



# TOWN OF HILTON HEAD ISLAND

## SHORT-TERM RENTAL INITIATIVE

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### Focus Group: Short Term Rental Owners Webinar

01/31/2022

10:00 a.m.

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### Participant Questions/Comments After Presentation

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Town jumping the gun a bit. Started with noise, trash, and parking complaints. Why don't people just follow the law or call the police? Why are we jumping to ordinance right away? Concern with the data. You can manipulate data any way you want. How are the numbers provided by companies being collected and counted? It can skew things. What exactly is the problem? New business license ordinance just passed. Why can't we just go with that and see how it goes to decrease the number?

Background in criminal justice/law enforcement. There is a system implemented by Island that has not been given chance to work (business license). If posting info outside units with contact info, could create targets for burglars if they are mostly vacant during off-season. Parking only on STR property, how would you know if they are staying the unit or if they are staying elsewhere and parking where they should not? Blaming STRs but may not be the problem.

Increasing number of STRs, does not impact the number of housing units and bedrooms. They are not occupied year-round so will not burden resources as much as a year-round resident. HOA covers safety, trash, and parking. Collecting ATAX is more important than some of these things. Development should be focus. It is becoming less natural. Overdevelopment is the issue not STRs.

Page 1 of 18

**TOWN OF HILTON HEAD ISLAND**

SHORT-TERM RENTAL INITIATIVE

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01/31/2022 10:00 a.m.

**Participant Comments/Questions and Question & Answer Log**

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President of Summer House HOA, 194 units. They do not allow STRs. Owns condo in Shorewood, lives there 7 months of the year. Has property manager to manage and rents to supplement income to support unit. Participated in surveys and all meetings. Stakeholder groups talked to, did not include Coastal, Vacation Company, VRBO, Airbnb, IMC all of which have many units on the Island. What we are getting down to is party houses. Of the data, is an STR ordinance needed – 43% say no, 35% say yes. Many say they do not know what issue is. Have not clearly delineated what the issues is. None of PPC who voted for this own an STR. House hotel replace beach bungalows. Town issues permits to let them be built with no research on the impact they will have on trash, parking, etc. Signs could be a problem to allow criminals know unoccupied. People would have to trespass to read the sign and the renters may not agree and cause confrontation. Do not burden units with 4 or 5 bedrooms for a few problem houses. There has been no impact study. Becker's Ward is the one with all the issues and she is the one who has not voted for it. Slow the process down or Town will be negatively impacted. Consider the law of unintended consequences.

STR owner with a 3-bedroom home in PD. Agrees with what PD is doing to regulate. Complaints are coming from areas that do not have HOAs to regulate. Biggest problem is traffic on the Island so let's take it out on STRs. Mini hotels are the issue. Hope this is not just a tax grab. Small owners are not making a profit, they are covering costs to own unit. STR owners use local businesses to maintain the units, clean the units, and take care of the exterior. PD designed as a resort not a residential community. Leave the HOAs alone but insist they have a policy.

Parking tag in car is completely unenforceable since it can be left anywhere and put in any car. Why is Island so against parking enforcement? Ticket and/or tow will solve the problem. It will show everyone else that if I park illegally that it can happen to me. Works in every other area of the US, especially in beach communities.

One unit, some short-term in the summer. Pandemic has really increased rentals. She had a lot of renters not from her usual. Thinks this will drop off. People are not booking like they did last year. With the vaccine people can go where they want. Development in Bluffton has grown and coming on the Island for dinner and beach. So much traffic, mostly off Island. I have to have somebody on the Island to help with things and an HOA to regulate. Now with a license, I have to pay more. Costs keep increasing and burdening STR owners.

Lives in Evian in Shipyard. Friend purchased units in Bradley Beach with limited parking. Can they not even have one car on the street? Hilton Head is a resort area. This process is

pointless. Committees have already made decisions and just trying to sell them to us. When you buy a home in a resort place, you can expect traffic and noise.

Purchased in 2015 in PD with the intent of STR since it will be several years before they retire. STRs bring a lot of benefit to HHI, amenities we would not have without them. Paid more for their unit because it allowed STRs. Could have paid less in another area. People should be able to sell with the same benefit or will lost value. Doing a lot of work that may not be necessary. Existing rules need to be enforced. Huge problem with posting contact numbers on exterior of house/unit. Inconvenience to guest that someone would approach the house and having their numbers posted for anyone to see. Should consider grandfathering so people who made investments for STRs. Not fair to change rules midstream. Nuisances already have rules in place to regulate. Areas without HOA, maybe consider an ordinance for them.

Owns in PD. Biggest concern is posting private information on unit. People would abuse that or call at all hours. Manages her own unit and has a license. Limit number of people and age in unit. Gives her number to PD security to contact her. If she is on a 3-hour flight, she cannot respond in an hour. Sends welcome email with contact info and rules and posts rules in unit as well. Can penalties be directly on the renters? You can only do so much to prevent stuff.

Is there any data, of the STRS, how many complaints have we had over the course of last year? What percentage of the units receive complaints?

