

**City of Charleston Short Term Rental Task Force
Public Input Session Report**

Executive Summary

City staff held four public input sessions to gather citizen comments related to short term rentals. These results are not scientific, but rather the outcome of public outreach and opinion gathering conducted as part of the study of short term rentals in Charleston. The meetings were held at different locations around the city to gather input from different areas. Two meetings were held on the peninsula, one meeting in West Ashley, and one on James Island.

A total of **169 residents** and property owners attended the public input sessions. Public comments were collected from three categories related to short term rentals: **Enforcement, Economic Impact, and Quality of Life**. Comments were recorded from each meeting and attendees used green stickers to agree with or “second” previously recorded comments. **38 statements** based on public comments were provided for attendees to view and second. An additional **136 public comments** were recorded and grouped into similar categories. These can be found in Appendix B.

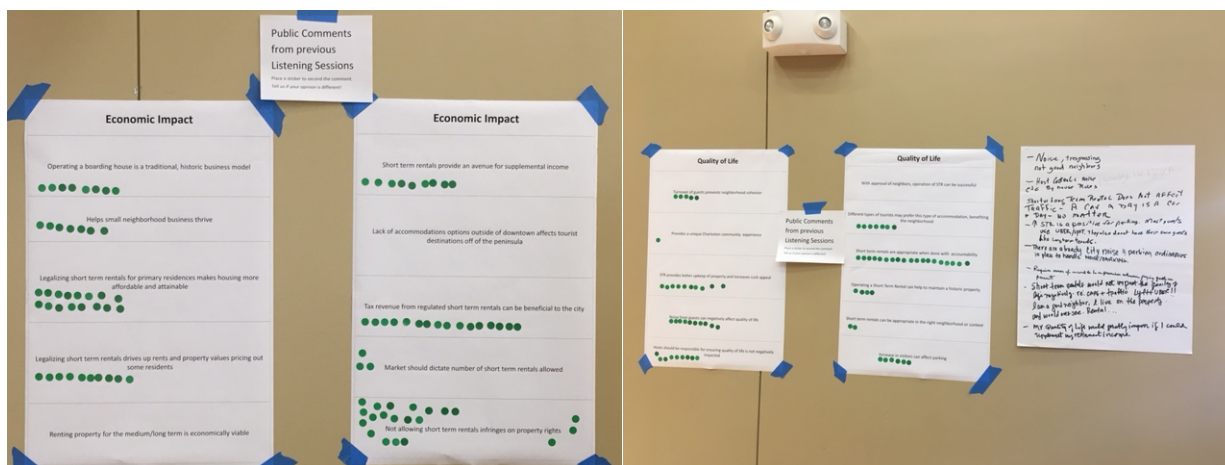
For this summary, the 38 statements provided at the public meetings have been subsequently grouped into three categories related to their stance on short term rentals. Of the 38 statements, 15 were positive “*STRs can be beneficial*”, 15 were related to reasonable regulation of short term rentals “*STRs are reasonable, with appropriate regulation*”, and 8 were for strong enforcement and restriction of short term rentals “*STRs should be restricted and strongly enforced*”.

STRs can be beneficial	STRs are reasonable, with appropriate regulation	STRs should be restricted and strongly enforced
There should be no enforcement other than requiring accommodations tax be paid.	Current enforcement is inadequate	Legalizing short term rentals drives up rents and property values pricing out some residents
Not allowing short term rentals infringes on property rights	Limit to one rental per dwelling unit Owner or long term renter must live in unit	Short-term rentals can take away viable longer-term rentals.
Short term rentals provide an avenue for supplemental income	Study best practices from other cities	Renting property for the medium/long term is economically viable
Legalizing short term rentals for primary residences makes housing more affordable and attainable	Require off-street parking	Shut them all down
Helps small neighborhood business thrive	Do not allow events to be held at STRs. Allow only overnight stays.	Maintain the same regulations for short- and long-term rentals.
Short-term rental income is put back into the home and improves the neighborhood, which can help to retain neighborhood character.	Public should have a mechanism to more easily report violations	Turnover of guests prevents neighborhood cohesion
Operating a boarding house is a business model which has existed historically	Approval should have to be granted on a property by property basis through existing zoning processes	Noise from guests can negatively affect quality of life
Lack of accommodations options outside of downtown affects tourist destinations off of the peninsula	Inconsistency in regulation based on time and geography is a problem.	Increase in visitors can affect parking
Market should dictate number of short term rentals allowed	Long-term homeowners should be allowed to do STR, while new homeowners should be more heavily regulated.	
Other parts of the City may not face the same Quality of Life issues as the more densely populated Peninsula.	Tax revenue from regulated short term rentals can be beneficial to the city	
STR provides better upkeep of property and increases curb appeal	Most people are happy to pay their taxes if STR's are allowed.	
Different types of tourist may prefer this type of accommodation, benefiting the neighborhood	Short term rentals are appropriate when done with accountability	
Provides a unique Charleston community experience	Hosts should be responsible for ensuring quality of life is not negatively impacted	
Operating a Short-Term Rental can help to maintain a historic property.	Short term rentals can be appropriate in the right neighborhood or context	
Short- or Long-term rental does not affect traffic differently. A car is a car is a car.	With approval of neighbors, operation of STR can be successful	

Public Input Process

At each public input session, city staff set up listening stations for three different categories related to short term rentals (STRs): Enforcement, Economic Impact, and Quality of Life. A city staff member was at each location to engage attendees and record their comments. In addition to providing comments, each attendee received five green stickers that they could use to “second” or “agree” with comments already recorded from that meeting or a previous public input session.

