



City of Maple Ridge

**TO:** Her Worship Mayor Nicole Read  
and Members of Council  
**FROM:** Chief Administrative Officer  
**MEETING DATE:** July 18, 2017  
**FILE NO:** 2017-242-RZ  
**ATTN:** Workshop  
**SUBJECT: Home Based Business Review Follow-up and Proposed Consultation Program**

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**EXECUTIVE SUMMARY:**

In 2014, Council directed that the home occupation regulations be reviewed as an outcome of the Commercial Industrial Strategy. The intent of the review was to look at ways to update, modernize and improve regulations to better facilitate existing home based businesses and provide greater opportunities for enabling home based businesses in the City while balancing the needs of the neighbourhoods in which these businesses exist.

Through the process of Council reviewing sub-committee structures, in 2016, the Economic Development Committee established three task forces to reflect key directions for the Economic Development Department: Tourism, Technology, and Home Based Business. The Home Based Business Task Force began meeting in the summer of 2016. Based on input from the Home Based Business Task Force, a draft set of new zoning directions for home based businesses in Maple Ridge was prepared.

In March 2017, Council received a draft set of possible new zoning regulations for home based businesses. In the Council discussion that ensued, Council raised questions, sought clarity on the possible new home based business zoning bylaw requirements and then directed staff to bring the item back for further Council consideration.

This report updates Council on the work that has been completed to-date since the last Council discussion regarding home based businesses, outlines a revised set of possible regulatory changes for the Zoning Bylaw for Council and public discussion and seeks endorsement on a consultation program. The proposed home based business program creates a two-pronged set of regulations: one for multifamily and single family lots less than 1,200m<sup>2</sup> (0.3 ac) and one for single family lots greater than 1,200m<sup>2</sup> (0.3 ac).

The review also acknowledged that there may be situations where expanded home based business use is warranted and this report recommends that the City explore the creation of a new zone to allow for a single family residential principal use with small scale wellness or boutique accessory uses.

**RECOMMENDATION:**

**That the “Proposed Consultation Program” section of the report titled “Home Based Business Review Follow-up and Proposed Consultation Program”, dated July 18, 2017 be endorsed.**

## **BACKGROUND:**

### **Home Based Business in Maple Ridge**

In Maple Ridge, a home based business is an operation where a resident carries on a commercial operation in the home. As of June 2017, there are 1,445 licenced home based businesses which accounts for approximately 33% of all business licences in the City. This represents close to 3,000 people who either own or are employed by a home based business, making home based businesses a successful and important part of the City's economy. There is the potential that more home based businesses exist within the City as there are likely many which are not currently licenced.

While home based business has the potential to grow from small to larger operations, thereby creating more jobs and investment in the community, the number of home based businesses in Maple Ridge has remained consistent over the past 10 years with some minor fluctuation. The general trend, however, is expected to be upwards.

The most common type of businesses operating out of the home in Maple Ridge are:

- contractors (e.g. landscaping, trades);
- home and industry services (e.g. cleaning, appliance repair);
- business services (e.g. advertising, administrative);
- home day cares, and;
- education & instruction.

Anticipated future growth areas for local home based businesses include:

- Food and Beverage Services (e.g. catering, bakery);
- Engineering, Science & Technology and Professional Services (e.g. accountant, architect);
- Photography and Film (e.g. photo supplies, finishing, production), and;
- Real Estate.

### **Existing Policy and Regulatory Framework**

#### *Official Community Plan*

Home based business is recognized within the City's Official Community Plan (OCP) policy framework and is supported by the OCP's Section 6.5.2 Home Based Business, and Policy 6-57, as outlined below:

**Policy 6-57** Maple Ridge will support home based businesses as important contributors to the economy, and will facilitate the growth of this sector by reviewing the Zoning Bylaw to incorporate regulations that support and promote home based businesses, and by adopting performance based criteria that minimizes the impacts of home based businesses on its surroundings.

#### *Zoning Bylaw*

Home Occupation is defined as a *business accessory to the use of a dwelling unit or to the residential use of a lot occupied by a dwelling*. This use is permitted as an accessory use in all residential zones. Section 402 of the Zoning Bylaw's General Regulations provides the framework that currently regulates home based business in Maple Ridge. See Appendix A for the existing Section 402 in its entirety.