Retired law enforcement and new owner, STR landlord. Serious concerns posting info outside home, would raise red flag of safety concerns especially when house is vacant. People could be at risk going onto private property to read information. Should be distinction between single family and multi-unit areas with HOAs. Some things may not apply the same to single family and multifamily. HOAs should enforce parking laws if appropriately signed. If on street and signed, police should enforce. Rules that Town should consider are to ask owners to list regulations in contract and/or in unit. One-hour response time is unreasonable.

STR owner in Shipyard, lives in NY City. Does not use management company. Clarify that it can be her response to complaints and not requiring her to hire somebody to respond.

Only aware of this a couple months ago. No clue what the underlying problem is. What is driving this effort? Confused even after this call. STR owner in Forest Beach. Posts all rules. Targeting STR owners without knowing problem. No hard data on STR versus year-round owner's impact. Need to start with a real problem statement before we craft an ordinance.

Page 3 of 18

**TOWN OF HILTON HEAD ISLAND**

SHORT-TERM RENTAL INITIATIVE

Focus Group: Short Term Rental Owners Webinar

01/31/2022 10:00 a.m.

Just making owners responsible for it will not fix problem. They use management company and worry they will have to hire security to enforce. There are no teeth in the ordinance for Town enforcement. Not going to be able to make guests put parking passes in car. Putting burden of enforcement on STR owners. Town needs to take a step back and see what they can enforce. It is not the STR renters, it is the number of people coming into the Island and not following the rules.

These concerns brought over last 2 years due to pandemic. Purpose statement states imbalance in residential neighborhoods and resort districts. What are resort districts? Have these changed or how are STRs impacting? Basically, clarify the statement and any changes.

Sheriff and code enforcement have no data. Only opinions on issue of what we think will happen. People are not concerned with education when they will visit one time a year. Education is an easy way out and assume things will be solved. Buck will be passed back to Town since not enforcing what is on the books. Not one person heard in webinar is on board with this.

Party houses, most if not all are rented through no contact rental agencies like VRBO and Airbnb. House parties just get started at 10pm when noise ordinance kicks in. What are we supposed to do contact an owner at 1am with problem to fix within an hour? Or call police to fix, they come, and it is fixed until police leave and then they kick right back in. Need to zero in on house hotels not owners with one small unit.

Once we get the data and we can zero in on problem, it might be much more effective to address those particular units that are creating problems. Rather than trying to create an ordinance that will put a burden on all STR owners.

What is definition of a STR, number of days? Do not see data with all noise, traffic, trash, and parking from STRs mentioned. If Town is reluctant to enforce rules, can see why owners are upset about not getting concerns resolved. Manages his own unit. Puts rules in info packet to be good neighbor. When police are called, they come and respond that they do not get involved. If ordinance approved, what metric will be used to measure their success? Still a lot of day trippers who come and cause same problems with parking, trash, and noise.

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## Question & Answer Log (Live Chat during webinar)

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Q. Does the data include timeshares?

Page 4 of 18

**TOWN OF HILTON HEAD ISLAND**

SHORT-TERM RENTAL INITIATIVE

Focus Group: Short Term Rental Owners Webinar

01/31/2022 10:00 a.m.

---

Participant Comments/Questions and Question & Answer Log

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**A.** Yes, the data does include timeshares.

**Q.** In regard to STR nightly rate, has that been compared to hotel nightly rates? **A.** The hotels last summer were more than double the rates of a STR.

**A.** The rates have not been compared yet but that is something that we can take under considerations as we move forward with additional data collection.

**Q.** Our HOA monitors and has rules against many of the issues being addressed in the proposed ordinance. Adding another layer of paperwork when renewing a business license seems burdensome and unnecessary, when our HOA already has these rules and monitoring avenues in place. Perhaps you could focus your efforts on areas without an HOA. The buck should stop with each neighborhood HOA, especially as those are elected positions. Those areas without and HOA could partner with the Town of HH to set up systems that work for their area.

**A.** Thank you for your comments and suggestions.

**Q.** How do life safety measures differ for long term residents and short-term renters?

**A.** Life safety measures are considered when new projects are being developed. In the cases of short-term rentals, that use was not necessarily contemplated when the structure was built. Requiring that these life safety measures are in place as part of the required business license will help the Town, residents, and renters to know that safety measures are in place. Additionally long-term residents have a greater familiarity with their own structures. The Town is committed to all properties meeting basic safety requirements.

**Q.** Our HOA has already implemented the rules the city is mentioning now. The city's initiative will create confusion and is really not needed. What the city should do is leave this to the HOA.

**A.** Thank you for your comments. Not every location on the Island has an HOA and some HOA's aren't enforcing the rules.

**Q.** Do we have anything in the works about making sure guests understand our beach rules for trash, not taking the wildlife, etc.

Page 5 of 18

**TOWN OF HILTON HEAD ISLAND**

SHORT-TERM RENTAL INITIATIVE

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---

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**A.** The Town's website has information on this and there are signs posted at all of the public beach parks with beach rules and regulations.

**Q.** Good Standards, how will they be enforced?

**A.** It is anticipated this will be enforced by the Code Enforcement Division of the Town, but this is part of what is being discussed with this process.