After the first public input session, statements were pre-typed based on comments from the first public input session. A table of all the pre-typed public comments from each meeting with the total number of “seconds” can be found in Appendix A.



In addition to the listening stations for each category, an information table was at each meeting with maps of the existing accommodations, bed and breakfast, and short term rental overlays on the peninsula, and packets containing information related to existing accommodations ordinances in the city. Those packets consisted of information provided to the Task Force at a previous public meeting. A city of Charleston Zoning employee staffed the table in order to answer questions related to existing regulations and enforcement.

Meeting Summaries

Four public input sessions were held over a two month period between Task Force meetings. Overall, 169 residents and interested property owners came to voice their opinion on this topic. A full list of every comment recorded from the meetings can be found in Appendix B.

Meeting #	Meeting Date	Area	Attendance*
1	March 16 th , 2017	West Ashley	19
2	March 25 th , 2017	Peninsula	42
3	April 20 th , 2017	James Island and Johns Island	23
4	May 18 th 2017	Peninsula	85**
*Based off of sign in sheets at meeting			
**Couples were not required to sign in separately. Estimated attendance is between 100-110			

Enforcement Comments¹

Key Observation: *The public agrees that the current level of enforcement is insufficient to deal with the issue of short term rentals, but there was varying input on how to handle this. Some participants thought that it was best to keep the existing regulations and strengthen current enforcement. Others suggested making changes to the regulations to make enforcement easier.*

- The most frequently seconded comment from the Enforcement category was that “Current Enforcement is Inadequate” which was agreed with by meeting attendees a total of 65 times, over twice the total of “seconds” than any other comment in the Enforcement category.
- The second highest “second” total from this category was “Limit to one rental per dwelling unit - Owner or long term renter must live in unit” which had 30 “seconds”. However the majority of those “seconds” came from the final public input session.
- Nearly the same number of “seconds” was tallied for “Study best practices from other cities” (26 “seconds”) and “Shut them all down” (25 “seconds”)
- Similar to the “Limit to one rental per dwelling unit” comment, the majority of “seconds” for “Shut them all down” came from the final peninsula meeting.
- Several regulatory suggestions including “require off-street parking”, which was the fifth most seconded comment with 19 “seconds” were offered by attendees at the four meetings including:
 - *“Expand the current B and B ordinance to the whole city.”*
 - *“Require commercial liability insurance.”*
 - *“STR’s should take into account proximity to schools because of increased traffic, security, and parking.”*
 - *“License should be time-limited, and new inspection should be required on renewal.”*
 - *“Enforce Accommodations tax on STR companies and platforms.”*
 - *“Allow STR’s with reasonable regulation.”*
 - *“Three strikes rule with stiff penalty.”*
 - *“Require a property manager’s license if managing five or more STR’s.”*
- Additional comments related to *Current Enforcement is Inadequate*:
 - *“If enforcement is difficult, regulation needs to change.”*
 - *“More, more, and more enforcement staff, and a better way of communicating are needed.”*
 - *“What has happened to the enforcement?”*
 - *“More enforcement staff is needed.”*
 - *“Keep and enforce existing regulations.”*
 - *“Current enforcement requires renting the unit and is a Catch-22 that does not work.”*

¹ Tables with the full breakdown of comments and “seconds” can be found in Appendix A

- *“Cooperation from listing companies is key.”*
- *“Use livability inspectors and parameters to enforce existing regulations.”*
- *“Tax and fine revenue should fund enforcement.”*
- *“Enforcement must be built in.”*

Table 1: Top 5 Enforcement Comments

Comment	Meeting 1 (West Ashley)	Meeting 2 (Peninsula)	Meeting 3 (James & Johns Island)	Meeting 4 (Peninsula)	Total
Current enforcement is inadequate	2	9	1	53	65
Limit to one rental per dwelling unit - Owner or long term renter must live in unit	1	3	2	24	30
Study best practices from other cities	1	10	3	12	26
Shut them all down	1	2	0	22	25
Require off-street parking	1	5	1	12	19

Economic Impact Comments

Key Observation: *Comments from this category were largely positive – Many attendees felt that the economic impact from short term rentals brings positive impact to property owners, local business, and the city itself through additional tax revenue. The effect of STRs on housing affordability was also a prominent topic.*

- A high number of meeting attendees seconded the comment that not allowing short term rentals infringed on their property rights. This comment was seconded 65 times which was the second highest total of seconds out of any category.
- Many attendees seconded the statement that regulated short term rentals would be beneficial to the city through the increase in accommodations tax revenue. This comment was seconded 47 times.
- “Legalizing short term rentals drives up rents and property values pricing out some residents” was seconded 31 times but all of those seconds came from both peninsula meetings.
- “Legalizing short term rentals for primary residences makes housing more affordable and attainable” was the fifth most seconded comment in the Economic Impact category with 26 seconds, 21 of which, came from Meeting 2.
- STRs are frequently cited as a way for individuals or families to earn additional income. The comment that “Short term rentals provide an avenue for supplemental income” was seconded 32 times. There were also several additional public comments related to this topic such as:
 - *“Current regulations negatively affect potential retirement income.”*
 - *“Income from STRs can allow hosts to work in impactful but underpaid fields.”*
 - *“My quality of life would greatly improve if I could supplement my retirement income.”*
 - *“Additional income = better quality of life.”*
 - *“An AirBnB study says that over 50,000 women have used Airbnb income to launch a business and fund entrepreneurial activity.”*

