongly agree! You need quality assurance testing!
For Basement suits rules are so difficult now a days. Because of Window size, Ceiling, Mechanical room, Double furnace, etc it is quite impossible to do in the basement because of old houses. For Old houses City rules was different and now new houses rules, by law is different.
For the legal suite I was expecting grants from the city of Calgary. It's really big help to build basement especially in this houses crisis time period.
For these last 7 questions with "somewhat agree" twice, 1, 2, 4 are "agree"
Fully explain the requirements example: smoke sealing - explain what it is, how to do it, why it matters.
Get the sprinklers back in furnace room. There a lot of sweets were physically impossible to Drywall furnace room. Ask us to put two sprinklers and the fire extinguisher, but Drywall in some cases is just not possible, impossible to find a contractor or they ask \$15,000 just to drive all the furnace room. But we know it's not possible. Giving warnings for the landlord to correct The sweets. There is no reward for the good landlord, who followed that protocol and procedures there is no reward financial to have the legal suite.
Glad we have done it.
Hate the wait period for development permit.
Having appeals as part of the process wastes so much time, if a parcel is zoned to allow a secondary suite you're neighbours should not be able to appeal, especially on frivolous grounds such as parking or privacy
Having the extension during covid to waive fees gave me the time I needed to ensure everything was completed correctly. The entire process took me 2 years from when I initiated the process to being granted registration status.
Hoping the city would eventually allow homeowners to have 2 legal secondary suites. For example, basement suite owners can also have garage suite in the same property to help with the current housing situation in the city.
I am emotionally distraught and have to move because the landlord doesn't want to fix anything.
I am extremely impressed that you already got over 11,000 registered suites. Congratulations.

<p>I am in process of buying another house with undeveloped basement but scared to built legal suite due to my previous experience, is there anyway inspector can visit the place and give a list of things which are mandatory to keep in mind to built legal secondary suite please reach out to my email (personal information redacted) if its possible, closing for this house is on (date redacted) and would prefer Inspection to be done after (date redacted)</p>
<p>I am thankful that the mayors office was able to look at me as a human who had good intentions The experience with my inspector and his supervisor was not at all what I would have hoped for from an education and support perspective as a homeowner who is not a contractor by trade. I was completely dehumanized within my volunteer approach to legalize my suite. It was a terrible experience and I can not say I would suggest it to others that have a "illegal suite"</p>
<p>I am very thankful for my secondary suite. It is a great extra source of income and I am no longer solely reliant on my day job. I have something to fall back on if I suddenly lose my day job. That is very valuable in this volatile job market where corporations constantly perform lay offs.</p>
<p>I called many times and got different answers - especially the to with the fire barrier in the furnace room - almost impossible to drywall a tiny existing room, no contractor would take on the job. Allowing a sprinkler installation is a much easier option.</p>
<p>I definitely agree that a few things are vital: proper size egress windows, linked fire/smoke alarms, those should be mandatory. But drywalling and sealing the utility room was really problematic for my tiny room. At least I was allowed to put in a sprinkler - thats FAR easier than trying to seal around ducting. I feel like there should be flexibility on heating - for many years our "non conforming" suite used one furnace for the whole house for primary heat which was augmented with a convection oil-filled electric heater or a cabinet infrared space heater in the basement. Used properly they are safe heaters to augment the main furnace, much easier to do in a basement suite than requiring an entirely separate system. A separate heating system is optimal but there should be some flexibility in heating requirements.</p>
<p>I did like the electronic options for submission and inspection.</p>
<p>I didn't have an issue registering. But not all home owners understand it well . So it would be great if you can add more languages. I would love to help or translate my language.</p>
<p>I do think the permits are expensive now. It should be reasonable so it encourages people to register. Also if you want people to register existing suites there needs to be support to hire reliable contractors.</p>
<p>I don't like requesting from the city. It's very inefficient process. Wouldn't do it unless I was forced to.</p>

I found it to be fairly simple once I met the requirements, however, I felt many of the requirements to be over the top. My suite now has 6 smoke alarms in about 800 square foot area! I had to replace windows that were two years old with windows that open a different way, although both had the same size "opening". This seems irrational.
I got my electrical inspection passed in 3rd inspection would be better if inspector give details after 1 inspection. Also electrical load calculation inspector do would be appreciated
I had two inspectors give me different requirements and that cost me over 3 weeks of time and \$2000 to make changes that were not required.
I have legalized 4 suites and I consistently found the process and working with the city very straight forward and not difficult like some people say - as long as you complete all required items things fall right into place! I found the information on the website somewhat incomplete though which required phone calls to the city for clarification, it would be nice if ALL requirements were clearly listed and updated as regulations change to save time for the home owner as well as city employees. It would also be great if an alternate solution was found for the provision of a smoke seal in the furnace room ceiling, drywalling is virtually impossible to complete without removing all existing mechanical systems in the home and reinstalling which is quite disruptive, time consuming and expensive.
I learned that the permits and inspections were for my benefit as an uneducated homeowner. I think a relaxation of the electrical room drywall for newly built units seems like a reasonable exception to make. The existence of sprinklers seems like a workable solution, and allows the homeowner a more accessible mechanical room.
I legalized when the process is under waived conditions. So it was easier than my friends now start the process.
I think if City could be quicker with the process and provide incentives for the legal secondary suites. IF would be greatly beneficial for new basements being built.
I think older houses should be given a minor relief regarding the specification for window openings, my windows were 1/2 inch short according to the new bylaw in 2021, so it cost me \$5,600.00 to replace them.
I think that the current requirements are reasonable for secondary suites. Having a person from city hall guide the home owner would be a big help.
I think the amnesty should end at some point or it seems it is indefinite to have illegal suites.



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I think the City should continue to support zoning changes that allow for secondary suites and build new communities with secondary suites in mind. The opponents of suites typically have concerns about parking and people in this city need to realize they don't own the streets/parking locations including if they are in front of their house.

I think the requirement to install smoke detectors in practically every room was excessive.

I think waiving the fee involved will bring people on board. Such registration should cost anything especially when we have to pay property tax.

I very happy with the way that the city relaxed the rules to just be about safety for approval and not all the building codes . this made it possible to move forward.

(name redacted)

I was allowed to put sprinklers in the furnace room in one house and not the second one I did a few months later.

I will start to regret registering the suite because you keep increasing my property tax every year now!

I wish all the inspectors were more consistent in terms of the inspection process, advise and changes they require. I happened to deal with multiple inspectors at different stages of the process and all of them said a different thing. On top of that what was very frustrating during one of the suites registrations is the fact that the rules have changed regarding the mechanical room fire rating .. one time it was sprinkler system only, then fire rated drywall and then back to sprinkler system which was a massive difference in terms of the overall costs.

I would like there to be a financial incentive. Some sort of tax break or some other benefit to registering rather than increased property taxes. Illegal suites pay less than legal.

I would not want to have to go through this process ever again. To stress full and I was only trying to legalize an existing suite in my new primary residence.

I would say the two areas needing the most improvement would be 1) quality of contracted work (including the licensed trades) and 2) contractor / trades knowledge of the City's requirements - esp the difference between existing and new suites. Contractors are giving wrong information to owners if they don't do their own research. Suggest adding a Q to differentiate between existing and new suites. I've registered 3 existing suites. Great - simplification to the application process (pictures instead of plans). Sometimes the info provided by chat / email / phone differed but this improved significantly as well. GREAT - diligence of the inspector in providing specific details as they relate to the requirements on the inspection report. Target the realtors who may be advising clients to upgrade existing suites without legalizing them. What happens if you buy a property with existing suite that was renovated but not legalized? Under amnesty still? Ask people for price ranges for their reno

If in process inspector find codes that were not met by builder at the initial construction process of house, they should be fined for it.

If there is no enforcement, then why register. If I spend my money and register, how does that differ from my neighbor that never does. We both have suites, but I am the one with less money.

If you give time and support everyone will do it . But do not give hard time to the owners . Building cost have went up so much

In general if the city wants to promote affordable housing it shohld focus on allowing things to be low cost. It sounds simple but in reality most cities do the opposite. Every time building codes, zoning rules, or other regulations make changes to improve livability, safety, etc... it drives up cost and therefore makes MORE people homeless. Increasing the building code and other standards and requirements for basement apartments increases the cost to provide housing, and therefor increases rent on the most affordable form of housing. Therefore promoting homelessness, the city is therefore promoting homelessness everything it increases the standards of legalizing a suite.

Is the city of calgary proud of promoting and making people homeless?

Individuals are concerned to start the process, as the initial inspection puts their suite on the city's radar. If it is determined they cannot complete the project, they will be in worse shape than if they had risked not applying. For better buy-in, this is something the city must consider. Use a carrot, not a stick. If someone is honest enough to come forward and declare their suite is illegal and want to legalize it, know that they have chose to place themselves in a vulnerable position. A bad experience would spread through certain communities like wildfire and set the program back by years. Also, it appears the average renter doesn't care if a suite is legal. They want a good price and a nice place. Better and more ads to promote the program's benefits would help. Also, to help landlords understand the benefit of the process- ie: higher home value, peace of mind, marketability. Not just avoiding penalties. Thanks for seeking feedback. Happy we legalized ours.

It is a pain dealing with city and contractors/ builders are taking advantage of homeowners based on that
It was easy and cost effective partly because we had a friend who knew the process and contractors who knew the legal uite requirements so she passed that to us so that we were well prepared in the process, also the city was helpful.
It was impossible for me without a permit company.
It was inconvenient and costly to pay for a replacement so I could attend the council meeting where my application was being approved. I also had to wait until that matter came up after three hours of listening to council debate. Make approval process easier, allowing applicants to appear virtually
It was painful. Inspector made do twice the same part and had to expend a lot of extra money because his mistake. His name was (name redacted)
It was very difficult to get help or clarification from the city. If I hadn't been able to complete the process before the grandfathering for the old standards was over I likely wouldn't have legalized my suite. I'm all for egress windows and fire barriers, but requiring a second HVAC system is so costly that it provides an enormous hurdle for others attempting the same and contributes to lack of housing in this city. We would also greatly benefit from rezoning for denser multifamily properties as long as something is done to address the lack of street parking that this causes.
It was very frustrating fro. Start to finish and very expensive.
It would be really good if city can waive the registration fee for secondary suits. City also need to advertise more about benefits of registered secondary suite and also mention about penalties of having a illegal secondary suite
I've registered 2 legal suites. It's not fun. It costs a lot. I wouldn't recommend to anyone
JUST CONSISTENT MESSAGING. PLEASE!!!
Just so you know the questions above have an error it seems
Keep doing the great job of sensitizing homeowners to build a legal basement suite
Keep the cost low. And enforce on every landlord who rents the house.
Keep the registration fee (or any other fees) waived until the end of time :)
Like that the city offered relaxed rules to legalize existing suites. Would be nice if this was extended to help improve the housing crisis in Calgary. We opted to purchase a suite that was already legal as it was easier than trying to wait in line and get a contractor to do the work for us.



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Make a dimple step by step guide containing correct information. Target audience is homeowners not trades.
Make it easy and inexpensive. Don't force properties to do crazy things that you see in a newly built home. The cost to do this in a 1960s home is way too much and not worth it. Unfortunately homeowners see the costs and the risk vs reward just isn't there therefore the city will always have issues with illegal suites and affordable housing.
Make the process simple
Many people (who are not aware of legalization benefits) are still getting targeted by the fraud contractors. Please develop some rules to stop those contractors.
My basement is my secondary suite I think if you have the property size you should be allowed to build a suite over your garage that should be permitted for me to build so I have a basement suite and a suite over my garage. I should be allowed.
My experience has only been with pre existing suite so the costs were low because they fees were waived, but to register a brand new suite is costly for all the permits and fees. Also It would help to have grants I understand there Will potential be \$10,000 available next year but that is far too low to entice people to build more suites
My experience was good.
My home is a new built and the builder took care of all this process for me
n/a
Na
new HVAC, separation requirements are too expensive for the inner city spaces that are in dire need to legalize. This is where the need for housing and legalizing exists.
No
No
No.
No.
None
None

Nope
Not great... feel it is a money grab having to register every year.
One in one support would have really helped.
Overall I was very pleased with my experience at city hall and with the inspectors. Especially impressive was having an agent at city hall go to bat for me, within hours after I'd been turned down, so that I could add an extra egress window into the basement kitchen area while renovating the suite. It required an separate permit fee, which I found reasonable, but it was such a sensible move to allow that to happen concurrently. I was very grateful.
Overall, good. I feel that the city has made a lot of improvements to the process over the past few years. I do appreciate the fee waiver and hope that will continue indefinitely.
Phew! A lot, 1000 chars are not enough, city acts like they are the supreme megalomaniac! Your permit process is archaic needs serious revamp ! Have your website devs add a if else block for permits so that unnecessary docs are not required
Please forward our concerns to insurance control authority, that illegal rental suites should not be insured
Please make the processing faster.
Please read comments above.
Please scrutinize the developers and let basement owners have an access to their track record. Like no. Of basements developed. Legalized and years in business. This is the most important reason why people I know do not want to legalize due to fraud and unreliable developers. I have heard people losing 40-70k and no jobs being done.
<p>Previous question is missing an important consideration: Which of the following do you think will encourage people to register their secondary suite?</p> <p>Consistent instructions and requirements across all inspectors. More reliable inspectors (not contractors)</p> <p>I wish all inspectors are understanding that Not All the requirements are feasible based on individual circumstances. Some inspectors come across heavy handed and throw the book at the home owner (Name redacted) regardless how feasible the requirement is, while others are very cooperative, understanding and practical (names redacted). Some inspectors are solution oriented, while certain inspectors are red tape oriented.</p> <p>While one inspector approved vinyl accordion door for the furnace room at one address, the other inspector was adamant to have solid core door with locking mechanism at another address (both</p>

permits were obtained prior to January 1 2022). I wish I knew of a complaint way to report the unreasonable inspector (name redacted).
Process was very good and all Inspectors very co-operative. Electrical Inspector helped and guided me a lot. All calls were attended and responded with great patience by city office.
Put some time and real effort into creating clear, step by step guides both on the website and something to print out or get from the City. The content online is like you got an internal resource to write it, but didn't spend enough time making sure each step or the content was super clear. The content is okay, but it's not great. And the steps are not clear. My my spouse and I have a fairly high level of education, so the fact that we found it a challenge to understand makes me think other people would as well.
Really really bad
Rules for legalizing suites has changed 2-3 times since my initial experience. I've had feedback from the City inspectors themselves that some of the obligatory changes to legalize do not make sense and are ridiculous. Further encouraging other home owners to avoid the process of legalizing their secondary suites.
So after you create an extra suite, what can be done to hold the owner accountable to the parking requirements. Currently I have a Neighbor that has no off street parking. He uses the garage for anything but parking and has 6 vehicles on the street. This irritates the neighborhood
So many inspections! Could this be streamlined to reduce the number of visits by an inspector?
Some city employees were tough to deal with.
Some inspectors were very rude, unhelpful, ignorant.
Some of the inspectors could be very anal about few things. They have to look into bigger picture not consider things set in stones. There could be option for second opinion review by another inspector(there could be fee associated with it).
Some of the inspectors were a bit condescending. Ask me about unrelated items. For example, I don't see any permit for your electrical box. What did that have to do with the inspection.better customer services required
Start going after dangerous illegal suites. I've heard of other homeowners with suites unwilling to go through the process because they know the city has not been robust in monitoring and enforcing compliance. Many listings on MLS still advertise illegal suites as an asset.