### *Commercial Industrial Strategy*

Between 2011 and 2014, the City was engaged in the development of a Commercial Industrial Strategy. In total, nineteen resolutions related to the Strategy were passed by Council between November, 2011 and August, 2014. A review of the regulations for home based businesses was a part of this Strategy, as outlined in the following January 2014 Council Resolution:

*That the regulations for home occupation businesses be reviewed.*

Additionally, immediate action items were outlined in the Commercial Industrial Strategy Implementation Plan that encouraged the City to expand permitted uses for home based businesses and to promote Maple Ridge as home based business friendly, building on past success.

### **Work to Date**

In 2015, following Council's resolution that the regulations for home based businesses be reviewed, staff undertook the following as a means of identifying the potential areas where regulatory revisions might occur.

- **Background Review:**
  - reviewed past Council Reports related to Commercial Industrial Strategy work and items specific to home based business;
  - reviewed Commercial Industrial Strategy (2014) including implementation plan, and targets.
- **Policy and Zoning Research:**
  - reviewed current regulations, identified key issues, gaps and opportunities;
  - reviewed policy regarding home based business in several comparable lower mainland municipalities identifying best regulatory practices.
- **Internal Meetings with Economic Development and Bylaw & Licencing Services Departments:**
  - met with two key departments that work closely with home based businesses to identify current issues and areas of frequent public requests, complaints, etc.;
  - obtained departmental feedback and suggestions.
- **GIS/Mapping and Home Based Business Profile for Maple Ridge:**
  - identified current number and location of home based businesses in Maple Ridge;
  - summarized review of business types, size, number of employees, etc.
- **Draft discussion paper:**
  - compiled research into a discussion paper to facilitate dialogue with the pending task force, representing existing home based business interests and perspectives, towards reviewing home based business procedures and opportunities.

In 2016, the Economic Development Committee established three task forces to reflect key directions for the Economic Development Department: Tourism, Technology, and Home Based Business. The Home Based Business Task Force (HBB Task Force) began meeting in the summer of 2016. Task Force meetings were attended by staff from Economic Development, Planning and Bylaw & Licensing Services. Since that time, the HBB Task Force has identified three components to address for home based business: regulations, communication, and process.

In January 2017, staff reviewed current and possible new zoning regulations with the HBB Task Force for feedback. Following that meeting, staff from Economic Development, Planning, and Bylaw & Licensing Services prepared a draft set of possible new regulations for home based businesses.

On March 6, 2017, a number of possible home based business regulatory requirements were presented for Council’s consideration. In the Council discussion that ensued, Council raised the issue of whether the proposed revisions went far enough, given the economic opportunities home based businesses are perceived to present to Maple Ridge residents. In addition, Council raised questions, sought clarity on the possible new home based business zoning bylaw requirements and then directed staff to bring the item back for further Council consideration.

From March through June 2017, building on the work undertaken to-date, Staff continued to collaborate with the HBB Task Force to further explore opportunities to improve home based business regulation in the City. To acknowledge the time and effort of the members of the HBB Taskforce, Appendix B includes a list of HBB Taskforce members who contributed to the review of the home based business regulations. These revised directions and the parameters that influenced their further evolution are presented below for discussion.

**DISCUSSION:**

Council had directed staff to review and clarify permitted home based business regulations in order to support the City of Maple Ridge as being home based business friendly. During the recent Council discussion in March, Council had many questions and sought clarity on the reasoning behind the then proposed changes to the home based business regulations. Outlined below are the key questions heard by staff and a high-level overview of the inherent influencing parameters.

***How does the City compare?***

In response to questions about how Maple Ridge compares to other Metro Vancouver communities, staff observe that the City currently has fairly permissive home based business regulations – the City permits a wide range of uses and only explicitly forbids a small number of activities. As well, with one of the lowest fees in the region, the existing regulations offer comparable, if not above, the regional norm in permitted floor space, signage and number of employees for home based businesses.