Table 2: Top 5 Economic Impact Comments

Comment	Meeting 1 (West Ashley)	Meeting 2 (Peninsula)	Meeting 3 (James & Johns Island)	Meeting 4 (Peninsula)	Total
Not allowing short term rentals infringes on property rights	0	25	12	28	65
Tax revenue from regulated short term rentals can be beneficial to the city	4	22	4	17	47
Short term rentals provide an avenue for supplemental income	4	12	9	7	32
Legalizing short term rentals drives up rents and property values pricing out some residents	0	11	0	20	31
Legalizing short term rentals for primary residences makes housing more affordable and attainable	2	21	2	1	26

Quality of Life Comments

Key Observation: *Accountability was a major theme in the quality of life comment category. Some attendees felt that the existing noise, parking, and livability ordinances should be more strongly enforced. Others believed that it is the host's responsibility to ensure that the neighborhood quality of life is not negatively impacted. Many attendees felt that the quality of the neighborhood is improved through investments into the property from short term rental income and that STRs can help disperse tourists to their neighborhoods, benefitting neighborhood businesses.*

- The comment that “Short term rentals are appropriate when done with accountability” was the most seconded comment from any category with 69 total seconds across all four public meetings. A related comment “Hosts should be responsible for ensuring quality of life is not negatively impacted” was seconded 14 times, although it received zero seconds from the final meeting.
- “Turnover of guests prevents neighborhood cohesion” The negative effects of guest turnover and short term rentals on neighborhoods was the second most seconded comment with 51 “seconds”. Additional public comments include:
 - *“STR’s change the environment from a neighborhood to a tourist district.”*
 - *“Creates a transient neighborhood.”*
 - *“We want neighborhood diversity, but from people with a stake in the community.”*
 - *“Harms community cohesion, safety, and knowledge of neighbors.”*
- “Noise from guests can negatively affect quality of life”. This comment was seconded 31 times again with all but one of the “seconds” coming from the two peninsula meetings.
- Improvement to the quality of the neighborhood through investing STR income into the property was also a top comment related to quality of life. The comment that “STR provides better upkeep of property and increases curb appeal” was seconded 27 times with 20 of those coming from Meeting 2. A related comment, “Operating a Short-Term Rental can help to maintain a historic property.” was seconded 16 times. Some additional public comments include:
 - *“STRs can help renovate dilapidated properties.”*
 - *“STRs can result in improved property values through re-investment, thus leading to increased happiness among neighbors and increases in assessments”*
- “Different types of tourist may prefer this type of accommodation, benefiting the neighborhood” was the fifth most seconded comment from the quality of life category. Some attendees felt that allowing STRs outside of the traditional tourist areas could help to bring tourist revenue to those areas/neighborhoods which would bring more people to neighborhood businesses. Some additional public comments related to this topic include:
 - *“Attracts tourists to Charleston who cannot afford hotels. These tourists spend in the local economy.”*
 - *“Hotels are too expensive for the average person.”*
 - *“There is a need for short- and medium-term rentals in this area.”*
 - *“Small businesses profit from host recommendations.”*

- *“Allowing STR’s in up-and-coming neighborhoods off the peninsula can help those residents and revitalize those areas.”*

Table 3: Top 5 Quality of Life Comments

Comment	Meeting 1 (West Ashley)	Meeting 2 (Peninsula)	Meeting 3 (James & Johns Island)	Meeting 4 (Peninsula)	Total
Short term rentals are appropriate when done with accountability	1	28	2	38	69
Turnover of guests prevents neighborhood cohesion	1	6	2	42	51
Noise from guests can negatively affect quality of life	0	11	1	19	31
STR provides better upkeep of property and increases curb appeal	1	20	6	0	27
Different types of tourist may prefer this type of accommodation, benefiting the neighborhood	0	18	1	3	22

Appendix A: Public Comment “Second” Totals

Category	Seconds/Agree Dots					
Enforcement	Meeting 1	Meeting 2	Meeting 3	Meeting 4	Total	% of Total
Current enforcement is inadequate	2	9	1	53	65	29.7%
Public should have a mechanism to more easily report violations	5	6	0	1	12	5.5%
Study best practices from other cities	1	10	3	12	26	11.9%
Shut them all down	1	2	0	22	25	11.4%
Limit to one rental per dwelling unit Owner or long term renter must live in unit	1	3	2	24	30	13.5%
Approval should have to be granted on a property by property basis through existing zoning processes	1	4	1	6	12	5.3%
Require off-street parking	1	5	1	12	19	8.7%
Do not allow events to be held at STRs. Allow only overnight stays.	1	8	4	3	16	7.3%
Maintain the same regulations for short- and long-term rentals.	0	1	0	2	3	1.4%
Inconsistency in regulation based on time and geography is a problem.	0	1	1	4	6	2.7%
There should be no enforcement other than requiring accommodations tax be paid.	0	0	0	5	5	2.3%
Long-term homeowners should be allowed to do STR, while new homeowners should be more heavily regulated.	0	0	0	1	1	0.5%
Totals	13	48	13	145	219	