Still seems as though it depends which inspector or city contact you get as to what an answer is. Maybe things have changed but I'd recommend that instead of looking for the gold standard for a suite you get a minimum standard and have more flexibility when reviewing previously existing suites if there hasn't been an issue.
thank you
That will be all!
The City should seriously consider allowing more than one secondary suite per property. Let's catch up with some more progressive municipalities like Vancouver or even Edmonton!
The above says more than enough
The biggest issue was flexibility with inspectors. Inconsistent application of rules, for example items that weren't touched in the renovation not being grandfathered in, differences in mechanical room requirements. Drywall around mechanical ducting and wiring is very costly and many trades unwilling to take the job on. This doesn't make too much sense as normal homes do not have this requirement. Providing multiple options on the code requirements to help reduce construction costs would be great, as costs are now exceeding \$100k on a suite renovation. The permit and approval process is insignificant in comparison. Working on code requirements would have the largest impact.
The city should be more proactive in enforcing unregistered suites to motivate owners to register and bring the suites up to code.
The City should have clear examples of what will and will not be approved for a new build. It should not be my job to photograph all the laneways in the NW to prove that our designer's plans are compliant.
The city taxes its residents into poverty! Never a tax break! Only higher taxes!
The cost of developing a secondary suite is considerably high.
the expectation for the legal secondary suit should be to use sound proof barriers between main floor and basement. (Company name redacted) homes did not take care of minimizing this. Sound from main floor freely travels to basement!
The fees are reasonable and landlords have had plenty of time to renovate and register existing suites at reduced rates. The real costs are in the renovations. Some of the new requirement are not safety requirements and more "nice to haves" and they cost a lot to build into an existing property

<p>The first inspector was a nightmare and picked at every little thing (especially when I had pictures of a recently registered suite that did not conform to all the miniscule gap requirements he pointed out. In addition, my neighbour with the exact same window got approved, but my opening was somehow 1.5 cm too small so I had to replace the entire window! If this is about SAFE suites, then once a suite has been inspected, we shouldn't have to pay any further money to get on the registry (unless of course a building permit is taken out on the property again). BTW, your metric above is incorrect-- you have 2 columns with Somewhat Agree, instead of Strongly and Somewhat....</p>
<p>The initial approval process timeline could be made shorter.</p>
<p>The inspectors were not on the same page. One told me I needed to drywall a concrete wall to fireproof it. They agreed when I took exception to that but I was informed I must use a fireproofing sealant. My brother used the same sealant and was informed he must remove it to be compliant.</p>
<p>the main issue here is cost of suit to make it legal I mean the expense to finish every corner of the suite</p>
<p>The only other thing that I would recommend is that the permit stickers be of better quality. When we were affixing them, it was warm and the stickers stretched and they don't look great.</p>
<p>The only thing I really wasn't expecting is after building "a spoke seal" it now prevents me from having my furnace ducts cleaned professionally. I would have liked to know that going into the project.</p>
<p>The process for me was hard but understandable. Nothing done right is easy so I understood that doing it right mean works</p>
<p>The process I went through to "legalize" my suite spanned several years. I allowed people to rent in my home giving me the opportunity to finance stages toward legalizing the suite. At the time, there were no incentives to register the suite.</p>
<p>The process is too complicated and takes too much time. It took me more than 3 months to have permit. The officer who provides the permit was not helpful, looks like they don't want you to understand the requirements. They don't want responsibility and ask you to find a professional company to provide 3rd party opinions which inflate the costs much more than original budget. The requirements are above a normal person's understanding about the construction and let the contractors take advantage on the owners. There is no grants or financial supports from the city but they want to have a separate heating system for the secondary suite and everything must be carried out by a licensed contractor and must pass inspection. The whole process is extremely discouraging the owners and they did not have any benefit or are better off than illegal suites' owners.</p>

The survey options currently include two “Somewhat Agree”, and are missing the “Strongly Agree”. With experience in the residential and commercial construction industry, I was surprised at how simple the process was to renovate and register a secondary suite in my own house. I think this is something that could be highlighted to other homeowners, in that the city really is there to help and make the process as simple as it can be, for those who potentially don’t have experience with permits.

From what I’ve heard from people with unregistered suites, the thought is that the additional construction requirements are too costly, compared to the benefits (namely retrofitting a second heating/ventilation system, or drywalling a furnace room). The administration/permit fee side of the process is not the primary issue.

There are too much bad contractors out there thT is making it hard for people to legalize their basement suite. The city need to crack down on contractors that are not completing work to standard.

There is a lapse in information about setting up Canada Post for the legal suites and getting mailboxes.

There seems to be discrepancy as to maximum size. We were very restricted as to square footage and have recently seen/ heard of laneway homes that the city has allowed to be bigger. Not sure if this depends on who you know.

This survey is geared towards people who registered or should register a suite. There were no relevant questions to my situation.

this survey needs adjustment - there are two 'somewhat agree's on the scale.

Three zoom inspections, each catching/advising something else, but none of whom bothered to ask about on-premise parking (which a city planner told me I had to have). The right hand not talking to the left hand at the city. City also indicated that fees were being waived, but I felt as though that was disingenuous, as I still needed a building permit (I believe) to make minor changes. \$ incentives matter - if the city wants to ensure more suites become legal, the cost to owner needs to be \$0 from a city fee perspective. City can recoup its costs through increasing property tax on legal-suite properties, given they are more valuable.

Too long for registration.

Unit was already registered when I bought the house.

Variation with inspectors is quite challenging to deal with. Some are far too strict/bit picky. Need to enforce better quality and consistency. I know of owners who will cancel appointments with problematic inspectors because they’re so difficult to deal with (power tripping).

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We are first homeowners and our home was built as we wanted it. The process of registering our legal secondary suite was not explained to us by our home developer until that time that I followed up on our sticker from City Government. I had to coordinate with the City Services all that was needed to get the sticker. I was lucky though because the City rep was very knowledgeable and guided me step by step on what to do. We were able to get our sticker within a month but I appreciated so much the help of the Calgary City rep.

We felt like the city threw the book at us and lured us in with the promise of a simple and easy process that turned out to be everything but. The \$40k we budgeted for the reno (not all of it was related to legalization) quickly turned into \$70k largely due to our plumbing and hvac bill coming in at \$30k alone rather than the \$15k we were originally quoted, mostly due to additional requirements that were imposed on us. We also had some general labor cost overruns that were not the city's fault explicitly but still hurt the pocket books.

We had to drywall our furnace room which was completely ridiculous. That should NOT be a requirement. It was incredibly challenging in a small room (older home) and even the city inspector said it was too much to ask.

We have owned our garage suite for over two years and we have not once been asked about if we are registered or not.

We have too many people coming to the city too quickly and you guys want to raise taxes and fees on us but won't do anything meaningful to bring down the cost of housing for immigrants. The building and approval process is too slow and expensive. Instead of raising taxes and self-aggrandizing C-train lines to nowhere wasting our money, how about you focus on rapid construction so that all these new residents can pay taxes, lowering our overall tax rate? Run this place like business and increase revenue by finding new customers instead of torturing your current customers- i.e., raising prices while delivering worse service.

What about separate mailbox and what about separate garbage, recycle and green container? City has not provided?

When finding the right safety codes officer to answer questions, things went well. The problem was to get to that person. The project is a great one to help legalization. Just pls have more trained officers available to help us answering questions and going through the process. Not everyone wants /can afford to hire a contractor.

when i start the project i was told to options in the furnace room sprinkler and cover the furnace room with drywall and then the city said that sprinkler is not an option
Due to that i spent more money to do it with drywall .My experience was long and ended up

spending more money. I strongly believe that if the city gave the tax break to secondary suite owners more homeowners will legalize their secondary suites.
When there are changes to make a suite and what changes there are
Why can't a zoned ventilation system be used in place of installing a second furnace? Many homeowners struggle to install a second furnace and this is the main reason they can't register for secondary suites
You have two somewhat agree choices and no strongly agree choice, FYI
You should be able to register your suite online within 30 minutes. It could ask all the questions needed for the homeowner to confirm the suite follows minimum building code safety regulations. In person inspections not necessary. The majority of people will comply. Enforce based on complaints only. Otherwise people will just continue having unsafe illegal suites that the city doesn't even know are there.

Homeowner with an Unregistered Suite

Q: What keeps you from registering your suite? Below are some comments we have heard from others but feel free to add something new – Other

Cc-mh zoning doesn't allow for secondary suite as a discretionary use
City Inspectors are making it unrealistic to comply. The city has misled me in making me believe that this is a safety based compliance.
I don't know exactly what I would have to do to make it legal. I called the City and asked if an inspector could come to the house, but they said only once everything was completed. If you don't know exactly what might need to be changed, it's hard to have it completed!
I don't live in Calgary, why register?
I feel it's generations slave system by the city of Calgary. Every person needs one roof on the top of your head for survival. But City of Calgary looking for ways and limitless legal robbing plans.
I have been trying to get it registered..I have had 4 inspections ALL with new lists! I think I won't get it registered now..it is too much effort..waste of time and money..

I missed the opportunity to get it registered for free.
I tried to do it legally but was refused because I couldn't provide parking. Everything else was more than satisfied, I didn't do the bare minimum and even proposed making my driveway bigger but was refused. What a joke City of Calgary!
I was told by the city that I could not put a secondary suite in a duplex.
If the city require things to be done, this could be expensive. Need a fee holiday again which was initially done for a year. Another moritorium would work in expenses.
I'm worried I may have to get an additional furnace and/or water tank, water meter, etc. Big ticket items
In R1 zoning area
It needs electricity load to be increased, which is a very lengthy and complex process as the wire from transformer needs to be replaced.
It was already built and not sure what to be done
It's too hard and expensive to drywall and smoke seal the furnace room due to the age and existing infrastructure
My property is not zoned for a suite so I have to do rezoning first.
My suite cannot have a seperate entry.
Not completed yet.
Parking is huge - CofC Council & Administrations think no one has a right to park in front of their homes as it is a CofC Asset-Ridiculous
Residential zoning requirements
So far, I have had a terrible experience dealing with city of Calgary officials. My suite was inspected without me (the owner) or my representatives being present at the property. The whole episode seemed too shady and corrupt. I don't know what to expect. I just want to get the suite inspected, registered, legalized and get it over with. Dealing with the city officials have been quite discouraging so far.
Stay out of it

Suite meets all requirements except separate heating source. Didn't consider it worthwhile to install a separate furnace or install wasteful electric heating (impacting tenant's utility bills) when a single furnace with proper ductwork installed and a zone system (separate thermostats), keep both units comfortably heated all and utility bills in check for thousands of dollars less
Suite was built after March 2018 with all necessary permits and was always in personal use. Now I want to rent it and want to register. I come to know I need separate furnace for registered suite and it is expensive.
The application for the "LOC" / rezoning is \$7903!!!!!!!
The code requirements are ridiculous. I'm all for safety but they seem designed to make having the suite impossible in anything but a new build.
The fear of the unknown / the inspector finding more deficiencies than expected and not having the financial means to complete it. The sewer back water valve requirement is very expensive to install (\$5000-\$6000). Most homes in the City do not have one and I don't see how this should be a safety issue when most homes have not needed one. The inconsistency of requirements vary with each inspector. There should be a regulating body / ombudsman that can investigate inspectors reports to ensure they are being consistent and following requirements properly.
The process is very difficult and at times obnoxious with the requests. I don't always understand the logic behind some of the requirements.
the suite was built in an older house and legalizing it would mean bringing it up to current code which is a lot of work and money
Tired of governments taxing all of our income when they already take so much from middle class folks and never tax the rich. Give us a break
What if my suite does not get approved and I have to displace my tenant?

Q: What were the biggest Factors Top 3

<ul style="list-style-type: none"> - Cost - Taxes - Public Visibility of my location
<ul style="list-style-type: none"> -Not having parking requirements -needing a seperate source of heating for each unit (upstairs and downstairs) -there seems to be no benefit or incentive to do so. The unit is safe.

<p>-not meeting parking requirements is a big one. On street parking should be taken into account.</p> <p>-I do worry that a long term handicapped or elderly tenant may be made homeless by the process.</p> <p>-the construction costs can be quite expensive. Some financial assistance or tax break would be helpful.</p>
<p>-Unreasonable requirements such as second heat source in an existing suite.</p> <p>-obtaining DP</p>
<p>1- city's requirements for suites built after March 2018.</p> <p>2- separate furnace is expensive especially if suite is already finished.</p> <p>3- expensive process.</p>
<p>1- Need to install separate heating system</p> <p>2- Increase in property taxes</p> <p>3- Additional bureaucracy/hassle around permits/inspections</p>
<p>1) 4 inspections all different feedback..hence exhausted with the process</p>
<p>1) Hard to legalize your suite when the City inspectors never pick up there phones when you get directed to them. Additionally, when they do pick up each inspector or person you talk to from City has different advise</p> <p>2) Very expensive - Some contractors say some work is needed and other work is not. Then when it comes to inspection time you find out much more work is required and thats something you did not budget for</p> <p>3) Suite is already safe. Things like egress windows, connected smoke alarm make sense. Secondary furnace does not make as much sense nor does number of parking stalls. Folks living in a suite may not even have a car. If I were to rent out my suite, I would not want my tenets to have a number of cars, thats something any landlord would be considerate of to neighbours and community</p>
<p>1) Secondary furnace</p> <p>2) HRV extra</p> <p>We do have a two-zone furnace, which works perfectly fine. As suite built in 2019 late. As the suite is already built, no space for second furnace in it. Rest fire rated walls, we can do it, but these are the reasons</p>
<p>1. I'm worried I may have to get an additional furnace and/or water tank, water meter, etc. Big ticket items</p> <p>2. Don't know much about registering a suite.</p>

<ol style="list-style-type: none"> 1. Finances 2. Plumbing 3. Contractors trust
<ol style="list-style-type: none"> 1. It's expensive 2. It's expensive 3. It's expensive
<ol style="list-style-type: none"> 1. Too expensive and don't have funds currently. 2. Moratorium required for fee to be waived. 3. Time crunch to complete reno's after permit is issued. 4. Don't like tenants to be relocated.
<ol style="list-style-type: none"> 1. Too many requirements
<p>2.5m wide on-site parking space requirement virtually takes away all on-site SNOW storage space in winter with lots of snow. Where to store SNOW when bylaws prevent dumping snow on city streets!</p> <p>Requirement to install an additional backwater backflow prevention valve in the sewer line to protect the upper floors from sewage backflow adds zero extra protection. The risk of backwater on higher elevated floors is significantly lower while the existing backflow valve already protects the basement. Does every single condo apartment require a backwater valve per building code? The risk of water damage from overflowing toilet/bathtub, washer hose breaking or dishwasher inlet valve malfunctioning is much higher than from a sewage backflow.</p> <p>Make registration process for NEW 2nd suites the same as for unregistered suites, which are not the same wrt fire code. City allows sprinkler installation for fire protection in Existing 2nd suites but not for NEW suites,</p> <p>Eliminate Abandoned well info</p>
<p>Adding undue hardship on my neighbors-ie more cars on street. Adding burden on already old sewage and water lines and I might as well illegally make money just like the CofC is accountable to no one</p>
<p>Another issue is that contractors avoid taking a legal suite job because they believe its too tedious and the standards are too high, plus the entire process takes too long. They want to finish quickly and move on to the next job. Multiple contractors persuaded me to do an unregistered basement instead.</p>

At the time we built our suite (2011), the barriers to get the zoning for it were too big. Hardly any suites in the city at that time were getting approved.
Basement is already finished now retrofitting to registered suite is too expensive and time taking. Unit is already Safe to live.
Biggest factor is finances to address any unexpected deficiencies and being displaced as I currently live in the secondary suite. Also fear the inspector may decide that there was enough repairs / renos done to no longer qualify for the existing suite exemption.
bringing the house/suite to current code
City don't allow me to make legal suits
City inspectors are very rude misbehaving once permits pulled and up for process every time new inspector inspect and come up with new changes to do. Even if same inspector visit he will add new changes they just dont tell everything at once and as owner we cannot say anything because if they get upset they start harassing more and more. Basically they just start wasting time and money of home owner and city by doing numerous visits and delaying everything. That harrasment need to be stopped.
CITY OF CALGARY IS ONLY AFTER YOUR MONEY. it is nothing related with safety of people's. Just pretends lot, But they have no any responsibility or liability. With there miningless processes, Things go very expensive.
Code requirements. They are disconnected from reality. The smoke-proofing and separation requirements in particular are functionally almost impossible to reasonably accomplish in older homes. The code requirements are greater for a suite than 99% of other residential units in the city. Why do CO and smoke alarms need to be hardwired only? Parking also. There is a huge 5 unit new build (that was never supposed to be allowed based on previous consultation). They were required to build 3 garages - not one of them is used to park a car. Off-street parking is a pointless requirement. Spend money on providing better, more frequent, accessible transit (i.e. trains) that people will actually want to use and parking will be less of an issue.
Cost
cost
Cost Permits cost and process Conflict with neighbors