More locally, and as an illustration of the wide-array of allowed uses in the home based business zoning, staff compared the regulations against the uses allowed in a Neighbourhood Commercial (C-1) or Community Commercial (C-2) zone. As shown in Table 1, a home based business is permitted to undertake a very similar set of uses as in our two base Commercial zones. Given these factors, those wishing to operate a home based business within the City have a great deal of opportunity.

**Table 1 - Current Zoning Regulation Comparison**

Use	HBB	C-1	C-2
personal services	✓	✓	✓
personal repair services	✓	✓	✓
retail		✓	✓
outdoor display		✓	
business services	✓		✓
indoor commercial recreation	✓		✓
professional services	✓		✓

***A Balancing Act: How home based businesses affect a neighbourhood?***

Recognizing that, by their very nature, home based businesses take place in a setting where the primary intent is residential, home based business regulations should respect, and balance, the interest of the surrounding neighbourhood in which they are located. Ideally, home based businesses should be located and conducted so it would not adversely impact the quality and liveability of the neighbourhood. Working with staff from Bylaw & Licencing Services, it was identified that the more common home based business-related complaints include: outdoor storage, traffic, parking and noise. Therefore, the intent of the existing and proposed home based business regulations is to ensure, as much as possible, that the operation of a home based business be compatible with the residential character of the neighbourhood while still providing economic opportunities for residents wanting to operate small scale businesses.

***Other Agency Influence: How are other levels of government involved?***

Other regulatory or public agencies may become involved at the outset as well as once a home based business operation has been noted to have an impact on the residential environment. For example, Fraser Health may be required to inspect a home depending on the home based business use being proposed (e.g. hair or nail services). The City often defers to the inspection by Fraser Health prior to the issuance of a City business licence. As well, from discussions with Fraser Health, staff learned that it may inspect certain home based business premises to ensure water servicing and domestic waste disposal requirements are being met. Equally, staff note that BC Assessment may reclass a property that is used for commercial purposes if the impacts are 'highly visible'.

**POSSIBLE CHANGES TO ZONING BYLAW:**

Within the above context, and following Council direction to identify areas where the Zoning Bylaw might be revised to better facilitate home based businesses, staff worked to assess how any further change might affect neighbourhood compatibility and the possible impacts to ongoing licencing and enforcement by the City. Based on input from the HBB Task Force, background research, a review of other Municipalities and other regulatory agencies this report provides Council with a revised set of regulations. The discussion also identifies where the proposed regulations have been expanded or altered since last presented to Council in March 2017. With Council's approval, the intent is to advance these draft regulations through a public consultation process.

***Location of Home Based Businesses***

The March 6, 2017 Report proposed permitting home based business operations in both a dwelling unit and an accessory building in all of the zones where home based businesses are allowed. This recommendation remains unchanged and represents a widening of the current regulations where a home based business is only permitted in a dwelling unit.

***Size of Home Based Businesses***

The March 6, 2017 Report also proposed increasing the maximum area in a dwelling unit available for home based business operations. While subject to further Council and public discussion, the lot size delineation is proposed at 1,200 m<sup>2</sup> (0.12 ha / 0.29 ac) to support residential compatibility. Single family lots over 1,200 m<sup>2</sup> would be permitted a wider range of uses, as well as up to 45% of the gross floor area, up to 100 m<sup>2</sup> (1,076 ft<sup>2</sup>). Multi-family dwelling units and single family homes on lots under 1,200 m<sup>2</sup> would be permitted up to 30% and up to 50 m<sup>2</sup> (538 ft<sup>2</sup>). Under existing regulations (and intending to be retained), each dwelling unit on a lot is entitled to the same space allocation for a home based business use. These recommendations remain unchanged; however, Bylaw & Licencing Services staff continue to note the potential for increased complaints.

Staff also note that operations such as family daycares (8 or less children in care), which are licensed under the *Community Care and Assisted Living Act*, would be exempt from size limitations.