Category	Seconds/Agree Dots					
Economic Impact	Meeting 1	Meeting 2	Meeting 3	Meeting 4	Total	% of Total
Operating a boarding house is a business model which has existed historically	0	9	0	2	11	3.6%
Helps small neighborhood business thrive	0	10	6	4	20	6.5%
Legalizing short term rentals for primary residences makes housing more affordable and attainable	2	21	2	1	26	8.4%
Legalizing short term rentals drives up rents and property values pricing out some residents	0	11	0	20	31	10.1%
Renting property for the medium/long term is economically viable		0	2	2	4	1.3%
Short term rentals provide an avenue for supplemental income	4	12	9	7	32	10.4%
Lack of accommodations options outside of downtown affects tourist destinations off of the peninsula	1	1	5	2	9	2.9%
Tax revenue from regulated short term rentals can be beneficial to the city	4	22	4	17	47	15.3%
Market should dictate number of short term rentals allowed	0	4	1	1	6	1.9%
Not allowing short term rentals infringes on property rights	0	25	12	28	65	21.1%
Most people are happy to pay their taxes if STR's are allowed.	0	0	5	15	20	6.5%
Short-term rental income is put back into the home and improves the neighborhood, which can help to retain neighborhood character.	0	2	9	6	17	5.5%
Short-term rentals can take away viable longer-term rentals.	0	0	1	19	20	6.5%
Totals	11	117	56	124	308	

Category	Seconds/Agree Dots					
Quality of Life	Meeting 1	Meeting 2	Meeting 3	Meeting 4	Total	% of Total
With approval of neighbors, operation of STR can be successful	0	0	1	0	1	0.4%
Different types of tourist may prefer this type of accommodation, benefiting the neighborhood	0	18	1	3	22	7.7%
Short term rentals are appropriate when done with accountability	1	28	2	38	69	24.2%
Operating a Short-Term Rental can help to maintain a historic property.	0	10	4	2	16	5.6%
Short term rentals can be appropriate in the right neighborhood or context	3	5	0	2	10	3.5%
Increase in visitors can affect parking	2	7	1	3	13	4.6%
Turnover of guests prevents neighborhood cohesion	1	6	2	42	51	17.9%
Provides a unique Charleston community experience	1	9	5	6	21	7.4%
STR provides better upkeep of property and increases curb appeal	1	20	6	0	27	9.5%
Noise from guests can negatively affect quality of life	0	11	1	19	31	10.9%
Hosts should be responsible for ensuring quality of life is not negatively impacted	0	13	1	0	14	4.9%
Other parts of the City may not face the same Quality of Life issues as the more densely populated Peninsula.	0	1	0	8	9	3.2%
Short- or Long-term rental does not affect traffic differently. A car is a car.	0	1	0	0	1	0.4%
Totals	9	129	24	123	285	

Appendix B: List of All Public Comments

Below all of the recorded comments from all four public input sessions. They are organized by category and they are paired with the related statements that meeting attendees were able to second with green dots. Some comments appear multiple times as they were paired all relevant statements.

Additional comments that did not fit into a category are listed below. Many comments were regulation suggestions from attendees and those are grouped together below.

Economic Impact

1. Short term rentals provide an avenue for supplemental income
 - a. Current regulations negatively affect potential retirement income.
 - b. Income from STR's can allow hosts to work in impactful but underpaid fields.
 - c. My quality of life would greatly improve if I could supplement my retirement income.
 - d. Additional income = better quality of life.
 - e. An AirBnB study says that over 50,000 women have used Airbnb income to launch a business and fund entrepreneurial activity
2. Lack of accommodations options outside of downtown affects tourist destinations off of the peninsula
 - a. Allowing STR's in up-and-coming neighborhoods off the peninsula can help those residents and revitalize those areas.
 - b. STR's can alleviate the need for hotels in outlying areas.
 - c. Regulations and processes should be different in different areas.
 - d. Because of James Island's lack of hotels, STR's could help house tourists.
 - e. Allow STR's in further-out areas like the Sea Islands and Daniel Island
 - f. Hotels are too expensive for the average person.
3. Tax revenue from regulated short term rentals can be beneficial to the city
 - a. Current status is unfair because illegal STR's don't pay taxes.
 - b. The city could benefit from occupancy taxes from STR's.
 - c. Illegal STR's are costing the City money.
4. The market should dictate the number of short term rentals allowed
5. Not allowing short term rentals infringes on property rights
 - a. Property rights are infringed on if the right to an STR is denied by a HOA.
 - b. Requiring neighbor approval violates owner's property rights.
6. Legalizing short term rentals for primary residences makes housing more affordable and attainable
 - a. We want neighborhood diversity, but from people with a stake in the community.
7. Legalizing short term rentals drives up rents and property values, pricing out some residents
 - a. STR's are an enormous threat to the peninsula- every house can become a hotel and drive up rents and force out residents.
 - b. Don't incentivize the wholesale conversion of broad swathes of the city to STR's.
 - c. Eliminate residential acquisitions by corporate entities for STR's.