Cost and delay of permits; construction required to upgrade furnace room drywall will cause issues for current tenants.
Cost and untrustworthy contractors
Cost associated with registering a suite. The suite is built keeping safety at the forefront. Such as alarm are installed, separate entrance, fourth level where furnace is located is smoke tight with smoke alarm Installed.
Cost is the biggest. When you have a suite already the biggest costs that aren't usually addressed making it illegal is the second heating source and second water heater. If the suite is already built there is additional drywall work that need to be done for the heating source. All in all for an already finished suite assuming your windows are egress and entrance is suitable the additional costs for second heating, second water tank and drywall work would easily total \$15,000. Therefore it doesn't make sense for a landlord to register there illegal suite, pay these cost at 6-10% interest rate all to get the same rent. The city should roll out a program for financing at 0-2% for these costs and allow them to be spread over 10 years similar to how the federal government gives out 0% financing for solar costs homeowners add to there primary residence. Otherwise there simply isn't incentive.
Cost is the most important one and other requirements make it not feasible
Cost of having it approve from construction to inspections and process
Cost of renovations, renter displacement, additional work for minimal gain
Cost to make modifications and get it approved and tax implications after
Cost Ccmh does not allow for secondary suite as a discretionary use
Cost, cost, cost
Cost, how to find the right contractors and how long it will take to build a legal suite to standard.
Cost. My suite has bedroom windows to code, connected smoke and CO alarms and fire rated drywall between suites. What is the marginal benefit to suite safety of the other city requirements? Very little in my opinion.
DEVELOPMENT PERMIT PROCESSING TIME IS TOO LONG

<p>Don't want to declare rental income as income</p> <p>Technically we live in the "suite" and rent out the upstairs</p>
<p>Egregious property tax rates and increases to fund pet projects of city council.</p> <p>I have considered building a new alley suite but will not now. Making residents pay for parking permits us a tax and nothing more...then 8% increase.</p>
<p>Electricity load</p> <p>Confusion regarding sound insulation (as it is developed before hand and have no photos)</p> <p>Process getting stuck due to some unknown points... need alternatives for each code.</p>
<p>Expense. I was in the middle of legalizing it, but dry walling the mechanical room was too expensive these days. There used to be an option to add a sprinkler instead. Wish they would bring that back or some alternative that could be manageable financially.</p>
<p>Expensive ,construction take too long, my tax goes up</p>
<p>Expensive</p> <p>Increased taxes</p> <p>Less beneficial</p>
<p>Finance, Taxes, Construction work in a proper way</p>
<p>first,my house was built in 1966,it is too old so could not to build as a new second suit with the new standard.especially for two separate heating.actually the downstairs is hotter than upstairs (where i live).i think my house satisfied the basic living condition,which is the same as the one built in 2018,if the standard is wider for these old house,more people will be glad to regist their houses.</p> <p>second,it is too much to spend,i couldn't afford it.if more money the government could help,we are also glad to do some renovation.</p> <p>third,i think i rent my house (though due to the high mortgage),i helped people in a certain way,so the house check and other limited should be kind.</p> <p>thanks for your attention.</p>
<p>Got it constructed recently as budget allowed but know when I look into getting it registered it seems like I will have to break down everything for inspections. If there was something in place for legalizing existing basements built after 2018 then that would be helpful. Something that wouldn't include redoing everything.</p>

I am actually in the midst of following the City guidelines to get it registered before Dec 31, as it is an existing suite that pre-existed when I bought the home in 2007, and I need to do some renos on to make it fit under the current guidelines. Barrier: home owner electrical permit can only be used by me, but I don't know how to do this. I have a buddy who is really good, but I can't take out a permit for him, which seems kinda discriminatory to people like myself who don't have electrical experience and aren't living with a man (I am an older female demographic). The back flow valves are another issue. To do this they'd have to dig through my basement floor and front yard = \$\$\$\$\$. I have been waiting for an electrician for months, they aren't interested in small jobs right now. I will need the furnace room drywalled, they aren't interested either. The City website isn't easy to follow at all. Overall, I will not meet the Dec 31 deadline.
I am not able to understand the process. I have hired a contractor as well but process for registering old suites is not clear. Do I need building permit or development permit.
i can only provide street parking, previous owner did not pull building permits and I am concerned that an inspection will lead to costly improvements
I don't plan on being a landlord so therefore I don't see any value or benefit to go through the hassle that the city provides. My suite is only for family members.
I don't want my suite inspected and then told I have to make major changes which will be costly. My suite is up to code in terms of safety but I found some of the requests to be invalid like having a inspection before plumping pipes which wastes time of the construction process since I have to wait for the inspector. If I'm also living in the house, I don't see why I would be incentivized to have an inhabitable secondary suite, it's actually the opposite where I would want it to be safe for me as well. I think a better approach is for the city to provide a rental template and have the renter and landlord acknowledge smoke devices are present, windows are big enough and define what a typical "registered" suite should include which then can be submitted to city to allow for registering or the suite.
I don't want my taxes to go up I don't want to upset my neighbours/ I don't want my neighbours to know I can't meet minimum parking requirements
I don't want my taxes to go up, It takes too long to get a permit/ I'm concerned the process will take too long, Residential zoning
I don't have space for storage entrance or seperate furnace water tank but I want to make a unit to rent out
I don't live in Calgary.

I don't understand the requirements and process for legalizing an older suite and worried that the amount of work to be done will be overly expensive
I have to get separate furnace and change the house zone and both are extremely expensive.
I want to get it registered and make it legal but I found the process slightly confusing and also fearful of city inspectors.
I want to register the suite. I want to legalize it. But the processes established by the city are so cumbersome and confusing. Plus, the fact that a city official could just barge in my property, inspect property in my absence, and present a notice to me seems so intimidating and untrustworthy.
I was told by the city that I could not put a secondary suite in a duplex.
I would have to spend more than 20k in renovations to register and I can't afford it, additionally the tenants were there when I bought the house and have lived there for 12+ years and I would have to displace them during upgrades
If the application was denied... Didn't want to be told no for something arbitrary
I'm in the process of compliance and may have to forfeit the entire application. I've passed electrical, and framing. I'm held up at plumbing as the city inspector advised I may have to jack hammer my foundation. The whole process has been expensive and unrealistic.
I'm in the process of compliance and may have to forfeit the entire application. I've passed electrical, and framing. I'm held up at plumbing as the city inspector advised I may have to jack hammer my foundation. The whole process has been expensive and unrealistic.
It costs \$100,000 for the upgrade to my existing suite and it's less than 900sqft.
It is astronomically expensive. Especially, when upgrading an existing suite.
It is expensive and contractors are difficult to deal with. We began the process with a contractor and invested in the requirements to have it legalized. Once we began the work the rules changed with the city, which added more expense and our contractor added a lot of extra expenses that were not part of the legalization. Each time we engage the city, or inspectors we are told slightly different requirements.
Inspections don't have a scheduled time, which makes it difficult for me to coordinate tenants' schedules, as well as my own.
We want to provide safe, reliable housing to our tenants but the steep cost, unclear and difficult process, and upsetting and displacing our tenants make it hard to justify.

Secondary Suites Feedback

Report Back: What We Heard

January 2024

It is very costly and I can't afford it. I don't have proper knowledge of what are minimum requirements to register suite. I have heard permits take a long time and inspections take longer as well and if something goes wrong in inspection then i might loose all money that i spent.
It takes to long, inspectors contradict each other, one might say they want it like this and on the second inspection the other inspectors wants it another way. Also planing services do not have any information on if reduced requirements will be available next year, if permit is applied this year.
It's too expensive and nor sure about procedures.
It's too expensive to convert my existing developed 2 bedroom and 1 bathroom basement with adequate windows to secondary suite because of cost and amount of work required to meet city codes.
Its very expensive to meet the formalities of a secondary suite like hacibg a separate furnace.
Length of time for permit Expensive Property Taxes Concerns
Licensing and inspection
Mechanical room drywall is the biggest issue. No contractor wants to finish the mechanical room. If someone agrees they ask a lot of money.
Most suites require separate furnace and hot water tank which is out if my budget and there is no space in my home to add them. As well, the costs and hoops to jump through and time are not worth it and I do not want my taxes to go up as they are already extremely high
My basement was built after 2018 with the existing furnace in the house. Now I realized that I need a second furnace to make it secondary suite but my basement is built already. I don't know what to do. I got the permits for everything when developing basement when only the electrical range is down there. Biggest issue is I now cannot install a second furnace and I built it after 2018
My biggest obstacle is construction costs. If I were to rent out my suite on its own, I will have to cut bigger windows amongst other upgrades probably required.

My secondary suite is basically up to code. The only thing that I don't agree with is completely blocking off the mechanical room. In case there's a leak or incident in there, the renters would not notice it and inform me about it unless they go in to check. If there's a leak behind the wall, you're also looking at more potential damage to the unit. So I will not register the unit.

Also, all the construction contractors here are overpaid for doing nothing. They want 3x material cost, impossible to get them scheduled and working, and poor workmanship. I recommend the city have its own secondary suite legalizing crew, I rather pay the city a 20% profit and have it done correctly. For example, replacing sewer line is \$15k, just to get an excavator and replace a plastic pipe. The actual cost of the pipe is \$250 tops, crews for a day is \$1000 for 5 man crew. Over \$10,000 for renting an excavator? No thanks. Take secondary suite away and you'll see more people on the streets.

My suite is already safe, costs money and time to get it registered.

My suite isn't rented out. I just use it for visitors once in a while and otherwise, it is just an extension of my house. When I bought the house, it had a suite (2 kitchens) and it has big windows, even 2 furnaces. It is safe the way it is, but not legal. It has battery smoke detectors, not wired in ones, and will cost a lot to change that.

Need a secondary heat source/furnace, current rules are restrictive

Need clear information on what is required to get the suite registered, whether I need to meet the expectations first before starting the process or should I get the process started, inspected and then fix the shortcomings.

Need more time. Please extend the secondary suite registration for free.

Need time extended to start the process. I have very long term tenants they been there a long time. the suite is at least 50 years old.

Not enough parking to meet guidelines. Cost is too high to get to standards.

Not knowing what needs to be done, what is grandfathered in and who I can get to do the work?

Now that home loan interest rates are rising, many property owners have renovated their basements and rented them out to relieve pressure, but they have not registered them. The reason is that although the newly built second suites meet the 2018 review standards, they do not meet the latest second suite standards (the new second suite review standards are too harsh, such as requiring a separate heating system, etc., which is not suitable for some old houses), there is simply not enough space to satisfy. If it is renovated according to new standards, it will be very expensive, especially if it has been rented out. A series of things such as renovation approval,

approval, inspection, etc. will take a long time, which will cause the rental house to be vacant and cause money losses. For the owner, , the burden is really too heavy.

Our suite is unique in ownership - we co-own a building with 2 friends. We live here and manage the building. The other 2 owners have moved out, but maintain their share. So, our arrangement is relatively complicated. One of the owners now lives abroad. The other lives out of province. Mostly we are concerned that registering the suite will be complicated and expensive, although we have done upgrades from time to time. The suite is currently rented out as artist studios. This arrangement is overseen by a current rental tenant in the building, with our consent. All of the artists are long-term renters.

Parking and if registered the city will tax the hell out of me making it not at all worthwhile or profitable

Parking, displace tenants

Permit application is too demanding. It's expensive. And don't want taxes to go up.

Permitting cost and delays, timing with inspections, costs

Please remove the requirement of adding second furnace basement build after 2018. Its very costly and need more construction.

Plz thank you

Process is too cumbersome, too many inspections, and takes way too long whereas, I start project when I want and finish on my schedule on the weekends when I don't have to work.

Process to get secondary suite registration.

Taxes going up.

Benefit of registration of secondary suite.

Process too hard. Too many forms.

Property tax cost; separate heating source; permit issues timeline to complete

Putting in a full kitchen. Not everybody needs a whole kitchen.

R1 zoning area
Red tape and Many stricter criteria for newer built for heating.
Registration process seems too complicated / lots of barriers. No money to do all the requirements such as egress windows / separate heating etc. process is too bureaucratic and too much paperwork
Some unnecessary over rated conditions. Contractor unwilling to do small job. Expensive license fees.
Suite doesn't have separate entry and furnace.
Suite was done after 2018 and only has 1 furnace and is fully drywalled. It would be extensive work for the suite to meet new code requirements like adding a second furnace and separate ducting to get it legalized.
Suite was done per the old 2016 rules (couldn't get approval). We spent a lot of money then and don't want to go through it again. The suite meets all safety codes, but there may be something minor that needs upgrading. I don't want to displace our friends if there's any construction required, and they are extremely covid cautious and don't want anyone in their space (inspectors, etc).
takes too long to get permits, i only have limited time to build before i go back to my regular work
Tax going up, I don't see any benefits to register, not enough information available
Tax increase. Suite is already safe and has been upkept to keep it safe. Affordability goes down for Tenant and Landlord.
Taxes
taxes and cost
Taxes on property going up, they are already high enough.
Taxes Privacy Over regulation
Taxes, nobody lives in it (we use it as part of our home), construction is expensive and complicated and difficult to find quality contractors.
Taxes. Taxes. Taxes.

The additional cost of putting a furnace and all the red tape requirements that city has.
The biggest barrier for entry is you guys not allowing a sprinkler in the mechanical room and insisting on it being fire insulated ceilings. To remove the furnace and hot water tank etc is gonna be like a 40-60k if you want people to legalize the suites make the barrier to entry not as intense.
The cost of meeting the city requirements. Such as a secondary furnace, fire rated doors.
The cost of renovation to provide a secondary heat source is significant.
The cost to renovate to city standards...fire breaks, separate hvac....makes the cost prohibitive. As it is, it will take 2 years to break even. With city requirements, it would add another 30k to the work already done. As well, I do not want an oven installed.
The parking requirements is the largest limiting factor for me as a suite owner to legalize it. The current parking requirements are too stringent (requiring total of two for the whole house) and it is not safety related. Secondly the parking location criteria is too strict (currently within 400 meters of bus stop) and should be relaxed to allow more properties to meet parking relaxation criteria
The Price! Absolute cash grab. I am not sure how someone with a straight face can tell you you are register your suite and also that's gonna cost \$7903 to apply!
The process is too much and the requirements are too much. I feel our suite is safe but we don't meet some requirements such as separate furnaces.
The requirement for independent heating is expensive and logistically difficult to meet. Based on the expense and difficulty of meeting the requirements, we'd rather leave it empty or just use it for friends and family visiting. We have a separate entrance, meet the fire code requirements and have more than enough parking.
The requirements by the city is so extensive that if I do all of them it will cost 100k+. Then a one bedroom suite have to be rented out for 2500\$ a month+ utilities.
Some of the requirements are not even related with safety. Such as why do we need a secondary heat source? What's the point of sound dampening?
The rules for registering suite is unscientific. Why did the city relax the rules for suites built before 2018? Why not make it common for everyone. City of Calgary should learn from other major cities like Toronto
There's no reason or advantage to registering a suite.

Too expensive
Too expensive and not sure about process.
Too expensive to legalize, and there are not enough incentives or reason to legalize
Too expensive, process is too long, and can't find contractors
Too much bureaucracy
Too much money to spend. Specially if window are not big enough. Now a days everything is expensive. If registering a suite wont have the budget to do it. Plus requirements are too much and makes you more spend money
Unreasonable and too expensive. Complicated process. Calgary website sucks to navigate.
Unreasonable regulations and red tape
very expensive to have a registered suite and City offers no incentive
We are in the process of legalizing our suite and it has been frustrating for our tenants, as well as us as owners since we do not live close to the suite. But the biggest factor that has kept us from legalizing is some of the requirements (ie. having to drywall, mud, and tape the furnace room). These are very difficult and expensive requirements. The cost would be another. We are very proud of our suite and keep it in great and safe condition.
We tried to register our suite. Submitted all our paperwork. Then our file was closed. We were told they tried to contact us for an inspection but couldn't get a hold of us. I have no record of emails or phone calls to indicate they tried to contact us. We have been meaning to submit our paperwork again but it's a pain & the city already has it. Not motivated to do it again given how the first attempt ended.
Well, I've gone through the legalization process of bringing an existing suite up to code. The biggest reason I won't legalize another suite, is because I started the process, and after not showing adequate movement on the suite I was served legal orders BY YOU to either complete the process, disassemble the suite, or face up to \$100,000 in fines. That's a horrible way to "encourage" someone who is going through a VOLUNTARY a process to comply. So incredibly inconsiderate for someone trying to improve a suite, with no real benefit experienced to legalize. Never again. The work wasn't too crazy, aside from Drywalling the furnace room. Which was impossible with an existing suite. The sprinklers were the only viable option in many circumstances.

What are the benefits to me for registering? Especially if I already have a family member paying rent each month. I don't see the point at this time. It seems like a costly and time consuming process overall.

When I looked into it, I needed "off street parking" even though I don't personally park on the street and my area has loads of space since we use garages.

I would need a parking pad in the front yard which is an eye sore for the neighbors

Your list is incomplete. Cost, Loss of income, The sheer scope of the work required
Your categories are also wrong. I fit into none of your categories and have to answer untruthfully in parts of the above questions to carry on with the survey.