### ***Increased Visitation & Group Sessions***

Current regulations prohibit any use that generates regular visits by clients as a home based business except *tutoring and lessons* which permit six people per day provided in two groups per day. As proposed in the March 6, 2017 Report, multi-family and smaller single family lots would be permitted 10 client visits, by appointment, per day. However, Staff now propose to expand the permitted number of client visits, by appointment, to 16 for the larger single family lots. Appointments are recognized as opportunities to provide services, commission work, or take possession of previously purchased material.

In talking with the HBB Task Force, further flexibility was requested on instances where a home based business needs to accommodate more than one client at one time (e.g. lessons, client visits, etc.). For such home based business uses requiring group visits, it is now proposed to permit up to five clients at any one time for smaller lots, and up to eight clients at any one time for the larger lots, subject still to the respective daily client maximum. It is recognized that this increase in visitation and group sessions represents a considerable change from the existing regulations. Further, in doing so, such operations may also become more visible in the neighbourhood in which they exist. Noting that, Bylaw & Licencing Services staff identify the potential for increased complaints as a result, but equally acknowledge the potential benefits to these operations.

### ***Expanded Uses***

- Office, Business and Professional Services

Advances in technology are reshaping the business world. Today, with a personal device and internet access, business can be conducted from anywhere. As a result, *office, business, and professional service* uses are now proposed to be permitted as home based businesses. From the March 6, 2017 Report, staff are now proposing to provide further clarity on the definition of *office use*, and that *business services* be updated to reflect contemporary terminology.

Further, staff propose to include and refine *professional services* to cover professionals where the member is required to be licensed or certified by a self-regulating professional authority, or by Federal, Provincial or Municipal authorities, with the exception of health professionals (see following section). Examples of professional services would include, but not be limited to, accountants, architects, engineers, financial consultants, lawyers, notary publics, and real estate agents. These refinements would result in a category that is comprehensive and more reflective of business activity today and, conceivably, of the future.

- Health Services

*Health Services* are proposed to be permitted as a home based business. This represents a revision from both existing zoning regulations as well as those presented in the March 6, 2017 Report. Current City practice prohibits their use as a home based business in order to limit neighbourhood impact due to regular client visitation. With the number of client visits now proposed to be expanded, the inclusion of such uses is raised for consideration. Such *Health Services* would include: audiologists, chiropractors, dentists, nurses, massage therapists, optometrists, physicians, and traditional chinese medicine (TCM) practitioners, among others. Staff note that OCP Policy 3-3 of the Town Area Plan encourages the provision of necessary services, such as medical care, to develop or remain in the Central Business District of the Town Centre and in the commercial designated areas of Port Haney and that permitting *Health Services* as home based business is inconsistent with this OCP Policy.

Currently, *health services* would be defined as an operator that is subject to a College or Association that has been delegated the authority, under provincial legislation, to govern the practice of their members in the public interest. Such *Health Services* would be self-regulated and as such their place of practice would not require an inspection by Fraser Health or the City. As is the case for commercial operations, the Fraser Health Authority does not regulate nor inspect facilities where the practitioners or the services offered are monitored by a professional association or college. The City also does not have the authority to inspect and regulate the above facilities on health related grounds. Instead, a number of regulatory colleges, under the *Health Professions Act*, are responsible for the inspection of the operation of their health professional members.

- Personal Services

*Personal services*, defined generally as individualized services provided by a service provider to a recipient, are proposed to be permitted as a home based business, subject to certain requirements. Permitting *personal services* broadens the current range of home based businesses within the City, offering a wider range of services including, but not limited to, barbering, beauty services, and tailoring.

Expanding on the current regulations, staff propose to permit on-site personal services involving hair, skin, nails and personal wellness. However, staff propose to exclude any activities that involve body modification (altering a person's body for nonmedical purposes). This would avoid practices that would require piercing or penetrating the skin and/or coming into contact with blood and other bodily fluids as a home based business and is supported by general public service announcements by local public health agencies.

Unlike for *Health Services*, the Fraser Health Authority will inspect and regulate a personal service operation to ensure compliance with relevant regulation and to determine if standard industry practices are being followed with respect to general sanitation, disinfection, and infection control procedures for the specific type of service(s) being offered.