- d. STR's encourage non-resident ownership (investors) in neighborhoods.
- 8. Renting property for the medium/long term is economically viable
 - a. Renting for the long term is profitable. Long term renters help pay maintenance and property tax.
- 9. Short-term rental income is put back into the home and improves the neighborhood, which can help to retain neighborhood character.
 - a. STR's are a low-impact neighborhood revitalization tool that helps to retain neighborhood character.
 - b. We want neighborhood diversity, but from people with a stake in the community.
 - c. STR's can help renovate dilapidated properties.
 - d. STR's can result in improved property values through re-investment, thus leading to increased happiness among neighbors and increases in assessments.
- 10. Short-term rentals can take away viable longer-term rentals.
 - a. Better to have closely-monitored STR than weakly-monitored LTR.
 - b. STR's can be less of a nuisance than long-term rentals or building new developments.

Enforcement Comments

- 1. Current enforcement is inadequate
 - a. Use livability inspectors and parameters to enforce existing regulations.
 - b. Tax and fine revenue should fund enforcement.
 - c. Enforcement must be built in.
 - d. If enforcement is difficult, regulation needs to change.
 - e. More, more, and more enforcement staff, and a better way of communicating are needed.
 - f. What has happened to the enforcement?
 - g. More enforcement staff is needed.
 - h. Keep and enforce existing regulations.
 - i. Current enforcement requires renting the unit and is a Catch-22 that does not work.
 - j. Cooperation from listing companies is key.
- 2. Public should have a mechanism to more easily report violations
 - a. Separate owner and tenant enforcement, create effective mechanisms for both.
- 3. Study best practices from other cities
 - a. Capture best practices, including strong penalties.
 - b. Develop the new best practices.
- 4. Shut them all down
 - a. Ban STR's until listing companies cooperate.
 - b. Outlaw all STR's.
- 5. Limit to one rental per dwelling unit - Owner or long term renter must live in unit
 - a. One owner can have only one listing.
 - b. Some are using more units than their license would allow.
 - c. Owner-occupied is the only type that should be allowed.

- d. Owner should have to occupy the property 75% of the year.
 - e. Owner or long-term renter must live in unit.
 - f. Broadly allow only one rental per dwelling unit, but allow for special exceptions or variances.
 - g. Owner-occupied STR reduces potential negative impact.
 - h. Require owner of record to be on premises whenever paying guests are present.
 - i. Reasonably-scaled STR's are ok. 1-2 bedrooms is better than a large property.
 - j. Better to have closely-monitored STR than weakly-monitored LTR.
 - k. STR's can be less of a nuisance than long-term rentals or building new developments.
 - l. Don't incentivize the wholesale conversion of broad swathes of the city to STR's.
 - m. Eliminate residential acquisitions by corporate entities for STR's.
 - n. STR's encourage non-resident ownership (investors) in neighborhoods.
6. Approval should have to be granted on a property by property basis through existing zoning processes
 - a. Should be property-by-property. Neighborhood association should not dictate.
 7. Require off-street parking
 - a. There are already noise and parking ordinances in place to handle those issues.
 - b. Expand the current B and B ordinance to the whole city.
 8. Do not allow events to be held at STRs. Allow only overnight stays.
 9. Maintain the same regulations for short- and long-term rentals.
 10. Inconsistency in regulation based on time and geography is a problem.
 - a. A percentage of the city can already do it!
 - b. Different geographical areas of the city should be regulated differently.
 - c. Think about regulations for historic vs. non-historic areas.
 - d. Regulations and processes should be different in different areas.
 11. There should be no enforcement other than requiring accommodations tax be paid.
 - a. Current status is unfair because illegal STR's don't pay taxes.
 12. Long-term homeowners should be allowed to do STR, while new homeowners should be more heavily regulated.
 - a. Don't let people purchase homes just to turn them into STR's.
 - b. Eliminate residential acquisitions by corporate entities for STR's.
 - c. Don't incentivize the wholesale conversion of broad swathes of the city to STR's.

Quality of Life Comments

1. With approval of neighbors, operation of a STR can be successful.
 - a. Requiring neighbor approval violates owner's property rights.
2. Different types of tourist may prefer this type of accommodation, benefiting the neighborhood.
 - a. Attracts tourists to Charleston who cannot afford hotels. These tourists spend in the local economy.
 - b. Hotels are too expensive for the average person.
 - c. There is a need for short- and medium-term rentals in this area.