Q: I would be more inclined to register my suite if....- Other

1- Requirements were changed to allow me to adequately heat the house with a single furnace; 2- Financial incentives rather than disincentives were in place (ie. no additional permit fees, no additional property taxes, perhaps the opposite: a reduction in property tax, a bonus being paid to register)

See above. I can not meet the city regulations without a multi month and super expensive gut job and rebuild. This is a missed opportunity to provide additional affordable housing.

There is assurance my suite would qualify for the existing suite exemption as some renos have been done. Or clarification as to what updates would void the exemption. More clarity on the requirements and what other deficiencies they may be looking for. Request a relaxation on the sewer back water valve for homes built before a certain year. Bringing back the sprinkler system for utility rooms instead of having to drywall the ceiling.

Don't charge so much for permits and make the process more streamlined

Having a registered secondary suite that I pay taxes on but not being provided with additional garbage cans is a waste of money and unfair. I used to own two other homes with registered legal basement suites. One of the ongoing problems was that I was never able to get additional garbage and recycling bins for the space. Completely unfair if I am paying more taxes.

If a city inspector could come out right at the start and tell me what might need to be changed.

check the house as the old standard (before 2018).my house is too old,not have enough space for the heating and other strict demands

Permit costs were lower. And not a 6-9month turn around time.
Some code things are grandfathered in.
All community where R2 zoned
Entire kitchen is not needed. A bar fridge sink, hot plate, and microwave is sufficient. And there you have it the red tape is all eliminated.
Find a solution for those that built after 2018 and still have one furnace.
I did not have to adhere to current building code
I have no interest in registering.
If somehow one point is not possible, there should be more than one alternatives which one can use
If the expectations were truly safety related.
If there wasn't any cost.
Nothing is related.
Parking issues - it is a right to park in front or near your own house not a privilege line the CofC states
Ultimately the costs to legalize make it not worth doing. Rental income would not cover costs for years.
Don't install backwater flow prevention valve
Governments stop dipping into our extra income by taxing every single way possible
If I don't have to drywall and smoke seal furnace room and allow sprinkler system
If the expectations were truly safety related.
Not an increase to property taxes.
Practical requirements based on the suite itself.
Property Tax Break
See above. Want cheaper housing? Make housing cheaper. Simple.

Separate/independent heating were not required
That I won't be taxed so much because I did it. The city mismanages our taxes then wants more and more and more. Won't be worth it in the end because this is the only way I can afford a house and I have family in it currently but doesn't matter, taxes city and federal will eat up all the good that it does so what's the point
There are some financial incentives to incentive registration
two furnaces is unreasonable and not required. this is not a safety issue. whenever we talk about secondary suit, its marketed on safety but the biggest hurdle (2 furnaces) has nothing to do with safety. independence of temperature control can be achieved with one furnaces with splitter and two thermostats. this requirement of 2 furnace is work of hvac industry lobby who want to creat more work for them resulting in expensive and unaffordable homes. i agree with all safety and fire code requirement. they add to safety and are not prohibitively expensive.

Q: Are there any other supports and incentives that may encourage you to register your suite?

Recognizing it is an existing suite is a good thing, as I did feel that I could figure out how to get the required work done and get it registered before Dec 31. I will not make this deadline. I wonder if there could be personalized support, as well as some incentive for contractors to take on small jobs such as mine? I am also worried about the cost of putting a backflow valve is, right now they would need to dig up my basement floor and front yard to do this. I just can't justify that cost, or disruption frankly. I read the site a few times and haven't got any permits as it seems so confusing re: what I need, when I need it, how it works, etc. And so hard to do the right thing when I don't live with a person with electrical capability to do some of the homeowner stuff, but my best friend is good at the homeowner stuff. There is no permit for that classification, so clearly I am getting stuff done, without a permit though, and definitely not on time for the Dec 31 deadline.
Waive the Dp and BP costs. Allow the shared use of heat source in existing suites. allow a sprinkler head again in mechanical room in lou of drywalling
1- Common-sense adjustments to requirements (eg. able to heat the house with a single furnace) 2- No increase in property tax 3- Financial incentive to register (and to add to the City's stock of affordable housing units) 4- The City paying for any work to bring the suite to meet requirements (this is hypothetical, my suite already meets all requirements except separate heating source and a drywall ceiling in utility room).
Cut the city red tape around how long it takes and make it cheaper.

<p>Monetary incentive</p> <p>Red tape around permits and conflict with appeal process</p>
<p>Permits and requirements of a registered suite. To upgrade from a legally developed basement to a registered suite it's the same process as building a new suite (development permit and building permit) so all the work developing the basement is done for nothing. The information on Calgary's website is not clear just lots of information and no real help. Calling 403-268 5311 is almost useless as they say that go check the website. Nothing can be done until you have a permit and all what I want is somebody from the city to tell me exactly what I need to do in the basement in order to upgrade to a legal suite - possibly after inspecting the basement.</p>
<p>Second Furnace.</p> <p>Replacing Alum Wires</p> <p>Asbestos Abatement</p>
<p>This situation is shocking and unsustainable. Contractors dissuade landlords from even bothering to bring an existing suite up to registration standards due to the excessive costs it would entail. They are not even willing to do quotes or when they come one never hears back from them. They suggest it is a major investment that does not make financial sense. There isn't even any evidence of how much the reno would increase equity or resale value, so for small landlords it appears to be an impossible trap. One even considers just selling and leaving Alberta because of this situation.</p>
<p>Allow two-zone furnaces for those who have already built them. This will help the current rental market and space. We have egress windows, and all electrical plumbing is done with city permits. The extra furnace is a reason, and can't rip of the walls for the electric board panels or the sound bars in the ceiling.</p>
<p>Assurance that we won't be penalized for trying to register the suite and bring it up to code/standards.</p>
<p>Be able to rent the suite while bringing it up to code.</p>
<p>Cost and/or requirements relaxation</p>
<p>Financial assistance is all I need. Change the requirements of secondary heat source and sound dampening.</p>
<p>Financial supports</p>

If the CofC Council members and administrators were not corrupt and unaccountable then I would consider registering my suite.
Interest free short term loans will surely help. Clear guidelines. From the past experience every inspector has different answers. May be they are biased towards some realtors.
Just make it easier to get the job done and don't use (redacted word to describe unhelpful) inspectors. I had a city inspector come out to take a look At how far along I was and he was a total (redacted) and felt he just failed me because he woke up on the wrong side of bed
Losen the requirments of registering a suite like the requirments if separate furnace and changing house zone.
Make a rules instead of basement builder should make walking basement without taking extra money, so people can get more sunlight and fresh air so people can save the money in electricity.
Obviously your thinking interest free loans as a solution. That's not the answer. The answer is you need quality contractors at reasonable prices. Form a crew of contractors employed at the city to do this, charge a reasonable profit, and real estate investors will flock to you. Interest free loans just encourage more gauging by contractors who build poorly.
Reduction in property tax; longer building permit timeline, financial incentive or reduction in permit costs
Simplify the requirements. Why is there a need for a separate heating?
Some of our properties/suites are vacant and holding, why would I register?
The city pays for all costs
Yes it's possible, if City of Calgary put the legal steeling system on the side Be fare with the tax payer.
Yes, better help from the city staff. When I called to ask if an inspector could come out, they said no, I should hire a contractor who knows what to do. For people who want to do the work themselves, that's not helpful at all.
a grant, interest free loan or tax break would make it easier.
Don't allow building inspectors that are not apart of the secondary suite team to do inspection. They do not fully know all the requirements.

Easy process and relaxation for houses built before 2010
Financial support
Grants from the government
Have a separate set of requirements for secondary suites in pre-existing dwellings. Have someone come and assess the space and make realistic and affordable safety alteration suggestions that do not require a full gut, reworking of all heating systems and, the sealing in of mechanical rooms. Most homes do not have sealed on both sides mechanical rooms, yet we still feel safe in our homes. Adequate alarms and multiple egress opportunities should be sufficient. They are sufficient for families living in one unit homes.
If government provides financial assistance would be better
If the process isn't tied up to legality
If there was a service provider that can assess suites before applying to better understand what needs to be updated and plan and budget before committing to the application
Interest free loans
It will be helpful to remove the additional parking rule. Many tenants do not own vehicles and would not even require parking especially in core areas of the city where parking is the most restrictive. There are plenty of landlords who do not qualify for the additional parking and therefore those landlords will never register there suite as they have no solution.
Knowing that it can be rented out to good renters
Less strict zoning laws
Maybe just scrap the registry?
More clarity what i need or not
Need more landlord friendly laws to encourage them to use a separate suite for long term rentals.
No
No permit costs. Free electric heaters if possible
Not increasing taxes. Incentives which can be paid in 5 years.
Simple instructions would help

The ease of talking to someone about it, lower insurance cost
Yes
<p>1. Relax the new second-suit standards. For example, before December 31, 2024, all newly-built second-suit properties will be approved to be renovated according to the "2018 second-suit standards". With a favorable window period, 80% of the owners on the market can be encouraged to carry out legal renovations, especially some old houses . It will also encourage owners who have completed renovations to declare and regist.</p> <p>2. Simplify the review process. Repeated inspections have made the owners feel desperate, hoping for convenient measures such as video inspections, not demolishing existing renovated projects, and reducing the number of inspections.</p> <p>3. In view of the high cost of renovation, we hope that the municipal government will reduce or exempt registration fees for low-income families, and also provide cash subsidies to all owners who are willing to renovate and register.</p>
<p>1.cancel the strict demands for the old house(the exsiting second suit buit in 2018 is better and enough)</p> <p>2.give dicrect help and cash rewards</p> <p>.renovation.is expensive</p> <p>3.give a kind house check and could accept video check,don't do check for many times,so frequently</p> <p>4.for the exsiting kitchen and suit could give a wide acception and don't need to remove</p> <p>5.if the tennants inside,plz don't remove the exsiting kitchen.just check if it's good</p> <p>thanks</p>
A free or subsidized walk through with an inspector before starting construction to ensure the work done is what's needed to pass the suite application
Alternatives to drywalling really.
At the last housing meeting, there was a \$10k incentive announced. After talking to various city departments and inspectors no one knows anything about it, adding to the mysteries and hurdles with the legalization process.
Clarity, transparency, and promptness by City of Calgary officials. I fret reaching out to and communicating with the city officials.
Conditions like extra furnace waved
Cost

Current application process is too STRICT & only deals with EXISTING 2nd suites. Has little info on process for NEW 2nd suites in an existing residence. Too many requirements added since mid 2019, ie abandoned well info, on-site parking space, sewer backwater flow, etc.
IMHO, the current application process & stricter requirements combined with high interest & high inflation not encourage homeowners to register an illegal 2nd suite. Actually it will have the opposite effect of what it the city is trying to achieve. Eliminate illegal 2nd suites!
Decrease taxes.
Different requirements for different types or units. Full suite. Half suite. 3/4 suite etc . Smaller rentals with less requirements.
Drop certain criterias especially for existing suites, not for new home builds
Extend the secondary suite amnesty program as COVID affected the progress.
Fewer requirements that aren't absolutely essential. I care about safely but it feels impossible to bring my sure up to code now with the new requirements.
Finacial help would be great.
Financial assistance
Financial Assistance
Financial Assistance
Financial assistance
Financial assistance.
financial incentive will definitely encourage me to register my suite
Free estimate
Funding availability or property tax reductions for providing safe & affordable housing in our neighbourhood
Having a reliable contractor, companies to buy supplies from and of course funding.
I just want process to be faster with easing heating criteria.
If I can get to talk to someone from city of Calgary and they can help explain the process and provide a reasonable timeline

If I could do it without disturbing our friend who lives there.
We spent so much money a few years ago upgrading the suite for family and it wasn't possible to get a secondary suite permit. We made everything safe (# of exits, egress windows, second furnace, appropriate ventilation, etc, and it's just a lot to open that project back up. I'm disabled and we have friends living there so it doesn't seem necessary or worthwhile.
If the city helps with cost.
Inspectors are to strict.
Keep process simple and less expensive, keep requirements reasonable so that every one can afford it. Also with city of Calgary spending too much money on housing crisis offer some financial support to the owners as this is most cost effective way to resolve housing crisis. Thank you
Lowering my taxes for the duration of my suite being rentable.
Lowering the city fee's for existing basements.
Minimal taxes. I'm not against paying into the system but I already spend so much and government keeps taking. Having a rental is the only way my family (and renters) can survive here. Only "insensitives" I see is for the city to keep its hands of my money really!
More time to do it
No additional property tax and city inspectors should be supportive and cooperative.
No tax implications
No taxes
No taxes on Income from rent
No, with our without having registered suites, it makes no difference.
Not having my property taxes be raised once I register the suite.
Not making us pay taxes on rental income and not having a registered suite impact property taxes!! It is already insane that property taxes here don't cover sidewalk snow removal and we are on a corner lot with hundreds of feet of sidewalk!
Permit application should be simpler, period.
Property tax credits for registered suites

Provincial support financially along with city support.
quicker permit and development times
remove requirements for 2 furnaces.
Some sort of benefit when legalization is complete. There is no benefit to legalizing.
Support for illegal suites that will be redeveloped into row housing/ higher density.
Support is more helpful and less expensive license fees.
Sympathetic and non-judgemental customer service.
Tax incentives

Q: Is there anything else you think needs changed for you to register your suite?

<p>It is very unfair that suites before March 2018 are grandfathered in, but suites after this date require a lot more when in fact the newer suites are much more safer because they are built to the newer safety code. It's like punishing new houses for being better and safer.</p> <p>In addition to put an extra furnace and extra parking when in fact the newer lots are smaller it makes almost impossible to develop a legal suite. From my point of view as long as the suite meets the safety standard and minimum requirements like separate entry, smoke/monoxide sensors and adequate heating (even without secondary furnace) should be enough without going thru the process of development and building permits + trade permits</p>
<p>Requirements are too vague and stringent. Separate HVAC requirement is unreasonable.</p> <p>Free and anonymous assessments should be provided to define what needs to be done and the expected cost of those upgrades on existing suites. Help with submitting the required docs and how to do that would also be extremely helpful.</p>
<p>You need to stop pursuing perfection at the cost of practicality. There are many, many suites that are perfectly safe but don't meet the code requirements of your suite policy. They've existed for decades and will continue to exist. These requirements make sense when they can be designed and built from the ground up. There needs to be flexibility and and understanding of how difficult some of the work can be in older homes. At the end of the day, affordable rentals exist largely because there is choice, even if that choice isn't a luxury suite.</p>

CofC council and administrators spending some of the \$4 billion slush funds from taxpayers to aid in Affordable Housing (not \$700k+) rowhouses. Try small houses, mobile parks and quit adding density and changing zoning because of your years of ignorance and unaccountability
Regulations around separate heating source this is complex and adds costs; exterior firewalls on separate entry - expensive and seems unnecessary for outdoor entry,
THE HOUSE IS ALLREADY REGISTERED. IT DOESN'T NEED ANY MORE REGISTRATION. PEOPLE LOOKING FOR THE WAYS FOR SURVIVAL UNDER ONE ROOF WITH SHARING THEIR SPACE WITH SOMEONE.
Better help in understanding the process
Biggest one is fear of unknown, not knowing what deficiencies may be pointed out and if I can afford to update. Every City inspector has vastly different views on requirements and the worry about getting a 'bad' one that will point out more deficiencies that are not consistent with the City's information online and not having a means to hold them accountable and keep requirements consistent with every inspector. I am terrified to even try for fear of having more to address than I can afford / what's outlined on the website and being displaced from my home. Finances if there was a way to pay off updates gradually with a grant or interest free loan that would help too
Bring back the sprinklers to pass. It's way more affordable for the homeowner
Change the requirements back to accepting sprinklers in mechanical room instead of having to have it fully drywall. Very difficult and expensive to drywall ceiling.
I lost trust the first time we tried. Better & consistent communication.
Just knowing cost of having it properly renovated to pass the inspection is my concern
Less bureaucracy in the process. City inspectors are widely open to individual interpretation of codes
Make the requirements less but still ensure it's safe. Property taxes unaffected
Make the taxes that would be required make sense.
More relaxed rules. Having to drywall the entire mechanical room is very challenging and futile. A sprinkler which was previously allowed was alot more reasonable.
Secondary heat source and sound dampening for roof shouldn't be there. It shouldn't be required to make a suit SAFE for gods sake.

