



TOWN OF HILTON HEAD ISLAND

SHORT-TERM RENTAL INITIATIVE

Focus Group: South Island Residents Webinar

01/20/2022

11:00 a.m.

Participant Questions/Comments After Presentation

Lives in Forest Beach for 30 years. Seen a shift from single family to large rental compound, homes torn down to build rental machines. Small houses converted to rental machines. Support initiative and licensing. These are businesses. They need to be inspected; a lot of work being done that Town never saw to increase number of bedrooms. Renovations needs to be inspected to ensure safety. Need to be licensed and inspected once a year. A lot do not make fire code, especially if divided. Need to step all the way in and make sure these are safe. Parking needs to be address and included in parking plan we are looking at. Their neighborhood is a no parking zone.

Impact on infrastructure not mentioned. People who rent homes feel they contribute enough since they are paying more taxes. Single family versus a STR completely changes the impact of roads, water, and sewer.

Full time resident. Permits are required for STRs now, what qualifies as a STR and how does Town know units are used as rentals?

Infrastructure comment rentals may have more people but only a portion of the year, single family homes occupied year-round.

Presentation given is not online and can we get a copy? Permitting and safety is a island issue not just a STR issue. Other areas of the country have far more regulations and inspections than we do. Too many people in homes, people just park everyone and no one can get through. The number of cars is one of the biggest issues. It is these huge houses that are not even houses. So many more visitors than renters, we do not want to shut us down. Does not

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Question & Answer Log

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want to see massive ordinance that impacts island in an unequal manner. We need renters to support economy. Sales and property taxes needed to support us.

Will chat be available for those on the website, the transcript? Would the questions and answers be available on website? Cannot keep up.

Lives in Sea Pines in second home. Concerned prejudging all second homeowners that rent as being commercial enterprises. Majority of responsible homeowners are looking to defray cost not a money-making enterprise. The others need to be managed and make intelligent choices and not simply broad brush all renters. Owners should self-manage and not invite misbehaving guests back. If they act badly outside home, what are they doing inside the home? Unintended consequence may be forcing more rental to pick up more money to cover additional costs with regulating. Can we really manage behaviors with regulation or are there ordinance or HOAs that can address the problems? If he is just trying to manage costs, doesn't want to be cast as a slumlord trying to make money off renting. Inspections, licenses, and permits will all add additional costs to these homeowners. Think about unintended consequences and whether you can identify where the real problems are.

Beach parking issue is a problem everywhere, not an island specific issue. Only not an issue when you have strong enforcement for ticketing and towing. Many owners are second owners, and it is their home when they are there. They do not want poor renters or people that would tear it up. If things become cumbersome through legislation, will people keep their homes on the island? HOAs need to enforce their own rules where STRs are not permitted but they exist.

Try to monitor the number of people that rent in their house, neighbors are aware and work with them. If there is a problem the neighbor calls them, and they address it. State law will restrict municipalities to regulate STRs, State will decide what to allow.

Owns one home and rents but does not do it to make money but to own a second home. Should get a copy of economic study of impacts of STRs. There are several different types of owners and those are some that are investment trying to make money and there are some that just do it to be able to own the property and live in it part time.

Hope people are not being cast as slumlords. Hope that intent is to study where issues are so they can be addressed. Regimes do not have resources to do timely enforcement and use a management company that is not 24/7. Coligny parking study and charging for parking may cause further problems. People come to Hilton Head and search for a place to park that is

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free. Could make parking situation even worse. Should coordinate with parking efforts being done.

Responsible owners not being cast negatively; this is a baseline for minimum things that should be done for STRs. It is not a push down on rentals but making sure they are safe.

Own in 3 communities and do a great job of policing themselves. Take pride in their properties. Lives here part-time and knows all neighbors. They help her police the units. Had one bad group and made changes to ensure that will not happen again. Issues are related to units that don't have a large HOA. Maybe solution is a meter maid system where Town polices parking issues in areas with rentals. Limit parking on streets during weekends and holidays. If charge to park at Coligny it will hurt people from Bluffton and other places on the island.

Rental company just pays cleaner to clean and doesn't care the damage that is done or bad behavior, just want the unit to turn over for next renter. If people do that inside a unit, what will they do to our environment. Type of guests have changed. Paid parking is a good idea.

Realtor and own 2 condos, they clean own units. They care about their units. Have not had any issues with their units or how people leave them. If you walk into a nice unit and have appropriate prices, people respect the property. If you keep putting more fees and taxes, owners may consider whether it is worth it anymore. People may sell their units and just be done with it. They have security and need to have a parking pass.

Lived here 42 years. Property manager, it is her job to look for damage and problems in units. We all need to work together to ensure all things are taken care of and making it a better place for all of us.

Question & Answer Log (Live Chat during Webinar)

Q. What types of restrictions would the ordinance involve?

A. At this time we are just in the data gathering stage, we do not know what type of restrictions at this time. We will use stakeholders' input, along with research on other communities' best practices and expertise from consulting attorneys, to develop a fair, predictable, and balanced approach to manage short-term rentals.

Q. Suggestion: Make a distinction between owners who declare HHI as a primary residence, vs non-resident owners.

A. (live answered during the meeting, refer to recording)

Q. It called the Visitor Profile Study...but it's not clear how the respondents were found

A. Thank you for sharing this information. We will get a copy of this Study and review it.

Q. What is Daly title?

A. Jack Daly is with the Forest Beach POA

Q. <http://www.thinkhiltonheadisland.org/article-details?hhaid=266>

2020 Hilton Head Island VPS Report.pdf

A. Thank you for sharing the link. This will be helpful for us to review.

Q. Thank you

A. You're welcome

Q. Is it ok to join future meetings that are designated for other areas (not South end)?

A. Yes please feel free to do so.

Q. Seems like first order is to define rental unit.

A. Thank you for your comment