- d. Small businesses profit from host recommendations.
 - e. Allowing STR's in up-and-coming neighborhoods off the peninsula can help those residents and revitalize those areas.
- 3. Short term rentals are appropriate when done with accountability.
- 4. Short term rentals can be appropriate in the right neighborhood or context.
 - a. Reasonably-scaled STR's are ok. 1-2 bedrooms is better than a large property.
- 5. Operating a Short-Term Rental can help to maintain a historic property.
 - a. STR's are a low-impact neighborhood revitalization tool that helps to retain neighborhood character.
 - b. STR's can help renovate dilapidated properties.
 - c. Think about regulations for historic vs. non-historic areas.
- 6. An increase in visitors can affect parking
 - a. Increase in STR's is a positive for parking, as guests use car-sharing services and do not have their own guests like long-term rentals.
 - b. If parking is advertised but not available, it creates serious issues. Ads should be enforced.
 - c. STR's would not have a negative parking or traffic impact because of car-sharing services.
 - d. STR's may require less parking than long-term tenants.
 - e. Regulations and processes should be different in different areas.
- 7. Short- or Long-term rental does not affect traffic differently. A car is a car is a car.
 - a. STR's would not have a negative parking or traffic impact because of car-sharing services.
 - b. STR's may require less parking than long-term tenants.
- 8. Turnover of guests prevents neighborhood cohesion.
 - a. STR's change the environment from a neighborhood to a tourist district.
 - b. Creates a transient neighborhood.
 - c. We want neighborhood diversity, but from people with a stake in the community.
 - d. Harms community cohesion, safety, and knowledge of neighbors.
- 9. STR provides a unique Charleston community experience.
 - a. There is a need for short- and medium-term rentals in this area.
- 10. STR provides better upkeep of property and increases curb appeal
 - a. STR's can help renovate dilapidated properties.
 - b. STR's can result in improved property values through re-investment, thus leading to increased happiness among neighbors and increases in assessments.
- 11. Noise from guests can negatively affect quality of life
 - a. Guests are not good neighbors because of noise and trespassing.
 - b. Host can control the noise by house rules.
 - c. There are already noise and parking ordinances in place to handle those issues.
- 12. Hosts should be responsible for ensuring quality of life is not negatively impacted
 - a. Host can control the noise by house rules.
 - b. Accountability is key, so if hosts can research and vet guests, it can alleviate concerns.

- c. Require responsible individuals to address quality of life issues as they arise. Connect with appropriate authority.
 - d. Owner-occupied STR reduces potential negative impact.
 - e. Require owner of record to be on premises whenever paying guests are present.
13. Other parts of the City may not face the same Quality of Life issues as the more densely populated Peninsula.
- a. *STR's can alleviate the need for hotels in outlying areas.*
14. Other Quality of Life Comments
- a. Having an STR can improve the situation and socialization of an elderly host. It gets them more involved!
 - b. Better to have closely-monitored STR than weakly-monitored LTR.
 - c. Positive host-guest interactions: both parties can come away having learned something.
 - d. STR's can be less of a nuisance than long-term rentals or building new developments.
 - e. Short-term renters take better care of the property than long-term renters.
 - f. Additional income = better quality of life.
 - g. If Airbnb really cared about communities, it would invest in this one. It is a \$3 billion company.
 - h. STR's encourage non-resident ownership (investors) in neighborhoods.
 - i. It is possible that STR's could lower property values.

Regulatory Suggestions

1. Expand the current B and B ordinance to the whole city.
2. County Auditor should apply 6% property tax rate to STR portions of a property.
3. Cooperation from listing companies is key.
4. Require commercial liability insurance.
5. STR's should take into account proximity to schools because of increased traffic, security, and parking.
6. License should be time-limited, and new inspection should be required on renewal.
7. Enforce Accommodations tax on STR companies and platforms.
8. Limit time allowed per year.
9. Develop the new best practices.
10. Offer a bounty under current ordinance.
11. Enforce against concierge services and listing agents.
12. Empower the livability court to do more.
13. Evolution of income sources requires an evolution of zoning rules and regulations.
14. Include wedding industry in the process.
15. Separate owner and tenant enforcement, create effective mechanisms for both.
16. Allow STR's with reasonable regulation.
17. Three strikes rule with stiff penalty.
18. Require a property manager's license if managing five or more STR's.
19. Coordinate with Charleston County.

20. If parking is advertised but not available, it creates serious issues. Ads should be enforced.
21. Use livability inspectors and parameters to enforce existing regulations.
22. Tax and fine revenue should fund enforcement.
23. Enforcement must be built in.

Hotel Related Comments

1. Is there an impact from STR's to hotel occupancy on the peninsula?
2. Better than more hotels!
3. Don't worry about hotels.
4. Allowing STR's would help reduce hotel overgrowth
5. Legal STR's are negatively impacted by too many hotels and illegal STR's.

Appendix C: Charts of % Breakdown of Comment“Seconds”