Someone told me that all the pipes in the ceiling in the furnace room need to be tightly sealed. There should be photos and more details to show how this can be done.
The city should continue the amnesty program on application and permit fees for secondary suites to encourage usage.
A recognition and acceptance of clean, responsibly managed, safe, spaces that add to affordable rental units in the city and utilize existing housing stock to achieve this (existing homes are the MOST sustainable homes - no destruction, landfill or construction waste).
Access to information on how to carry out the changes.
Allow secondary suits in duplexes.
Builder should be required to adhere to proper codes when building houses so if it is converted to secondary suite later, the current homeowner does not have to bear all costs of building it from scratch.
Definitely an extension to the Dec 31 deadline would help me, while I figure out how to do the backflow valve, get an electrician and drywall folks, and wouldn't it be great if all permits were waived, as I am not getting these anyway as I don't understand how or what to get. At the end of the day, my suite will be way safer with the work I am slowly doing when I am able to get help, it just won't be registered as the hoops are too big for me to manage.
Drywalling and sealing the mechanical room and smoke detectors inside every bedroom seems a bit excessive. Smoke from a furnace fire will travel through the ductwork most commonly. Drywall inside the furnace room won't prevent this. Smoke detectors outside bedroom doors on a second floor are acceptable so why not in the basement if egress is actually better?
Explain to me why I should register the suite.
financial assistance from the province
Financial support
Get rid of the kitchen idea with the whole fan and blah blah blah
I believe the only thing I need, under current standards, is to drywall the mechanical room. Which, I don't believe that adds to the safety of my two tenants. In fact I think it harms them because of poor ability to detect leaks and fires. The units are already drywalled on the inside, so smoke isn't going to seep into the unit anyways. No reason to have that drywalled.

May be less costly and I don't want to break walls around
Maybe if the city was properly run we would participate but the city is falling apart and we pay property taxes for nothing much in return. Every time I visit the Calgary it's visibly worse, try providing basic services and amenities first.
More Detailed Guidelines. Similar to COE where they have a booklet on all the do's / don'ts
No
No need for wire glass, too expensive
No, make it easier for people and it would help to resolve some of the housing crisis.
Nope
Price
Rezoning of the community to R2
Run the campaign
Simplify the process. If the city's plan is to improve density, skip the dragged out appeal process. Make applying for the incentive easier, automatically comes with permit approval.
The cost of the required upgrades must be reduced or the small landlord will necessarily have to sell and flee Alberta.
Zoning laws
1) Don't have to install 2nd sewer backwater backflow prevention valve; 2) Registration process 4 NEW suite is same as unregistered suites as registration standards are not the same wrt firecode
abolish secondary suit registry it's has no purpose. establish a system or category of rental units that are safe but may or may not have 2 furnaces or extra sound proof requirements.
Additional unreasonable requirements. Like putting Additional heating unit. If older unregistered units don't need heating. Why new development need another furnace or heating system.
Allowing unregistered contractors to do work and being upfront specific actions that the homeowner will need to address if a suite is non compliant.
another year at least to start and do it.

Any work that had been done before property was purchased should be grandfathered in instead of needing to get re-inspected.
At the end of the day, everything comes down to cost. If it weren't so expensive to do, more people would do it. It's that simple
Bylaw needs to change to allow for this in the Beltline. Crazy that it's not!
City inspectors are the big reason people fear to indulge. They need to stop harrassing owners when owners want to comply.
Clear process
Continue to make it easier for landlords to provide high-quality housing by cutting costs, simplifying the process, and offering credits or incentives to go through the stressful process required.
Don't serve legal orders to people trying to comply. That was unbelievable, and I will advise every landlord I know to never legalize a suite.
Easier and smooth process
Extend the secondary suite amnesty program as COVID affected the progress. Also people need time do this as they might work full time.
Fee to be waived for another year
Financial Assistance
I need to be assured that even if my suite needs a bit of work, I will eventually be able to register it as a self-contained suite with a full kitchen (including stove).
I think the "2018 Second suit Standards" are fully applicable and very safety. If this is used as a renovation standard, more people will be encouraged to carry out renovations and declare legally house.
I will actually like to register my suite.
if it is exsiting,plz don't demand to remove it.
In person assistance and smooth process
Increase the incentives for me to transition my place, and I might actually do it.
Lowered city property taxes for the years that I have a suite in my home



Secondary Suites Feedback

Report Back: What We Heard

January 2024

Making it easier to convert existing suite to secondary suite
More renters coming to Calgary with no place to stay . Easing few criteria will add more suites to the market.
No building permits required just an inspector to come and ok the work I did when I complete the project.
No taxes
not needing to remove ceiling to check electrical
Potentially drywall thickness and adding a parking spot.
Processing time
Remove the machanical room drywall. I will be more than happy to register my suite.
Should be open process, with guidebook on minimum standards that are needed... ie... window sizing for bedroom.. etc... okay can tick that box. Independent control on heat... okay can tick that box..etc...The point of the registry is to provide a safe standard of accomodation that ultimately is clean and affordable option for renters.
Simplify process.
Sprinkle system in furnace room is to install than drywalling.
The city wants more affordable housing, yet increases the property taxes so high rents have to be raised, making it unaffordable!
The independent furnace and venting
The mayor needs to go! I've made my illegal suite conform legally but can't give parking. I made it safe and really put in work to make it exceed code and inviting for renters. The process was over all ok, going in and submitting documentation was a pain and should be taken out of the process. Submit online and have sent out maybe that's what's happening now
There are just too many processes to get the work done. Please understand that it is not our full time job to deal with the city. Make it simple and monitor the activities of your employees more closely (name redacted)
To much I can't afford it but I need the income inflation is too high. I don't want to get in trouble but I do things safe and legal. I wish there was more support and flexibility

We started the process to register our suite and then got a scary letter stating if we didn't finish within a month we would have to prove no one was living in the suite or face up to \$100k in fines. It felt like we were being punished for being honest about having an unregistered suite. If we had known that was going to happen I don't think we would have started the process in the first place.

Renters of Secondary Suites

Q: Please share any other factors that are important to you and tell us why.

- Privacy: Secondary suites can offer little to no privacy for tenants
A full kitchen is not needed. Basic cooking idea would eliminate this.
A good price and one that can be guaranteed won't skyrocket year after year.
A good relationship with the owner is key. They are upstairs and we have to be tolerant of each other's noise. I love having a separate door. My landlords are very concerned about my safety and are very accommodating. In turn, I care about the upkeep and being responsible for their property. It has to be a respectful two-way street. Past landlords have stated they've never had a tenant care as much for their home as us.
A place being registered/legal does not make it safe. It adds an extra barrier for people to rent. With house prices the way they are you need to give your head a shake with these strict regulations.
Access to transit, outdoor spaces, within the inner city.
Affordability is a big factor when choosing a place. We can no longer find a two bedroom apartment that is pet friendly. Landlords are allowed to buy 6 properties and we can't even afford to rent let alone buy. Our rent has increased \$300 in two years. Landlords shove people in small house charge them \$1,800 for a FLOOR in the house on top of utilities and tell the renters to share the backyard and get along. Two complete strangers. So many issues with renting not enough characters.
Affordability is key. I would make compromises in every other factor- I need somewhere I can afford
Affordability is the only thing that really matters. The rental market is out of control.
Affordability was the most important and I wanted something in a safe neighborhood. I was willing to drive far to work each day if it meant safe and affordable

Affordability!!
Affordability, currently I am living in a secondary suite and for the size the price is high the utilities aren't even a fair split has there is 7 people living up stairs and I almost pay half of them.
Affordability. Affordability. Affordability. It doesn't matter if it's safe or convenient or way to small if I can't afford it and end up homeless. Regardless of the fact that I make 70-80k/yr.. because that's where this country is headed. Reasonable incomes can no longer sustains people. Can't save to buy if 80% of my income goes to somebody else's mortgage.
All good
City stops overspending. Balances a budget without raising taxes. Stops spending money they don't have. Learns to balance a checking account. knows how much is coming in and spends less than that. Supports small business.
Clean inside and out, no junk outside,no families with children,Everytime I rent I spend my own time and money cleaning up others stuff and landlord junk. They keep at there rentals. Landlords won't fo anything about noisy, rude parting screaming families.
Cleanliness
Close to public transit
Close to transit
Convience to public transit as a person who doesn't own a vehicle.
Currently live in a new build community where the city and the property management company don't realize the damage that's occurring to cars and houses. My rent just went up \$600 for a basement suite in a construction zone and there is still damage from the previous tenants that haven't been addressed from 2 years ago 🙄
Doesn't feel cramped and stuffy. Privacy or boundaries with the landlord as you're staying the same housing
Easy methods to file complaint against landlords/ increasing rents.
Enough windows and outside income lighting. Respectful neighborhood and neighbours.
Finding out if a suite is registered is not easy, most listing do not state legal status of unit. A good landlord is also difficult to predict.

First of all, the affordability is a big factor here as the rental market rate is ever increasing more than ever.
Good heat, our winters can be brisk
Good relations with landlord, timeliness of dealing with issues as they arise by landlord, detailed lease agreement outlining rules and regulations/responsibilities of each suite, adequate parking, sound proofing a must as many legal suites do not contain it and it can cause issues with adjacent units in house. Pet friendly units. As a pet owner, it is increasingly difficult to find housing to accommodate myself and large dog.
Having a good landlord, maintained rental, good neighbours
Having pet friendly accommodation. Landlords should not be able to deny pets. And that grandfathered suites should have to update to current regulations
Heating and natural light are good. Being able to carry bigger furniture down.
Honestly I would love to rate a legal suite as a top priority but there are too few and I am priced out of them even with a graduate degree and a decent job.
How the suite is registered is more important to me than if it is. For example, a new suite is much more protected from sound. Hearing upstairs tenants daily is more of a safety concern to me than whether my suite has a smoke alarm. Sound is constant but some other safety measures only protect me in a fire or emergency situation.
I am an international student coming from a country that doesn't have a main focus on building codes. An education to students about registration of basement units and how it would affect the affordability aspect for students. I noticed that some suites that some suites are "registered" in RentFaster that are advertised for higher amount than unregistered suites. Naturally, the students would lean more towards lesser amount suite.
I believe the city should have to do some follow up on basement units after their legalized to ensure they're still safe. I live in a city registered legal basement suite, however due to my landlords renovations after legalizing the suite - which included adding another unit - it no longer is safe or legal. I feel like I was mislead as it is registered with the city as a legal suite; and if I report it then I will be left with nowhere to go
I do not see any risk factor and I have lived there for years
I won't die in an electrical fire

If the other tenants occupying floors are noisy. If things are repaired/upkeep.
In suite laundry, a full bathroom, pet friendly, clean, and proper stove with oven. Places without a proper oven should be illegal.
It has to be safe everything else I can deal with
It should be easier to apply and get granted a registered secondary suite. The process can turn homeowners off that would've otherwise preferred a registered secondary suite.
Landlord is hesitant to register because side entry was added after 2018 (and there are different set of rules for new and existing basements. I don't think government should impose different set of rules
Landlords are taking advantage of vulnerable people. They shouldn't be able to terrorize people with no recourse. There are so many places making people sick with mold and other problems, it is absolutely criminal. It is ridiculous that any suite is unregistered and held to a basic minimum health standard. Calgary needs to step up and act humanely and hold landlords accountable ...it is their business- they should be required to provide some basic safety & have severe penalties non compliance.
Large windows for light, good lighting inside, good plumbing, pet friendly and a reasonable landlord.
Legal suite Enough windows for natural sunlight and space
legality doesn't matter much to me as I believe that is the landlords job. If there are issues, then I will slash the landlords tires
Lower rent costs are good
Not really sure how my suite is legal. The light fixtures are hanging from the wall, my bathroom has no heat, and I share the power box with the guy upstairs. One heater and upstairs controls the heat.
Parking
Parking
Parking - it's not safe to park 10+ minutes away and walk after my shift. Or lug groceries for 5 blocks

Parking. Windows. It's depressing not having light and stressful not to have parking within reasonable distance. So many cars along these streets of up and downstairs rentals.
Pet friendly is necessary
Pet Friendly, I have two cats.
Pet friendly. Parking.
Pricing and location is the main one, can I be safe and afford to live not paycheque to paycheque
Privacy
Privacy Affordability
Proper soundproofing
Receiving what I paid for.
Safe neighbourhood for personal safety. Lake available and natural walking areas so it doesn't feel like you live in a big city. Family recreation amenities for places to take grandchildren. A decent sized yard. Good sized roads with ease of entering and exiting the community.
Security and privacy. Having shared facilities should be banned unless separated access. Should be able to lock out other tenants from personal space.
Separate air/heating
Should have a law about the rent especially lower suite not more than \$1200 even its in good location. Calgary should control the rent because some of the landlord is abusing it especially now a days. We start only \$1100 now its \$1450 I hope they will not increase it again next year.
Sound proof, ventilation, the construction of door and gaps between doors. Size of windows for air circulation. Mould factors
Sound proofing, parking, and privacy. I understand I am sharing a previously singular living space but fighting for parking and the feeling of living in a glass box is daunting.
Storage space, yard space, amount of windows/light
That pets are allowed and that there is no additional fee for them, especially because this is not the case for children when kids are so often louder and more destructive than pets.

The cost of secondary suites is too high now, what do I do when I can no longer afford a secondary suite with roommates
The rent is expensive but there is no option
There should be more affordable pet friendly rentals. The insane higher prices and being forced to live somewhere unsafe is scary. Even if we had wanted to surrender our pets to find a safer place, the shelters are full and not accepting
Too many slum landlords in the city, squeezing every penny from tenants while doing nothing to maintain suites or properties
Updated home.
Well maintained.
When I got this place, it mainly take what I could get. It was so hard to find housing that allowed me and two cats and one dog.
While a registered/ legal suite is really important without any rent caps in Calgary people are trying to rent their unregistered and dangerous units out for over 1400+ with hot plates and shared laundry and no access to their own heating unit or control
With new experience, we realized that neighborhood activities are very important as well. For example, on the opposite side of our suit is developing commercial area. Every day noise, dust and workers activities, bring us to uncomfortable position.

Q: If you disagreed with the statement "I am comfortable raising any safety concerns with my landlord." Why are you not comfortable doing this?

As a tenant you feel very at the whims of the landlord and you don't want to risk disturbing whatever agreement you have. If a cheaper place you may forego safety or repairs so rent isn't raised, or you're evicted for renovations and cost increase. When landlords are focused on maximizing revenue and there are no controls and you're not sure what your rights are you don't want to risk it. Even if you know your housing is unsafe
As the landlord will start making things difficult for me.
Because I can get my notice, or they can raise the rent when it comes time to renew, or they just make your life miserable if they don't like you.

Because i don't want to be evicted
Because I fear that will find a reason to end my tenancy because he knows he will get someone else in here immediately and for more money because housing is outrageously expensive and there are not nearly enough rentals for renters. If I lose my housing, it will be near impossible for me to find another place that is affordable and suites my needs. I will end up with precarious housing if not entirely houseless.
Because I have raised concerns multiple times due to upstairs neighbours being aggressive, rude, loud and disrespectful
Because she is not open about it. Like her secondary suite heater is not functioning enough, had to complain about it since it is extra cold in the basement. She does not want us to have an extra heater.
Because the landlord has all the power
Because they make up excuses and are not honest. I rented from (name redacted) (who works for the City of Calgary). I signed a lease agreement with him and his wife under which they were dishonest about what would be received as a tenant and kept my security deposit without justification.
Because they will ignore requests until it we have to badger them. Prime example is that my backdoor to my kitchen was the same key as the shared front door that the basement tenants have access to. It took 4 weeks to have the locks changed.
Because when we have raised concerns it took about a month to get a reply...
Don't want the unit to get shut down, as I can't afford to move
Don't want to cause trouble or lose my housing
Easy to talk to
Every landlord I have ever had has been terrible about fixing things. Landlords go unchecked because they have all the power, despite me knowing my rights.
Fast track to eviction. If I had the time/money/resources to fight an illegal eviction why would I be renting a secondary suite in the first place?
Fortunately now I have a good landlord. I have had experience with an unregistered suite that left me needing to abandon the suite because of water leaks that weren't being fixed. City was no help

because suite was unregistered. I then learnt alot about landlords and the amnesty they have unfairly been getting
He might evict
He treats me that I wont find anywhere else
I am comfortable. Doesn't mean the landlord does anything about it, or fixes correctly. Slum labdlords. No action, just endless words.
I am mostly comfortable raising concerns with my landlord. I live in (redacted): we're witnessing a disturbingly fast and ongoing gentrification in our area. We feel hesitant bringing up a need for potential costly repairs when it could make the homeowner's decision to sell a lot easier. Our suite isn't legal, and we didn't learn about it until we'd already moved in. Now, we're faced with housing uncertainty in an already-tight market in order for the homeowner to comply with the city's bylaws.
I am not comfortable because I am worried I will not be able to find somewhere else to rent if I raise any concerns! I'm worried my landlord may raise the rent to fix anything in the unit.
There is not enough of a through inspection done when registering legal units. Safety concerns of Electrical(extremely important), Venting and proper heating of each room needs to be PROPERLY inspected by the City of Calgary beforehand.
I don't want tension and landlord won't spend the money to renovate and if they do we will not have a rental
I don't want to anger my landlord
I feel like it won't make a difference
I guess it depends on what it is? I brought up a few issues with the suite when I first moved in and it either took months to address or just never got addressed. So at a certain point I either dealt with it myself. Or just let it go and am now moving out to a bigger place.
I live in this house for almost 8yrs now,the new management,I have lot complains but they did not resolved it and still they high my rent everytime I renew my contract every 6mos.I have lots of mice and feces aswell how many times they tell me that they will fix?but till now no improvement
I need some to guide me to do that
I'm scared of not having my lease renewed.