Home based businesses wishing to provide on-site personal services will need to receive an inspection by the Fraser Health Authority. However, Fraser Health will only inspect an operation with a fixed address; as a result, mobile-based personal service operations are unable to receive an inspection and therefore without third party assessment and approval, would not be issued a City home based business licence. In addition, certain personal service operations (e.g. hair salon) may require that the building be renovated or constructed to meet Building Code requirements for the proposed use.

- Animal Services

With the rapid expansion of the animal-related service industry (e.g. dog walking, pet sitting, training, spas and therapy), animal-related services have increased in popularity in recent years. Currently, animal-related uses (e.g. grooming) are permitted in a limited number of zones and considered under the *personal service* umbrella. Staff suggest providing flexibility on how animal-related services can be integrated within a home based business environment by incorporating a new *animal services* definition and by permitting animal-related services, based on lot size, in all zones where home based businesses are allowed.

Specifically, on smaller lots, those less than 1,200 m<sup>2</sup> (0.3 ac), owners would be permitted to operate a mobile-based animal service operation while those on lots larger than 1,200 m<sup>2</sup> (0.3 ac) would be permitted mobile-based and on-site operations given the large site area to possibly accommodate small groups of animals. All operations would be subject to general home based business regulation and would need to be in compliance with City bylaws including the Off-Street

Parking Bylaw, Noise Control Bylaw and Animal Control and Licencing Bylaw. These suggested changes represent a new potential direction for home based businesses in the City.

Regardless of lot size, *commercial kennels, breeding, dog boarding*, and dog daycare services would continue to not be permitted as a home based business. These uses are currently not permitted in residential neighbourhoods and would not be included in the proposed changes in regulation.

- Homecraft

The small-scale production of 'homecraft' goods (e.g. art, photography, jewelry, food, bath and beauty products, clothing and toys) is becoming a popular home based business operation. Staff propose to create a new definition to capture the unique aspects of these homecraft producers in order to align the Zoning Bylaw with the Business Licencing and Regulation Bylaw as, under the current Zoning Bylaw, these producers of homecraft goods are currently not specifically permitted.

- Tutoring and Lessons

As an already permitted home business use, staff propose that the general interpretation for *tutoring and lessons* be expanded to cover non-academic uses. Examples of non-academic uses could include the practice of yoga and other general fitness trends. In addition, as proposed in the March 6, 2017 Report, *tutoring and lessons*, would now have an additional four clients per day, from six to ten and, as detailed earlier in the report, would be permitted larger group sessions, on larger lots.

- Sales

With the advent of online commercial platforms – including peer-to-peer e-commerce sites – the revised regulations propose to permit off-site, online and mobile-based sales, which represent a significant change from the current regulations. Bylaw & Licencing Services staff identify the potential for increased complaints as a result, however, consistent with current home based business regulations, it is not proposed to permit general retail sales.

#### *Additional Employees and Signage*

The March 6, 2017 Report proposed increasing the number of non-resident employees from one to two and increasing the number of permitted signs to two for single family lots less than 1,200 m<sup>2</sup> and three for single family lots 1,200 m<sup>2</sup> or larger in area. The HBB Task Force was in support of these amendments.

Since the discussion in March, staff continue to support the increase in permitted employees, but now recommend larger lots be permitted three additional employees, subject to off-street parking requirements, and that signage related to home based businesses simply reference the Maple Ridge Sign Bylaw (e.g. one sign limited to 0.1 sq.m) noting the pending review of that Bylaw. A new Sign Bylaw is anticipated to be part of a future Business Plan and home based business signage requirements will be addressed as part of that future process.

While the HBB Task Force sought to have the number of signs increased, the current level of signage recognizes that a form of outdoor identification is needed by home based business operators while also taking in to consideration the residential landscape. Encouraging pedestrian traffic or 'walk-ins' is not the objective. Rather, signage is intended to assist with publicity and wayfinding without disrupting the residential feel.

#### ***New and Revised Definitions***

Staff propose to revise the existing definitions for *business services* and *professional services*, as discussed above. In addition, staff suggest new definitions for *employee, regular visits, accessory building, health services, animal services, consulting services* and *homecraft*. These definitions are intended to create clarity for those wishing to operate a home based business.