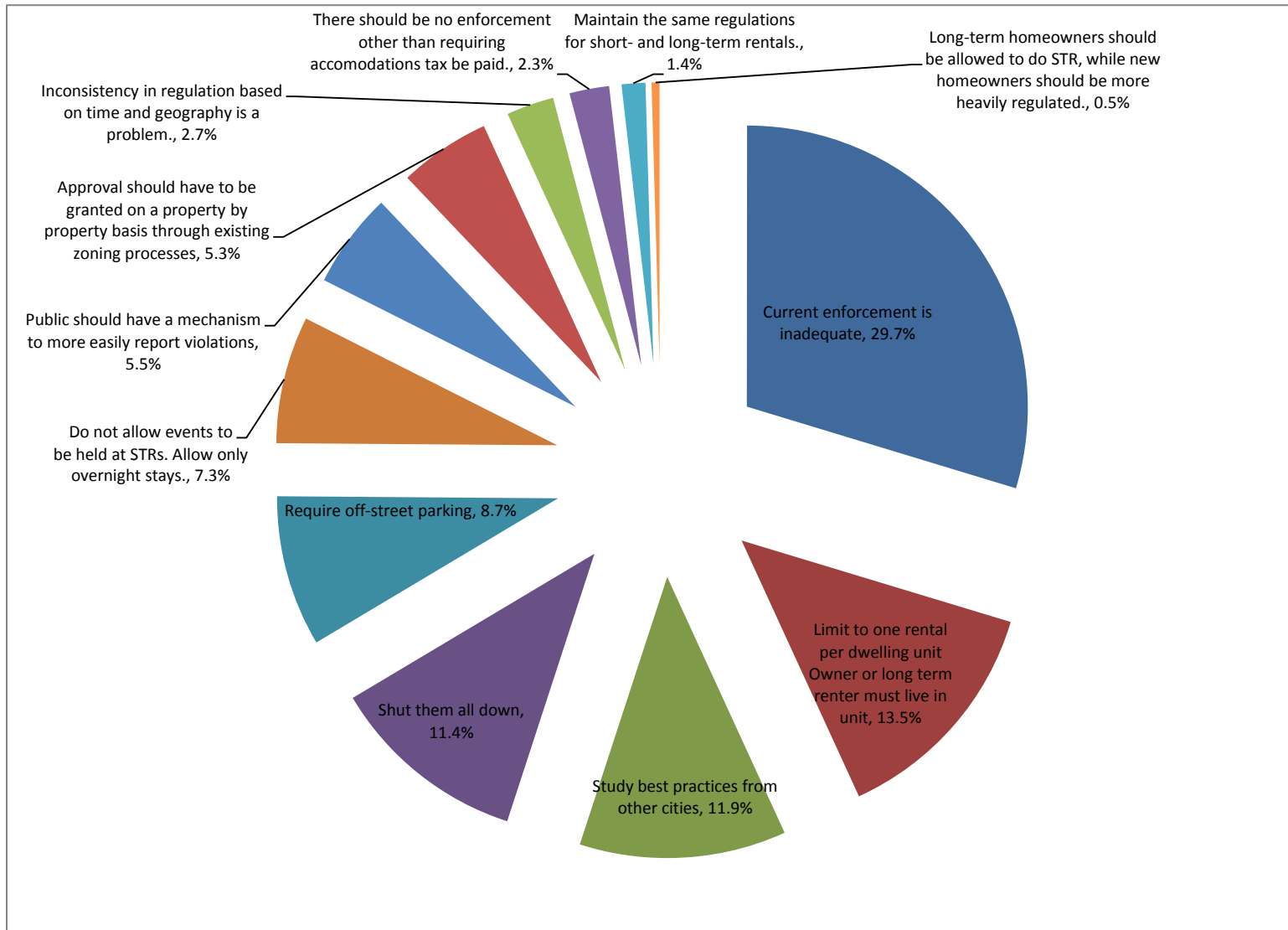


Figure 1: Enforcement Comments

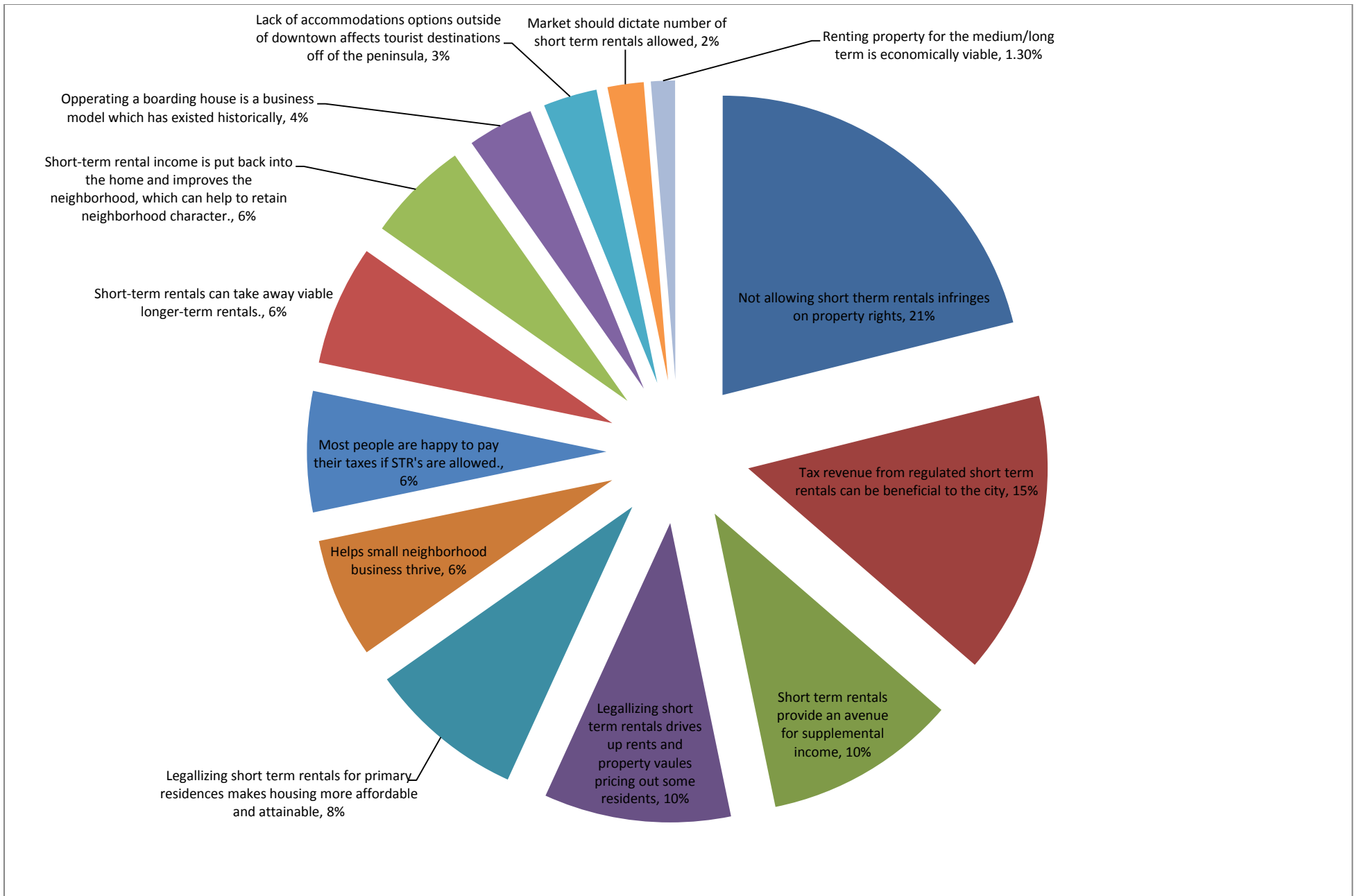