I'd be afraid of eviction. Even if election is not legal, slow process to stop and would likely move out before any legal resolution could be had.
If he decides I have to move given the few protections in this province for tenants. Finding another place is increasingly difficult and unbelievably more expensive.
If I get kicked out there is no where to go that's affordable
If I start pestering the landlord about registering it after I have been living in it for years, there is a chance they will see me as a risk to their suite and decide not to renew my lease. Getting the suit legalized will also require me to move out anyway so there is no benefit to me. It's also not relevant to me since this suite has been in use for a long time and is safe so registering is a moot point.
In the past we have done this and he is very dismissive. He resorts to blame instead of solutions. He often lies to tenants to achieve his goals or cheap fixes. He's threatened to evict us for "complaining," stating we should be lucky to have a place to live. We've learned to manage things quietly out of fear of being evicted. We've had safety concerns with out tenants and had to get the police involved. The landlord refused to evict the tenant which was later arrested.
It's a landlords market right now. Safety comes after profit.
Its hard to find place for rent under my budget
I've raised issues around mold and they've ever been addressed yet my rent went up 7% this past yeat without any reasoning or issues dealt with.
Lack of communication, landlord wont do anything after they receive a report from me
Landlord barely speaks English and is hard to understand
Landlord is does not engage.
Landlord is not very easy to talk to
Landlord will acknowledge the problem, and then repeatedly delay for months hoping I will stop requesting fixes
Majority of landlords don't care. If you don't rent their suite, someone else will.
Might take offence and strain the relationship
Most landlords are in it for profit and take advantage of people that don't know the laws

Most of the time landlords don't care how the suite is. Takes months for things to get fixed.
My experience is landlords are not willing or interested in doing preventative maintenance or repairs, or otherwise investing in a property to even bring it up to code unless they are actually being forced to do it, by active enforcement. Any suggestion from a tenant that they need to spend money out of their pocket is an almost guaranteed retributory rent increase.
My landlord evicted me giving me a once months notice as she thought my mom slept over and she was stealing her electricity when my mom was cleaning my place while I was at work and then evicted me with one months notice
My landlord has been unreceptive to any feedback regarding the safety of the suite and is wholly ignorant to the minimum safety standards and obligations they need to fulfill. They become emotionally irate and argumentative when any feedback is given, and we are made to feel as though our safety concerns are an immense inconvenience for them.
My landlord has behaved in inappropriate ways, largely in an attempt to hide the fact he has an extra unit in his basement. If I bring up my concerns regarding this I fear he will retaliate against me
My landlord has disregarded my safety concerns in the past.
My landlord is not approachable and I don't feel like it's my home with him living above me
My landlord threatens to raise rent or will completely ignore me. I have been told "I can get \$500+ more for this don't start becoming a problem" it's extortion and the city does nothing to do it. If someone broke in and hurt me he wouldn't care as long as he gets the \$1500 for his moldy falling apart 1 bedroom suite.
N/A
N/a
Na
No one can afford to piss off their landlord in the current economy and be evicted for no reason
Scared of being evicted.
She is a compulsive liar, has family members coming into my suite and leaving obvious signs they were there. There is mold and she's using intimidation tactics to intimidate me while also putting fragrance into the air to make me sick. Life is miserable and I cannot find a place that I can afford that doesn't make me sick...in the 14 years I've lived here. I've been contemplating applying to the MAID program. A decent safe healthy place to rent would make all the difference. Do better!!

The landlord ignores the concerns or else informs me it's my responsibility.
The safety concerns I had in that house was NEVER addressed.
There is very little upside to raising concerns. I have a good relationship with my landlord but they show little interest in correcting safety issues if they don't have to and they have a registered suite so as far as they are concerned it's safe.
They are not going to do anything about any complaints. They don't care about our concerns and only want to collect the rent and we don't want to give them reasons to increase our rent even more.
They are so slow in re-repairing in house.
They don't care, just in it for the money
This is an unregistered place and less rent. I can't afford more than that right now and can't take any chances
We had a sewage backup in the basement a couple weeks after moving in, the landlord cleaned it up and discovered 2 breaks in the main pipe and never fixed it after claiming it would get done. Now he asked us to not throw our used toilet paper in the toilet which we refuse to do.
Well most tenants biggest fear is being evicted for just being too bothersome to their landlords
When rent is determined on the 'emotional whims of your landlord', upsetting them is death to renters. They could very well retaliate by raising rent to stupid high amounts or just plainly kick you out. If they are charging reasonable rent, then they get away with violating your rights because they're blackmailing you to put up with their abuse for money. I personally never disclose anything to them under fear of becoming homeless or having rent be more than 50% of my income.
Wouldn't want to have to look for another place at the moment, too difficult

Q: If you disagreed with the statement "Finding a good rental place to meet my needs is easy." Why is it not easy?

A big factor for me is affordability, prices in the city have gone up so much that there aren't many places that make sense to me as a new grad who is paying off student loans. I have been lucky with where I rent currently.

1. Majority of landlords don't want to rent to people with pets and it is difficult to find places to rent as there is a housing crisis.
2. There is no RENT CONTROL so nobody is safe in their current renting situation. Many people I know have had their rent raised 40% or more just this year.
3. Landlords are asking so much and there is no proper regulations on price based on sqft., amenities, monthly pet fees, yearly pet deposits.
4. Rentals are extremely expensive in this economy.
A good place with a decent landlord and reasonable pricing is not easy to find and rental market is very very slim compared to just a few years ago, you would see at least a 300-500\$ increase monthly moving to a new rental
A lot of rental spaces have rules that are unacceptable as renters we shouldn't feel like the people we are renting from are trying to parent us. They are way out of budget and missing a lot
Affordability
Affordability and we need a home that allows cats
affordability in Calgary is exponentially becoming difficult because of investors and people moving from other states
Always its expensive
As a newcomer to Calgary who couldn't find a roommate I'm comfortable with it's been difficult to find a clean safe space for me to rent with my cats without becoming paycheck to paycheck. As someone in my late 30s I need to be able to save for retirement and emergencies while having an affordable place to live
Availability, quality, affordability, good landlord- all hard to find.
Because even with a dual income household, I am barely able to afford to rent a 600 square foot one bedroom apartment. I work two jobs and I my husband works full time and we can barely afford to live. I searched for months to find this place and it is small and way too expensive.
Because finding any rental place is currently a challenge
Because of affordability nowadays

Because of highly increased rents and unavailability of the enough rental spaces all over calgary.
Because the cost of living has sky rocketed, and most places for an reasonable price are not maintained or clean - regardless if registered or not.
Because the rental market is tight
Because there are not enough properties in calgary
Because there are not enough rentals in the city for the amount of renters. All rentals are now unaffordable including where I currently live. 115,000 people are at extremely high risk of being houseless right now because of the housing crisis. I have no doubt that if I had to move I would end up in a life altering situation with inadequate housing or end up entirely in debt with rent payments, or houseless.
Because we have less rental and more people
Calgary not being particularly transit friendly and rental affordability makes finding a convenient location that enables saving to leave the rental market seem impossible. I fear Calgary is not interested in increasing ownership rates & reducing rental rates.
Many suites lack privacy, lack good landlords.
Clean amd safe places are hard to find. Landlords are demanding too much personal information without providing their own. Need rent control and better laws allowing pets. Pet deposits (scam deposits) should be outlawed. Landlords are just pocketing money.
Competition with other renters, price increases
Cost
Cost is a HUGE concern. Rents continue to be raised, significantly. Hard to make a home or feel like longterm. Hard to find places that will accept pets. Others I know evicted so landlords can sell, with no other local rentals
Cost of rental is too high
Cost way to high. \$2000 month for a one bedroom
Cost within my budget
Crap options if you aren't high imvome
Do I even need to get into the housing crisis???

Everyone has raised rent an insane amount. It is not affordable at all. There is not enough on the market. Not everyone can live in an apartment. We need more detached living.
Everything is too expensive. Between car payments, insurance, groceries, gas, phone bills and if you have pets?! How do you afford \$1,800 for a 1 - 2 bed room with less than 700 square feet, no backyard or laundry and utilities on top of that? Even when we find a place we have to increase our budget for rent and they usually don't allow pets. We have a large dog who needs a backyard. Finding these spaces are impossible! Landlords solutions are taking pets to the pound. Shelters are already full.
Extremely high rental prices and lack of availability for rentals in Calgary
Finding a good rental doesn't exist. Landlords use market greed to line their pockets will offering sub-standard living conditions. These 'good places" often don't allow pets or children and are often subject to hundreds of applications. The ones that align with my needs (ie. allow a pet) are rare and in disrepair because it's all about money and treating tenants like a paycheque and not a customer.
Finding a suitable rental if next to impossible. The price of the crappy rental unit is sky high. Making it impossible to save to become a buyer of a house.
Finding an affordable place in Calgary without having to live with multiple people in 2023. And if you want any kind of amenities it's even harder.
Finding places in this time is way so expensive and they're unaffordable
Firstly rent is quite expensive. Most of the older basements are unregistered and have a poor design it feels like only the newly built ones are available for rent
Have had very bad experience with landlords before and have been wrongfully evicted but then won in the RTDRS dispute. It is nearly impossible to find an affordable place to live in Calgary and in order to find an affordable place I have to commute 40 minutes to downtown every day before and after work
Housing as become unaffordable for almost HALF of Calgarians. To find a SAFE, AFFORDABLE place is almost impossible, it's one or the other not both. I have to make massive sacrifices, needing to rent both parking and a storage locker due to over inflated rental prices
I can find it easy. Almost 70 percent not interested and can't trust I don't know way?
I can't find anything below 1600

I have a dog. It took me almost a year before finding a place that would take my mini dachshund. The pet deposit is necessary but not a monthly fee. If there is damage from the pet, the amount should come out of the damage deposit. That's what it's for.
I have a large dog, reptiles, and large aquariums. Finding a rental that would allow all these types of pets was extremely difficult. I also prefer upper suites over basement suites; most suites on the rental are basement suites, and even these are (in my opinion) often more expensive than they are worth. \$1400/month excluding utilities for a small basement suite in an old (1960s or older) building is ridiculous.
I moved from Manitoba this year and it is so difficult to find affordable places to rent that are also safe. It is also difficult not having rent control. I never had to deal with fear of my landlord increasing my rent in Manitoba. My one year lease is coming to an end and my landlord has increased it by 300\$. I can barely afford the 1450 I am paying now.
I moved to Calgary in 2022 and it was extremely difficult to find a place to rent. There are a limited amount of rental units in Calgary and rent is expensive. I wanted a unit that was in my price range, close to work, had good access to amenities, modern/well maintained/attractive, and in a safe neighbourhood. It took me over a month to find a place that met most of my criteria. I've lived in my suite for over a year now and I'd like to move to a 1 bedroom apartment, but they are too expensive.
Ideally I wouldn't live in a suite if there were other options. But why would someone rent a house when they can rent a house with a suite. In the last 5 years finding a house to rent has become next impossible.
If you have any pets of any kind or have a one income household it's nearly impossible to find something affordable. The rates have sky rocketed and renting is no longer affordable- 700sq in a basement shouldn't be costing close to \$2000. I've done my research and I know that's average.
I'm low income. The street is next
Inflation is killing us right now. No one want student as tenant and we can't afford
Inventory shortage
It is a competitive market, feels like you have to take and put up with whatever you can get. Alberta's tendency laws protector landlords not tentants.
It is difficult to find a affordable house and most secondary suit owner will not fix nor reveal all the fault in the house to the renter before the renter moves in

It is hard to find anywhere to rent right now. Landlords are taking advantage of this and have unrealistic expectations of renters. Unless you are extremely well off and have perfect credit it is nearly impossible to find somewhere to rent
It is not affordable that is the main reason.
It is not easy in a city with no rent control and with no regulations in favor of the tenant
It is not very easy to find a good rental place nowadays because the rental price are too costly now and most of the amenities and good location for rental place are only focus on an individual or families that's earning a lot of money. The City may have to give incentives or tax breaks for those landlords that wants to improve or renovate their house but promised to help low income to middle income earner renters by filling up a contract.
It is very hard to find a place to live in Calgary which makes it very hard to get one. To many people are trying to move to Calgary and it's ecological size isn't increasing
It's is almost impossible to find a good rental that meets my needs. I make a decent living but landlords have raised prices so much, I can no longer afford a safe place. I have no choice but to put up with unsafe unregistered conditions and bad landlords just to have a roof over my head.
It's not easy because finding a good rental is competitive and not affordable.
It's not easy because i am a single mom,I am looking for near at school,accesible
It's takes multiple searches to find a good place to rent. Ranging from 2-4weeks of thorough searches.
It's difficult to find an affordable place and also very difficult to determine if your landlord will be good or not.
It's impossible to find rentals without landlord jacking up rent on an already priced rental that isn't worth the price. I pay \$1350 and already have my landlord telling me he is raising it again. It isn't legal, it's a 3 bedroom but not livable for a family of 4.
It's not easy because rent for these basement/secondary suites are approaching \$1600/month+. Very hard to find affordable suites.
It's not easy because when a you find a place that meets your needs and is in a safe location the rent is too high/way above my budget.
Lack of affordable secondary suites.
Lack of safe, affordable suites within a reasonable commute to work in Calgary

Landlords are increasingly greedy and asking for too much for something little. I am lucky to have a good landlord with a place centrally located. Example: I know people who pay more than me but live in the outskirts or there are people that live in my area that pay \$800 more a month than I do for a comparable place.
Like I mentioned in comment above, having a registered suite is advertised for a higher amount which does not meet my budget.
Limited supply of legal rental properties and increasing migration from different places. Increased rents.
Living costs are already insanely high in Calgary, and if you have a pet it's nearly impossible to find a suitable home (much bigger issue than suite registration). The city makes everything worse by being obsessed with controlling or being involved with every body's private life; any registered secondary suites I've lived in or seen are definitely more expensive. It's difficult to see this as anything other than an opportunity for the city to collect more tax for little benefit to residents.
Many suites are opting for illegal additional pet deposits. The prices are also too high, I could never afford to live by myself
Market is flooded with crap secondary suites
Marketplace can be a mix of both safe and unsafe postings, as a tenant I should not have to second guess if these are safe or not
Most Apartments does not have in suite laundry.
Most listing I find are oversubscribed. It very difficult to find an available place, a good price and good location.
My budget for rent eliminates a lot of options. The rental suites at my price range are often unsuitable to my needs.
Not many affordable options
Nothing affordable is pet friendly, and the ones that are are terrible and are either super dirty, don't have kitchens or look like complete death traps.
Nothing is affordable and landlords can charge outrageous prices for limited space
Now finding a cheap place depend on your budget is not easy. You can find a place easy but its expensive.
Pet friendly locations are in high demand and overall rentals are low

Pets are not welcome
Places are too expensive, there doesn't seem to be enough options.
Price and availability of pet friendly units.
Prices are too high for what we get and what we don't.
PRICES! the increase on property tax etc. my rent went up 20%
Pricing right now is unaffordable. As a single person I above 65k I could not afford the space I have if it was priced at current rates
Rent has gotten too expensive to be able to afford a place that is good and can meet needs. It's one or the other now.
Rent is expensive city wide. Tons of competition by other renters for the same unit. Not enough legal suites secondary suites available.
Rent is over 1400+ for unregistered unsafe secondary units with a hot plate and no secondary entrance. Calgary needs a rent cap and a rent reduction before the cap. I currently pay 2000 for a tiny shoe box of a one bedroom unit. That was the cheapest I could find after months and months of looking
Rent is so expensive. It's rapidly becoming out of reach for more and more people to afford a decent safe place to live
Rent is very high
Rent prices are crazy, owners can ask what they want for unsuitable housing
Rental places now require renters to meet unobtainable qualifications (no pets, minimum but high credit scores, income that is 3x the rental amount, years of references, and insane rent prices). Most tenants are not able to meet or afford those qualifications and are immediately disqualified. There is also such a high demand that tenants are often competing with dozens of other applicants and attending showings with 20-40 other families.
Rental prices are far too high right now, that if our needs ever change, it will be difficult to find something new because most rental places are out of our budget.
Rental prices are high. Most dated rental suites have high rents but less amenities included. The inner downtown rental suites might be accessible to transit but are very expensive while the farther ones are close to the same rental price but not very accessible to transit (from a shift worker who is public transit dependent). Also, lots of competition from other rental applicants.