### ***Additional Opportunity – Expanded Home Based Business Use***

In discussions with the HBB Taskforce, all aspects relevant to the location and operation of a home based business were considered. It is acknowledged that there is a need for balance in residential settings where residents wish to operate small scale businesses. The possible new home based business zoning requirements, developed in conjunction with the HBB Taskforce, work towards achieving and maintaining that balance.

However, staff recognize that there may be opportunities on larger properties to accommodate certain uses that may not be permitted under the proposed home based business regulations or that the potential neighbourhood impacts would make allowing them out-right problematic. Possible examples include wellness centres (e.g. yoga or spa retreats), bed & breakfast operations, local agri-tourism opportunities and intimate wedding or private chapel services.

Staff are recommending that a new zone be explored that would allow for a single family residential principal use in combination with small scale wellness or boutique uses. If pursued, staff would develop a bylaw that would inform the possible considerations and criteria. Each application would be considered on its own merits, and would likely be subject to traffic, servicing, on-site parking, screening and/or other requirements. Alternatively, a third category for home based business uses could be created for single family lots greater than one acre.

### ***Summary***

With home based businesses being a significant component of the City's business landscape, the suggested revisions are intended to clarify and refine the existing home occupation regulations. Council challenged staff to expand the range of permitted home based business uses and to provide clarity on the proposed home based business regulations. It must be acknowledged that sensitivity and balance is required in settings where the primary intent is residential yet have residents wanting to operate small scale businesses. The possible new zoning regulations proposed for home based businesses, identified in this report, are intended to accomplish this.

As identified in the Interdepartmental Implications section later in this report, departments have different opinions about the proposed revisions. Notable, would be the level of concern of potential neighbourhood impacts with the expanded uses and the increased number of regular visits by clients – specifically on neighbourhood parking and traffic generation. However, staff jointly feel consideration of all options is warranted at this time, especially in light of the involvement of the HBB Task Force and the opportunity to include wider community input and comments.

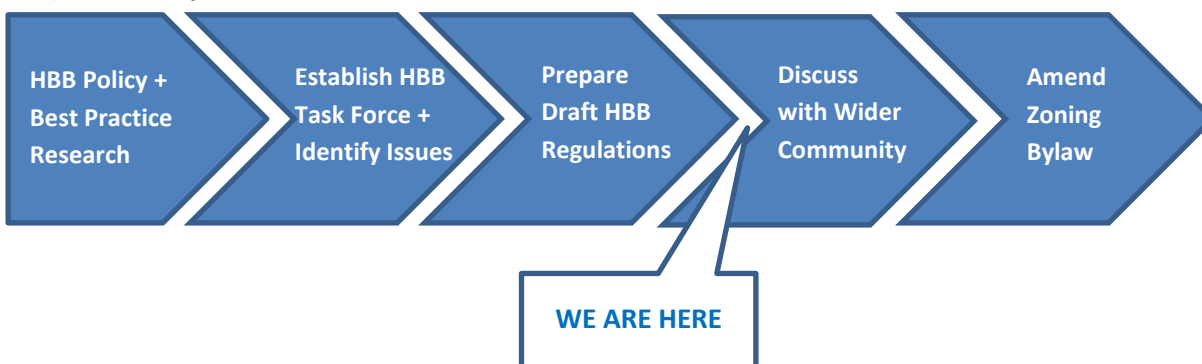
A summary table outlining the proposed home based business zoning and where expanded regulations have been introduced, is provided on the following page in Table 2.