Figure 2: Economic Impact Comments

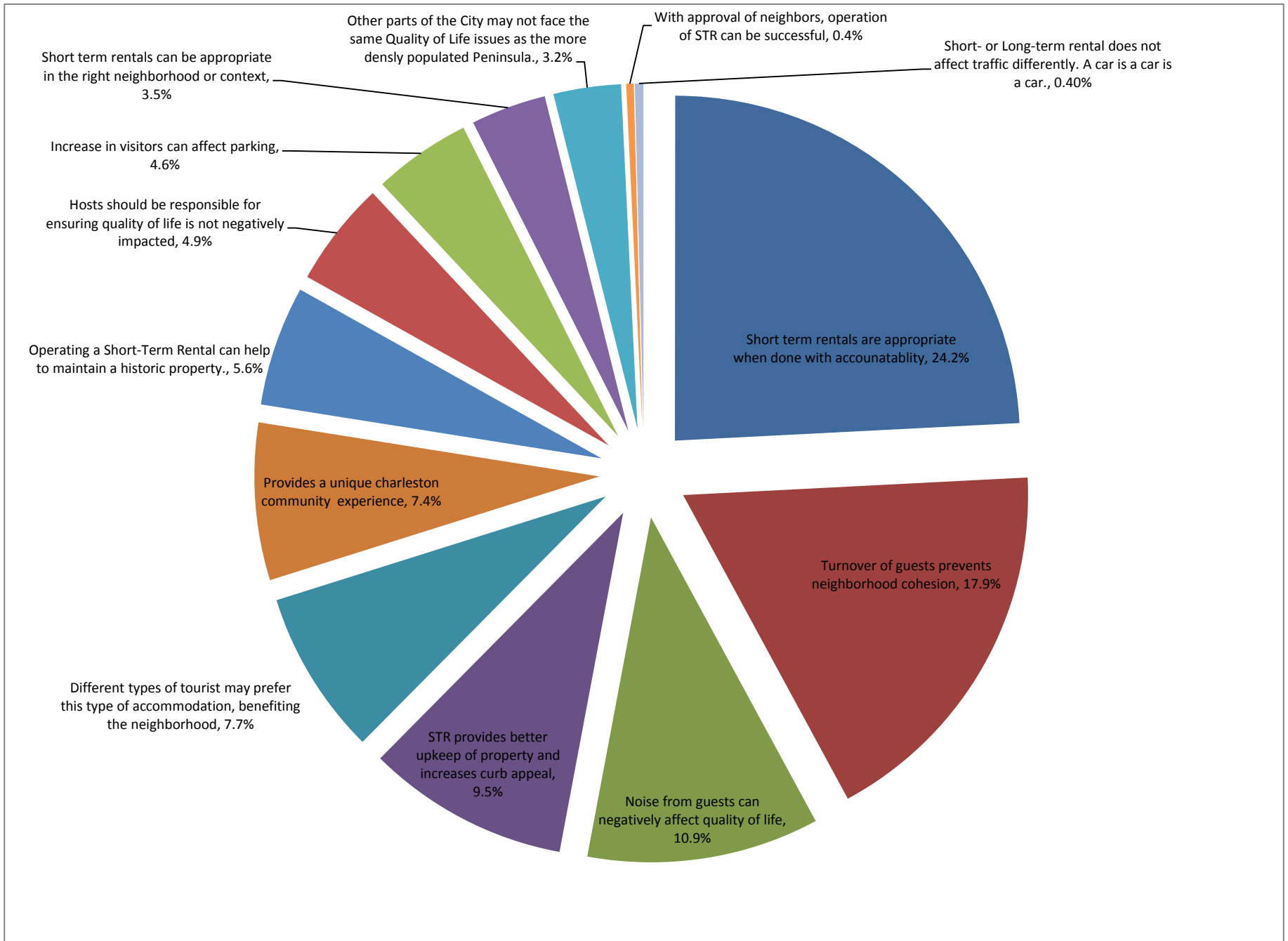


Figure 3: Quality of Life Comments