Rental prices are unaffordable for older people, especially those on disability or a fixed income, therefore like myself I am now having to look at sharing a rental with a stranger.
Rental prices have shot up considerably. Home owners prefer cash deals to keep their household income low. Quick turnaround means owner has the next tenant move in before he has time to carry out maintenance.
Rental properties are expensive
Rentals are extremely expensive and difficult to find. Took a long time searching to find anything even close to what I can afford
Rentals are not affordable right now. I prefer to be near the city and it is very difficult to find a rental with enough space for the right price.
Rentals are ridiculous high priced and i have a cat
Rentals are so expensive these days. There's also a high demand for Rentals and not enough available. Getting a good location for a good price is also difficult. People asking newcomers without over a year and a half permanent residency in Canada for 3 months rent upfront because they don't have enough credit history is ridiculous and unfair
Rentals are very expensive and applications for them are competitive. It's hard to find somewhere I can afford that is also registered and in a good location
Rentals have skyrocketed in price and it's all I can afford. Competition for places as a single person working min wage might make me homeless. Unregistered suites provide a cheaper option for housing. Reno's and registering these suites will increase their rents too.
Rentals in Calgary are increasingly hard to find. Rent is increasing at an astronomical rate - you're getting much less square footage for a much higher price. There needs to be a rent cap. Having pets and/or children makes you less desirable to landlords.
Rents are extremely high, it is difficult to find place this time, basements are best alternative
Right now the costs of rentals are very high at the moment. Even with a good job (\$75k a year), I'm finding it hard to find anything that is less than 45% of my income between rent and utilities.
Rising cost of living
Supply
Supply is short and prices are inflated

Supply/demand. Plus I am young and have limited credit/references.
Taxes are too high. Foreign investment is too high. Protect our citizens from housing prices getting jacked up from foreign investment
That VAST majority of rentals in this city and especially in my neighbourhood of Banff Trail are either illegal secondary suites, or properties that contain illegal secondary suites. These rental properties frequently have a many obvious safety and comfort issues. Overall availability is low, and good quality rentals are exceedingly expensive.
The city is a mess when it comes to rentals.
The cost is at an all time high and even though I make over 60 k a year it feels like the majority of nice places are outside my budget. I saw a basement with tiny windows and just a single burner that plugs in with a toaster oven instead of a proper over for 1400!
The market is broken and it's impossible to find something.
The market is super saturated and expensive. People can't afford to buy so they are looking for rentals but those are also extremely expensive.
The market is too expensive and most « affordable » rentals are old and mouldy and have so many sketchy features about it.
The prices are way too high.
The rental market has doubled over the last two years so it's impossible to find something safe and in a decent area within my budget.
The rental market in Calgary has made it near impossible to afford housing being a single person. House prices are crazy high and being alone, I could never afford to be a home owner.
The rental market is horrible in Calgary. I'm currently paying more than 75% of my landlords mortgage and he lives upstairs. I feel when the landlord lives on the property, you lose your privacy and feeling like it's your own home
The rental market is incredibly limited and expensive. I have basic housing needs, but finding a property that is both affordable and not at immediate risk of being bought and rebuilt by a developer is a significant challenge.
The rental market is too expensive, it is hard to find affordable housing that is safe that also meets my needs.

The rental prices are insane. I make \$30 an hour and can't afford vegetables and rent. Please do something to help.
The rental situation in Calgary right now is insane and awful. Prices are insanely high, higher than we've seen in years so the fear of being kicked out is even greater than usual because now it's like oh there's no where else to go. You are only moving right now if you're desperate.
There are many over priced rentals. There needs to be a rent cap or some sort of standard for what you can charge for what you are getting.
There are not many affordable places to stay where the second suite is completely separate from the main unit, most have shared Air
There are simply not enough suites to rent in Calgary and the landlord tenant laws in this province favour the landlord over the tenant.
There are very little rental places that are large enough for my family at an affordable price. The more affordable places are old/dirty/smelly and in bad areas of the city.
There is a high demand, more ppl in Calgary looking for a place then what is available. I looked at many places before finding the right one.
There is a rental shortage and the prices for places that are available are not affordable.
There is a shortage of affordable rentals.
There is no quality available suites available. I got very lucky because I was friends with the Landlord
There is no rent control - rent prices do not match up with wages. I live in a dual income household and its still difficult. There is a serious lack of pet friendly rentals, I think we should implement Ontario's policy on pets and rentals. There are not enough rentals for the amount of people in the city.
There is not many places affordable in Calgary for a single person.
There is nothing affordable in the city. I have ended up in this unsafe living situation because I couldn't afford better
There is too much red tape and it is too expensive for landlords to register their suites with the city, so it makes secondary suites unaffordable.
There's very limited places available, rentals are way over 30% of income. Many secondary suites have very overreaching landlords in terms of use of common spaces, access points and amenities.



Secondary Suites Feedback

Report Back: What We Heard

January 2024

There's just too few rental place available in the market while there are so many people looking for one. Rental rates have gone too high as well. Ours is \$1,750 for a basement suite. I'm quite familiar with the market due to my work. I handle our company's Rentfaster account and the number of applications for a last rental condo we posted reached 800+.
This city has become extremely unaffordable to live in due to rising taxes, a city council that doesn't know how to reign in spending and corporations buying up all eligible rental properties to charge whatever they want.
This question is almost insulting. We're letting in a million international students a year without adequate housing available. This is both causing the cost of housing to balloon unsustainably and eating up all the supply. We as Canadians are (redacted) from every side.
To be a self-sustained tenant, having laundry facilities and well-kept properties is vital. We looked at places that were managed by third-party management companies and they were falling apart. The price also has to match the quality. For the budget we have, most places are dumps. There just isn't a lot out there!
today's world, get what you can get. no chance to have choices
TOO EXPENSIVE
Too much rent prices. The neighborhood matters. The landlord and the primary renter should be good
Tried to find an apartment but couldn't within my budget. A secondary suite is not what I wanted
Usually have to choose between affordable and safe. Generally can't have both. Having a good landlord is a huge bonus but in my experience most people with secondary suites over-reach in terms of their rules (i.e. not allowed to have guests or cook too much) and are unwilling to make repairs.
Vacancy is low and cost is high. Landlords can easily say no pets and still rent out their place, leaving less options
Very few rental units will accommodate large pets, or even pets at all. Extremely few options and hundreds of applicants on each rental. Sky-high rental costs (42% increase in only 15 months) for my unit.

<p>We are in a housing crisis?</p> <p>Also many pet friendly corporation-owned places have a dog limit of 20 lbs. I have a 65lb German shepherd.</p> <p>And dealing with private rentals and avoiding scams was tougher than expected.</p> <p>Most places are incredibly overpriced or even if not, you likely will only get to stay for the year before rent is jacked up astronomically.</p>
<p>We are renting the top half of an unregistered house in a horrible unsafe neighbourhood in Forest Lawn for \$2400 per month no utilities included after our landlords sold the house we were renting for 5 years in Copperfield. We HAD to rent this place bc there were. I other rentals that would accept our pets.</p>
<p>When I rented, I had a dog. Not many places want to rent to pet owners which makes it even harder to find rentals, hence a person often ends up in an illegal suite.</p>
<p>With my budget, and the fact I have 2 pets the options are extremely limited</p>
<p>Zero affordability anymore if you want a place that's actually clean, no black mold, no ant or bug problems, etc. Having a clean living space that you are renting is extremely important, but costs \$2000+ a month.</p>

Q: Please tell us more about what may improve your experience as someone who rents a secondary suite. Explain why.

<p>A cap on rent raises would help</p>
<p>A gov that held landlords to a standard</p>
<p>A proper registration proof from landlord and also proper amenities and soundproof system. The landlord always have power to control the sound they make above that disrupts the livelihood of renters below.</p>
<p>A rental cap. Having clear and specific policies and regulations regarding how much a secondary suite rental rate can increase if the main property's mortgage increases.</p>

A website where I can check if there have been complaints/lawsuits/police visits against my landlord. I have had landlords just “inspect” my suite with no notice at night.
Address yhe concern of the tenants!clean the outside area,fix those concern right away???
Affordability. The cost of living has gone up significantly in the past few years that I have rented. I got so extremely lucky in all aspects of this secondary suite. My landlord is amazing, the suite has everything I could need/want, in a good and safe location, legal suite, and has been extremely affordable - recently renovated too. I had been looking for a place for almost half a year and this is the only spot that is affordable and has everything I could need. Many young working professionals cannot afford a decent and safe place to live.
<p>Affordability. Affordability.</p> <p>Affordability. Affordability. Affordability.</p> <p>Affordability. Ban Airbnb's/short term rentals, this will increase the supply and drop prices. People invested in housing will take a hit but investments have risks. That's life. People who work hard and make reasonable livings should not be struggling to keep a roof over their heads.</p> <p>Look to BC..the results have been almost instantaneous. It's ridiculous that we haven't done this yet.</p>
Affordability. Rent is my single largest expense month to month and it it getting to the point where I am barely saving any money.
Affordable housing and upward mobility to be able to move out of a secondary suite
Affordable rent
<p>Air circulation in basements are inadequate. I think it has to do with the design of return air piping or the HVAC design. I lived in a registered secondary suite in Saddleridge, and now in Livingston. On a cold night with heating on, and the windows closed, i find it difficult to breathe in the basement. I initially thought it may have something to do with the thermostat setting, but the controls and settings were okay and normal. Circulation only improves when I have the basement window open to some extent, but you cant always have your windows open; especially on cold winter days and nights.</p> <p>Basements also need better natural sources of light through more windows. I strongly feel that there should be atleast two windows in the living area of a basement, or one in the living area and one in the kitchen area. Sound proofing is poor or non-existent; the sounds and footsteps from the main building can be heard.</p>

As I said I believe follow up to ensure suites are still up to code after being legalized is important. I never would've thought of a landlord legalizing a suite only to renovate it to fit in more rental units after the fact, but that is exactly what happened in my case. Doing onsite inspections obviously is necessary to avoid situations like this. As I renter I feel deceived and find myself now stuck in an unsafe situation, because I believe this suite to be legal, as it was registered with the city as such.

As long as the suite is safe (egress windows, electrical updated, etc), I don't think landlords should have to register their suites. If it is a place where family could live safely, then why do paid renters have to have a legal/registered suite?

As someone who rents a secondary suite, I'd request that the city incentivize legalization by offering subsidies for the homeowner to bring their properties up to code. I value living in a safe suite, but I also value housing security. Investment properties currently have more incentives to sell to developers than to renovate for the sake of legalizing a longer-term rental. It feels like we're waiting for a timer to go off before we're forced to find the needle in a haystack: a relatively affordable rental property that isn't at imminent risk of being sold.

Aside from greater housing supply and rental vacancy rates, I would like to see education and serious enforcement of minimum standards for rental suites. This city is awash with dangerous and very poor quality rental stock, because landlords consistently get away with it. There is pretty much zero incentive to improve rental units to meet minimum legal/registered standards, and there is also zero consequence for not doing so. This is on the City to deliver enforcement, but right now there is a clear lack of intent to do anything about it.

Better noise insulation. Cheaper prices since it is secondary.

Better soundproofing and temperature control.

I could hear my landlords having normal conversations if I didn't turn on music or a fan.

And my unit was freezing, I didn't have temp control, and I still paid 40% utilities. They also used a window AC unit in the summer and that cost wasn't deducted from my percentage.

Just in general I think landlords should actually experience the space they are renting instead of just trying to quickly make cash flow.

<p>Better tenancy laws that are clearly defined.</p> <p>The inconsistency in wording of laws allow landlords to take advantage of renters.</p> <p>Ex: mold, fire hazards and building not being up to code.</p> <p>Once a renter enters into a lease there is very little they can do if they find out their rental is unsafe or unfit</p>
<p>Bigger windows. More storage. Access to control the heat.</p>
<p>Block heater access is tough here. Two sockets for a 4-car/4 unit place. Separate mailboxes would be nice.</p>
<p>build more</p>
<p>Caps on raising rent. Clear laws/guidelines that dictate how to advertise secondary suites, whether utilities are separate or part of the total rent and if they're registered.</p>
<p>Changing the rules and regulations making it easier to register (especially for OLDER houses) and protecting renters who rent basement suites and room rentals (room rentals have basically no rules)</p>
<p>Charging rent by square footage/appliances and having a rent cap on properties. Bring down the interest on housing and make the market more affordable! Create jobs by having inspectors go out and give certificates on properties approved by the city. Educated renters on looking for this inspection approval certificate when renting. Make it mandatory for landlords to provide this. Have rental ads inspected.. there are so many ways to authenticate rental properties as I've had non stop issues with every landlord I've rented from from mold, to tenants to unsafe properties! I've had my rent increased to the point where no single person can afford to live on their own. You have to live with multiple people to (redacted) afford life! I have to choose between dentist and healthcare because my rent is so expensive I can't afford to be looked at. Landlords have too much freedom to charge whatever they want.</p>
<p>City should do for on checking rent prices ensuring fairness, consistency across board and value for money. Some landlords rip people off due to lack of knowledge in the rent system. Also more awareness should be created on tenants rights.</p>
<p>City should re inspect basement unit and publish reports on the occupancy history. Landlords may hide facts that would be important facts for tenants to decide whether to rent or not</p>
<p>Crack down on illegal suites. Ours is. It has one heating unit/furnace and set of utilities for 2 units</p>

Don't have a walkway into my suite. My door is located in the side of my building.
Don't allow dishonest and fraudulent individuals like (name redacted) to register suites and rent them out to tenants and not follow the proper rules as a landlord.
DONT RENT FROM A PRIVATE LANDLORD WHO LIVES ABOVE YOU
Easy and clear access to how and where to lodge complaints against the landlord
Education on secondary suites and registration process of it. Also, education on the rights of the tenants and how I can reach out to someone if I need to complain against my landlord
Ensure there are regulations around safety, price, amenities and enforce them. I don't know anyone not struggling just to pay rent right now or not debating leaving the city all together. I will need to drop out of my university degree 1 year before graduation if rent goes up again in the city next year. This is getting ridiculous and needs to stop
Ensuring that secondary suites have control of their own thermostat/heating.
FINE landlords who charge too much
Get rid of baseboard heaters, they aren't good and are a fire/safety hazard
having a disability, the landlord should be open to small conveniences to be installed..ie handrails
Having a good landlord and one who doesn't think renters don't have rights just because it's a secondary suite in their home that they own.
Having a say in how long my visitors can stay is important to me. I don't like having to ask for such permission
Having mandatory quiet times for upstairs neighbours. Some people are so inconsiderate of the fact they have downstairs neighbours. My upstairs neighbours allows their kids to run loose and scream and parents yell constantly. This is triggering and makes me feel unsafe. This situation is uncomfortable because I want to call the police on them. The family above me are renters, not landlords. I raised this concern to my landlord. I feel like I'm living in someone else's home, but I'm paying an arm and a leg to do so.
Highly effective sound proofing and guaranteed parking

Hold landlords to account more. They rarely follow rules, knowing that tenants have little recourse. Even though it's possible to file a complaint, it comes at the risk of losing the housing. As well filing complaints is expensive and the resolution is rarely timely. I rent a basement suite because I'm broke, I don't have the resources to participate in the process like a landlord does. It feels stacked in favour of the landlord
I like Airbnbs, but as a renter I don't support them because they take away the housing supply for renters.
I need people to not charge more for a dog/ eliminate us as an option, my dog is better behaved than most kids and you can't discriminate on them.
I wish the City of Calgary could find a way to lower rental prices.
I'd prefer that there were more registered secondary suites so there wasn't such a hard time to find one.
I'm a very clean person. I know that others are not so landlords account for possible damages. But I simply cannot afford any rent over \$2000 and I need a bigger place for my large family. We cannot afford a mortgage because of the high interest rate and significantly high housing prices. We have no choice but to rent. But even a 1-bedroom tiny condo costs around \$1700 a month. Condo fees are too high, and they keep increasing so rent keeps increasing. But our wages aren't increasing, so we can't afford to live anywhere!
If the city of Calgary stopped trying to get involved. Everything would be better.
Immediate rent control. Immediate, city funded, affordable housing. Rent relief payments for low income renters. Tighter tenant protection laws. And to understand why see my above statements and the October 2023 report, "how many houses people in Calgary are at risk of homelessness" by the UofC School of Public Policy.
Increasing the amount of secondary suites to aid in affordability. Provide limits on rent increases.
Insurance
It is my home. So I want enough autonomy to decorate and make it mine. I also need decent storage, and few suite have this. A registered suite also gives me my own address, but doesn't necessarily make the place attractive. We've viewed suits that meet registered criteria, but have little or no desire that it be set up like someone's home. Features and design are often ignored.
Landlord raised my rent by 30% and I couldn't do anything about it
Landlord raised the rent for more than 20% after 1st year. Landlord micro-managed us.