Table 2 - Summary of Proposed Changes

Parameter	Current Regulations	Regulation Options		Expanded Regulations
		Lot Size Under 1,200 m <sup>2</sup>	Lot Size Over 1,200 m <sup>2</sup>	
Location	Per Dwelling Unit	Per Dwelling Unit & Accessory Building	Per Dwelling Unit & Accessory Building	✓
Size (based on gross floor area)	20% up to 50m <sup>2</sup> (538 ft <sup>2</sup> )	30% up to 50m <sup>2</sup> (538 ft <sup>2</sup> )	45% up to 100m <sup>2</sup> (1,076 ft <sup>2</sup> )	✓
Uses				
<i>Office</i>	Permitted, limited	Permitted	Permitted	✓
<i>Business Services</i>	Permitted	Permitted	Permitted	Same
<i>Professional Services</i>	Permitted, limited	Permitted	Permitted	✓
<i>Health Services</i>	Not Permitted	Permitted	Permitted	✓
<i>Personal Services</i>	Permitted, limited	Permitted	Permitted	✓
<i>Animal Services</i>	Permitted, limited	Permitted, limited	Permitted	✓
<i>Homecraft</i>	Permitted, limited	Permitted	Permitted	✓
<i>Tutoring &amp; Lessons</i>	Permitted	Permitted	Permitted	✓
<i>Sales</i>	Not Permitted	Permitted, restricted	Permitted, restricted	✓
Visitation	Not Permitted	10 clients per day	16 clients per day	✓
Group Sessions	Restricted to <i>Tutoring &amp; Lessons</i> ; capped at 2 sessions; maximum of 6 clients per day	Capped at 5 at one-time; maximum of 10 clients per day	Capped at 8 at one-time; maximum of 16 clients per day	✓
Non-Resident Employees	1	2 subject to parking	3 subject to parking	✓
Signage	1	1	1	Same

**PROPOSED CONSULTATION PROGRAM:**

The proposed regulatory changes outlined above draws to a close the initial phases of the home based business regulatory review process. The next phase is intended to discuss the findings with the community to determine if the changes are supported; to identify additional issues; and to fine-tune proposed bylaw amendments.



Prior to preparing formal bylaw amendments for the proposed home based business regulations, wider-community feedback is desired. The consultation process brought forward for Council endorsement includes hosting a public open house that will be advertised in the newspaper and via social media. In addition a questionnaire will be utilized to obtain feedback on the proposed Zoning Bylaw changes. Other forms of distribution for the questionnaire will include the City website and social media platforms, as well as hard copies at the public open house.

In addition to the wider community outreach, staff also suggest connecting with existing home based business owners to increase awareness of the proposed changes and seek input from interested owners. The City collects email address through the home occupation licensing process, although this information is not mandatory. City records indicate that there are approximately 537 current home based business owners that have volunteered their email addresses. These businesses, along with the HBB Task Force, will be directly invited to attend and provide input either through the Open House or the online questionnaire.

The HBB Task Force has indicated that it would also help identify and facilitate input from the community. Networks and connections through HBB Task Force members may be used to contact those who either do not have a home based business licence or have chosen not to operate a home based business due to perceived issues with existing regulation. City staff could assist the HBB Task Force in these efforts with online and print messaging and support.

Following the engagement with the community, Council will receive a summary of the consultation feedback as the process enters its final stages, to determine whether staff should be directed to bring forward Zoning Bylaw amendments.

It is also reiterated that the above illustrated process outlines the work stream for the regulatory review process only. The communication and process components of the overall review of home based businesses in the City will be forthcoming through the Economic Development Department.

#### **INTERDEPARTMENTAL IMPLICATIONS:**

##### **Bylaw & Licensing Services Department**

The Bylaw & Licensing Services Department has been working in collaboration with both the Planning and Economic Development Departments. Bylaw & Licensing Services staff are interested in using the home based business regulatory review process as an opportunity to align several bylaws. Some reservations have also been raised by staff over a number of the proposed amendments. This includes the need to monitor the potential for neighbourhood impacts from increasing the permitted number of visiting clients to each home based business and the continued challenge of unenclosed storage, including the parking of commercial vehicles, at home based businesses. Should any proposed changes be adopted, changes to the Business Licensing and Regulation Bylaw would be required and would follow in a separate report.

##### **Economic Development Department**

As the organizers of the HBB Task Force, the Economic Development Department has been actively involved with the home based businesses review. The Economic Development Department supports and encourages home based business expansion within the City as they are considered an essential step in creating businesses within the community. Additional reports to Council regarding the work of the HBB Task Force in regards to the communication and process components will be forthcoming through the Economic Development Department.