Larger windows as a requirement would be great as I believe sunlight is most necessary.
<p>Less laws on what can be a secondary suite. I have done Reno's related to making secondary suites and they are way over done for existing properties.</p> <p>I get it for new builds but for existing properties the same rules should not apply. It is too expensive for landowners to convert otherwise under used space. Seeing as we are in a housing crisis the city should empower landowners to take on part of that challenge and work on a way to for landowners to add secondary suites That makes sense financially for themselves.</p>
Lower fixed rents, giving reasons for rent increases,subsidies given to landlords to help costs luke property taxes etc
Mail box for each suite. Additional garbage/recycling bins.
Make a law for the rent and control it by the Calgary government. Every year rent is going up and food too , so everything here is really really going very hard on us. Please don't kill the Canada dream that all were dreaming of!
Make it easier for owners to register their suite as legal. Need let's hoops to jump through as there is a cost associated.
Make it easier to legalize a basement suite so there will be more inventory. Create a grant or interest free load for homeowner to build legal basement suites. Normalize basement apartments
Make it easy for my landlord to do it. I would benefit from a separate address and more garbage/mixed recycle and compost bins but I know my landlord won't be compelled to do it unless it is easy and/or there are repurcussions for not registering it.
Make it so landlords have to register suites and keep them legal and up to code.
Make renting affordable and add some restrictions.
Make sure heater control is separate from the main-floor and should provide a heater for the secondary suite if this is the case.
Make sure they are safe and functional like a normal house

Making it easier and faster to create and register secondary suites would be a big help, as it will give me more options when finding a place to live, and more leverage against landlords I feel are overcharging or not being responsible. Sometimes I feel trapped in my rental, as I can't find anything else that meets my needs and budget in the market these days; having more supply by expediting the process of making secondary suites would alleviate this problem. As a renter, I feel that landlords that live in the same building/complex as their secondary suites are more responsive to issues in the suite, and more sympathetic/flexible to issues their tenants are facing, because they are physically closer to their tenants, and can't ignore or avoid problems as easily. Rewarding or incentivizing landlords that have their primary residence in the same building/complex as their secondary suites would allow more renters and landlords to have these positive relationships.
Making sure that the doors are a standard size so that furniture can fit. Curved stairs are a hinderance to an easy move in.
More availability, less restriction so there are more places.
More awareness of landlord vs tenant rights. Standard contracts. Rent limits. Cost increases are currently one of the biggest things in Calgary. And then safety. Can I make complaints? How? What happens? Will those complaints then jeopardize future dealings in a retaliatory sense? Many landlord's or homeowners seem to be against secondary suites & laneway housing assuming all renters are bad, not invested in the space, will wreck places, or will take all parking in the area (how is a basement renter with one car different than having teens in basement with cars?). But these aren't true. How to dispel this?
More options
More regulation on the cost of rentals, living is so expensive it's so hard to live within your means right now.
More windows. Rules on the windows being in the backyard of the people upstairs and what they put in front of the window. I can't open one of my two only windows cus it's in their backyard and yard equipment is in front of it. It's not private and gets no light anyway .
My suite in particular has only one small window in the bedroom. I am a slim lady and quite fit, yet I would have great difficulty if i had to escape through the window. I do not see how this is legal or safe, plus no windows at all in the living area is not good mentally for anyone. All humans need natural light for mental well-being. Also the homes are so close together that there is not enough area to pile snow in the winter which makes it unsafe. The clean up from the major ongoing construction is very slow. Thank you
Need a better selection of affordable suites

Not being relegated to renting a secondary suite would be preferable.
Not having the owner / landlord live above you. More windows should be required for a secondary suite
Proper registration, separation, utilities, safety
Put regulations such as rent cap and other things in favor of tenant
Radon testing is important as suits are in the basement typically which increases health risk. Therefore, radon testing needs to be built into the process of building code, development permits and registration.
Regular inspections should be required by city ever 5 or so years to ensure landlord is maintaining within legal terms
Rent caps for all not just secondary units. Rent should not be over 1400 for a small one bedroom with a hot plate and no kitchen
Rent caps, and more affordable rents
Rent caps. We are terrified that we will be priced out of our place and then won't be able to find somewhere else within our budget. Renting a bedroom in someone's home is going for over \$1,000 sometimes. It's ridiculous.
Rent control and grandfathering suits so I don't have to move in order for my landlord to comply.
Rent control both for renewing rent increases but also for when landlords rent to new renters as there's pressure on renters by landlords to move out so landlords can increase rent substantially. Please get affordable, safe, clean and livable housing for all under control
Rent control.
Rent increase laws, more regulation like bc has for tenants and landlords
Rent increases capped to +15% a year. I got a +40% increase this year and I had to move because I couldn't afford \$2000/month for a one bedroom apartment. That's crazy
Rental cap
Rental cap, forcing suites to be legal as they are a huge risk.
Renters too and bottom. Some otherwise "legal" suites are divided into two or more suites so landlords can make more profit

<p>Renting in Calgary is in an awful state and Calgarians need help. PLEASE do something to help make living here possible. The wealth disparity is hurting all of our communities, but equity-seeking groups hurt the most. I am so disappointed with our municipal leadership, that they get to go home to safe comfortable accommodations and honest Calgarians suffer. YOU have the power to change things, please help us</p>
<p>Rules or restrictions on shared laundry locations, such as not having residents from one suite have to enter the other to do their laundry.</p> <p>Having separate garbage and recycling bins for both households, or even just larger shared ones, would be nice.</p> <p>Some sort of consideration/enforcement regarding the parking situation. Lately, there's been issue of parking behind and in front of our block as people got more room mates in both suites around us.</p> <p>And lastly, but least likely, a cap on rent based on a minimum standard. Example: An awkward basement/attic with a tiny kitchen finished in the 50's, no or 1 bed large enough for a twin mattress and not much else, with a closet shower hugging a toilet somewhere under the stairs. This should not be allowed to be rented for 1500/month, or whatever the rates are at now,</p>
<p>Secondary sweets need to be PROPERLY insulated, or like in our case we painfully get to here all of our upstairs neighbours conversations, fights, tv and music, kids screaming and stumbling on the floor, their farts and burps as well...</p> <p>Secondary suite need more windows and better ventilation system as well because there is nothing worse then the feeling of living in a hole under ground</p>
<p>Separate postbox for privacy.</p> <p>Lesser rents</p> <p>Better quality water.</p>
<p>Should have better laws protecting tenants rights. Landlords get away with murder.</p>
<p>Sound proofing standards should be imposed for construction of secondary suites. Many issues with noise being in a basement suite. The city of Calgary bylaws state you must lodge a complaint with the landlord or property manager regarding nuisance pets. Bylaw officers will not issue warnings/fines for noisy pets in a multi-unit dwelling. This is a huge issue if the landlord does not take action regarding the problematic upper tenants.</p>
<p>Stable rent prices. This is my second year in my unit, my landlord increased the rent at the end of the first year and I am sure he will again at the end of this year.</p>

<p>Stop the "exsiting suite" program (or make it clear on the registry how the suite was approved). All it's doing is creating 2 classes of suite and as a renter it's hard to know which is which. One is obviously better than the other as one I don't need ear plugs to sleep when the other tenant wants to watch TV late. But to the average person they are registered so they must be safe.</p>
<p>Street parking permit, along with secondary suite registration. Larger sized garbage bins.</p>
<p>Stricter regulations for how landlords who rent out their secondary suites can behave towards tenants, and a more structured way to enforce those regulations. When you are effectively living in someone else's home, there is a power imbalance and oftentimes, landlords can abuse their power. Looking through the windows at tenants, imposing restrictions on shared amenity use (outside of the lease agreement), showing reliatory behaviour (stomping across floors and slamming doors when upset), monitoring sounds of tenants (like how often they shower and for how long), demanding access to a tenants' time just because they can see they are home, etc. Behaviour such as this can make living in a secondary suite incredibly stressful and traumatic, and when no other options are available due to inaccessibility or the tenants are unsure of how to seek action, it makes the issue worse.</p>
<p>Support from the city, rent limits, check in, anonymous forms to submit claims to the city or bring up issues</p>
<p>Tenants have very little power or practical recourse when landlords do illegal things. It is difficult to simply "find somewhere else to live" when the market is as tough as it is</p>
<p>The city is quite insensitive of the current rental market situation right now and I feel sad about it. If they cant help people like me to reduce rent prices, we will continue to struggle and reach our dreams, and in the end, the City will also going to get affected because their citizens aren't happy and successful. That's all. Help us in some ways at least like reducing the transit cost for commuters or giving us local subsidies for grocery rebates (provincial level).</p>
<p>The city needs rent control.</p> <p>More options for rentals and higher standards for landlords and the places that they're renting out.</p> <p>Also soundproofing is a huge issue I'm currently living under very loud people and it is impeding on my ability to sleep and there's nothing I can do. If a landlord doesn't want to sound proof whatsoever in an older house they should be charging because it directly effects our rights as tenants to "Peaceful Enjoyment".</p>
<p>The city spends less than what it takes in. It can balance a budget without raising taxes. It stops funding 'wants' and only funds 'needs'. It understands that money doesn't grow on trees. It invests in small business and things that have an positive ROI.</p>

The landlord is working on renovating the basement of this house now. When it's complete the power is in our name and he expects us to pay the whole heating bill for the house and the new renters to pay us a percentage. I think that if it was a legal suite, he would need to be sure there are 2 separate systems
The neighborhood isn't very friendly
The property being owned by someone that cares for it. Better regulations regarding the state in which rental suites are allowed to be in.
The registration fee is BS. It prevents people from developing secondary suites. The red tape of the current process prevents people from registering. Yes it's important that secondary suites be safe but charging home owners only trickles down and screws the renters.
The rental price should reduce drastically.
The requirements to have a suite registrable do not take into account practical aspects of the suite. In a half duplex, as an example, when the lower suite is added, very often the hot-water tank & furnace capacity is not increased to allow that now more people are depending on them - the extra tenant load for the secondary suite. Often there isn't enough hot water for all tenants at all times & the furnace may struggle to meet the increase tenant load. It should be a requirement to meet suite registration, that the hot-water tank and furnace capacities are increased to meet the extra load, so landlords will have to upgrade their property to meet the requirements - a landlord will not spend extra money putting in a larger hot-water tank, as an example, unless the legislation requires them to do so. Similarly, the electrical system in these rental homes should be required by law, to be upgraded to meet the increased load - why would a landlord spend money on this if they don't need to?
There are no checking for up coming house rent.I think all is depend to landlord. Need you focus on this matter please.
There needs to be more education for renters and less grace given to landlords.
There needs to be more middle scale housing, like 3 or 4 stories that can be built anywhere. This will reduce the cost of rent and put more attractive options on the market.
There should be law, landlord can only raise certain amount of money in year. My landlord raise rent 3 times in year from \$850 to \$1150

This is provincial, so it will never be done, but rental regulations are needed. Landlords dont care about their tenants so laws need to be made to force them to comply to meet the basic needs of humans. You wouldnt allow a restaurnt to not have health inspections and rentals are a business. Letting the free market determine rent will only erode the middle class further making it impossible to save a down payment to even begin to buy a first home. My rent went up by 25% in 2023, removing all opportunities to save any money including an emergency fund. Most people are one bad month from homelessness.
To put a cap on rent. 1400-1800 for a one bedroom basement is ridiculous. You used to get basements for under 1000 easily and I have not seen anything below 1000 recently.
we could use a 2nd set of bins, as it was difficult to share garbage and recycling with the previous other tenant of the house. they had a family of 4 and we are a family of 2 and there just wasn't enough room in the bins for all our recycling and garbage, especially when garbage is only picked up every 2 weeks.
We need more government regulated affordable housing for people of all incomes. Secondary suites are too small for full families and private landlords use them to take advantage of people financially
We should have rules related to rent increase

Q: What neighbourhood do you live in?

Alpine park area. treeline avenue
Arbour Lake
Banff Trail
Bankview
beddington
Beddington (redacted)
bowness
Bowness
Bowness



Secondary Suites Feedback

Report Back: What We Heard

January 2024

Brentwood
Bridgeland
Bridgeland
Bridlewood
Calhoun Common
Cambrian Heights
Cambrian NW
Canadian, Indian, Pakistani, Afghans.
Capitol hill
Capitol Hill
Capitol Hill
Cedarbrae
Cornerstone
Cornerstone
Cornerstone
Cornerstone
Coventry Hills
Coventry Hills NE
Crescent heights
Dalhousie
Dalhousie
Deer Run
dover



Secondary Suites Feedback

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dover
Dover
Evergreen
Falcon ridge
Falconridge
Falconridge
Forest Lawn
Forest lawn
Forest lawn
Forest Lawn
Glamorgan
Glendale
Glendale
Greenview / thorncliff
Haysbro
Highland Park
Homestead
Hunting hill
Inglewood
inner city
Inner city
Killarney
Killarney



Secondary Suites Feedback

Report Back: What We Heard

January 2024

Killarney
Killarney
Killarney
Killarney area
Kingsland
Legacy
Legacy
Livingston
Livingston - 187 Lucas Heights NW
Mahogany
Marda Loop
Marlborough
Marlborough Park
Mayland heights
Mayland heights
Midnapore
Midnapore
Montgomery
Montgomery
NE
NE
NE
Nolan Hill



Secondary Suites Feedback

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January 2024

Nolan-height crest. Sage hill NW
North Haven
North hill north west
Northeast
Nw
Ogden
Ogden
Panorama hills
Panorama hills
Panorama Hills
Pineridge
Radisson heights
Rangeview
Renfrew
Rocky Ridge
Roscarock
Rundle
Rundle
Rundle
Rundle
SaddleRidge
Saddletowne
Saddletowne



Secondary Suites Feedback

Report Back: What We Heard

January 2024

Sage Hill
Sage Hill
Sandstone community
Sandstone NW
Savannah NE
scenic Acres
Seton
Seton
Seton but I looked for affordable units all over the city
Seton, Main Street.
Shawnessey
Signal hill
Silver Springs
Sirocco
Skyview
Skyview ne
Skyview Springs Road NE
Southwood
Southwood
Spruce cliff
Sundance
Sunnyside
Tuxedo



Secondary Suites Feedback

Report Back: What We Heard

January 2024

Tuxedo
Tuxedo Park
Tuxedo Park
Tuxedo Park/ Mount Pleasant border
Varsity
West hillhurst
West hillhurst
Westbrook
Westgate
Windsor park
Winston heights
Winston heights
Arbour Lake
Banff Trail
Bankview/Upper Mount Royal
Creekstone
Forest heights
Glendale
Hillhurst
Hunterhorn
Livingston
Livingston
Lynnwood, Ogden



Secondary Suites Feedback

Report Back: What We Heard

January 2024

MacEwan
Marlborough
Mayland heights
McKenzie Towne
Mount Pleasant
NE
NE
NE
Nolanhill
Nolhan Hill
Nw
ogden
Parkdale
Pinecliff in the NE.
Raddison Heights/Albert Park
Ranchlands
redstone
Renfrew
Riverbend
Rundle townhouse!Avenue living
Sandstone
Scenic Acres
Seton



Secondary Suites Feedback

Report Back: What We Heard
January 2024

Silver spring
Thornccliffe
Trasimeno crescent SW
Vista Heights
Winston Heights