**CONCLUSION:**

The intent of the home based business review is to look at ways to update, modernize and improve regulations to better facilitate existing home based businesses and provide greater opportunities for expanding home based business in the City while balancing the needs of the residential communities in which these operations exist. This report provides an update to Council on the work that has been completed to-date regarding home occupations, sets out areas where more information was sought by Council, outlines possible regulatory changes for information and discussion, and seeks endorsement on a consultation program. With the presented regulatory changes, such measures represent a key step in an overall home based business review process that is aimed at promoting the City as “home based business friendly”.

“Original signed by Amanda Grochowich”

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**Prepared by:** Amanda Grochowich, MCIP, RPP  
Planner 1

“Original signed by Lino Siracusa”

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**Concurrence:** Lino Siracusa  
Manager of Economic Development

“Original signed by Christine Carter”

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**Approved by:** Christine Carter, M.PL, MCIP, RPP  
Director of Planning

“Original signed by Frank Quinn”

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**Approved by:** Frank Quinn, MBA, P. Eng  
GM: Public Works & Development Services

“Original signed by E.C. Swabey”

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**Concurrence:** E. C. Swabey  
Chief Administrative Officer

The following appendices are attached hereto:

Appendix A – Section 402 of Maple Ridge Zoning Bylaw No. 3510 - 1985

Appendix B – 2016/2017 Home Based Business Task Force Members

**402 REGULATIONS FOR PERMITTED USES OF LAND, BUILDINGS & STRUCTURES****(4) Home Occupation Use**

Where permitted, a Home Occupation use:

- (a) shall be clearly an accessory use to the use of a dwelling unit or to the residential use of a lot occupied by a dwelling;
- (b) shall be entirely enclosed within:
  - (i) the dwelling unit; or
  - (ii) a building in RS-2, RS-3 or A zones only;
- (c) shall not occupy more than:
  - (i) 20% of the gross floor area of the dwelling unit up to 50 m<sup>2</sup> in total; or
  - (ii) 20% of the gross floor area of the building or buildings up to 50 m<sup>2</sup> in total in all buildings in RS-2, RS-3 or A zones only;
- (d) shall be conducted by residents of the dwelling unit, except that only one person who is not a resident may be employed on the lot;
- (e) shall not involve the unenclosed storage or display of raw materials, components, or stock-in-trade;
- (f) shall not involve internal or external structural alteration to the principal building, and there shall be no exterior indication that the building is used for a purpose other than a residential use except for one sign in accordance with Maple Ridge Sign Bylaw No. 4653-1992;
- (g) shall not involve more than one vehicle used in connection with the home occupation and no such vehicle shall be in excess of 3630 kg gross vehicle weight;
- (h) shall not involve:
  - (i) occupations that discharge or emit odorous, noxious or toxic matter or vapours, heat, glare, noise or radiation, or recurrently generated ground vibrations;
  - (ii) occupations that result in traffic congestion, on-street parking, electrical interference, fire hazard or health hazards;
  - (iii) the use of mechanical or electrical equipment except as is ordinarily employed in purely domestic and household use or recreational hobbies or office uses;
  - (iv) the salvage, repair, maintenance or sales of motor vehicles or motor vehicle engines or parts;
  - (v) beauty parlour, barber shop, massage parlour and animal grooming service in other than the RS-2, RS-3, A-1, A-2 and A-3 zones;
  - (vi) tutoring or lessons for more than two classes per day to a maximum of six students per day;
  - (vii) orchestra and band training;
  - (viii) office uses that generate regular visits by clients;
  - (ix) public assembly use;
  - (x) telephone or mail order sales of goods where customers enter the premises to inspect, purchase or take possession of goods;
  - (xi) a family daycare use in the RM2, RM3, RM5, C and CS zones; and
  - (xii) sale of goods or products.
- (i) shall comply with the off-street parking requirements of "Maple Ridge Off Street Parking and Loading Bylaw No. 4350-1990" as amended.

## 2016 – 2017 Home Based Business Task Force Members

Staff wishes to thank all of the community members who participated with the Home Based Business Taskforce.

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