**Q.** do I need a business license if I only rent out for part of the year?

**A.** Yes, a business license is required even if you do not rent for the entire year.

**Q.** My thought is that despite the town info and beach signs, we still seem to have issues. If owners provided this information inside the unit along with all the other info it could be another layer of information getting into the hands of our guests.

**A.** Thank you, we will look to add some of this information in the Good Neighbor brochure we will make available to short term renters.

**Q.** I do not disagree, but mine does, and the way I look at this is that I just have one additional thing to do. In reality all large communities which also have most of the short-term rentals have a good reinforcement.

**A.** While there are some areas of the Island that do have a good system in place and handle their own enforcement, there are areas where this is not happening. The Island has had short-term rentals since it was developed as a resort community, but the number of short-term rental units has more than doubled in the past two years. This increase has caused some tension between residents and guests, particularly regarding noise, parking, and trash removal. We want to address these concerns in a way that is fair and predicable for residents and short-term rental owners and managers.

**Q.** Thank you. is the business license an annual license or can I get one for part of the year?

**A.** The business license is an annual license. Below is a link with information on applying for a business license <https://hiltonheadislandsc.gov/business/apply.cfm>

**Q.** During the development process of the policy, will there be a distinction and separate set of policies between single family homes and multifamily resort properties?

**A.** At this time, there is not a plan to differentiate between the policies that are proposed to be implemented for single-family homes and multi-family resort properties.

**Q.** I would be more interested in long term trends and how Covid has impacted the numbers and if the numbers go back to a more nor level after Covid?

**A.** The Town will be collecting both pre-pandemic and current data as part of our data collection contract. Once we receive this data, staff will be able to demonstrate some additional trends that have been observed.

**Q.** I've seen in communications that "limiting the number of STRs" is at least being considered. How could that possibly be done fairly without grandfathering all current properties who rent short-term?

**A.** Limiting the number of short-term rentals is not being considered at this time. Currently we are trying to draft an ordinance that will help deal with parking and trash concerns and things of that nature.

**Q.** Where can I find a draft of the proposal?

**A.** The draft ordinance will be made available on the Town's website.

**Q.** Will permanent residents be subject to the same parking regulations?

**A.** Parking regulations are established for permanent residents at the time of permit review. The proposed new requirements for short-term rentals units will not apply to permanent residents.

**Q.** Thank you for your work on this matter. Our POA already has STR regulations and covenants that address virtually all of these issues. I would urge the town to consider excluding private communities and HOA/POAs from these ordinances, esp. if the majority of the complaints are occurring outside these areas.

**A.** Thank you for your comments. We will take this into consideration when drafting the ordinance.

**Q.** Can you please explain how short-term rental units are creating a housing shortage?

**A.** Short-term rental units do not create a housing shortage; rather they remove units that may be available for long-term tenants which could create a lack of available housing for residents.

**Q.** I closed my business license after the company that markets my property began paying all state and local taxes. Do I have to reinstate the license?

**A.** If you are renting your property as a short-term rental, then yes please contact the Business License Division about reinstating your license. Thank you.

**Q.** It seems that the Town will have an accurate number on STRs once the licensure is rolled out this year, correct? If so, I would suggest the timeline of ordinance rollout allows for analysis of data.

**A.** Thank you for your comments. We will take this into consideration.

**Q.** Any idea of what percentage of STRs are causing problems?

**A.** The Town does not have this data at this time. We will continue to track the complaints that we receive in conjunction with the data that we receive related to the number and location of short-term rentals on the Island.

**Q.** I have had a business license since 1993. I just last month signed up and paid around \$175 for this new license. I received this notice in the mail and thought I had to sign up for this. Now I hear today that I do not need to pay this until 2023. Can I get my refund if it is not due until 2023?

**A.** Everyone is required to have a business license if you have a short-term rental.



**Q.** I agree - I don't think we need more regs and requirements - If there are disturbances then let's not add more rules and more rules and more rules. Get the police involved - There is a system in place, let's just use it.

**A.** Thank you for your comments. The Island has had short-term rentals since it was developed as a resort community, but the number of short-term rental units has more than doubled in the past two years. This increase has caused some tension between residents and guests, particularly regarding noise, parking, and trash removal. We want to address these concerns in a way that is fair and predicable for residents and short-term rental owners and managers.

**Q.** Why do I need a business license when my property is Managed by a rental company?

**A.** Please contact the Business License Division for questions about what is required and who is required to obtain it.

**Q.** who is making and managing these passes?

**A.** Can you please clarify what passes you are speaking of?

**Q.** The parking should be enforced through the sheriff. An illegal parked vehicle should be issued a ticket, mailed to the registered address. This is universal throughout the states.

**A.** The proposed regulations are meant to have more immediate implications and there is concern that mailing a ticket will not immediately fix the issue.

**Q.** I second my concern about not wanting my name and telephone number posted outside of my home. I live in an HOA and if someone has an issue, they can contact my HOA who has my information to contact me directly.

**A.** Thank you for your comments

**Q.** so long-term tenants create fewer problems?

**A.** No but the Town is concerned with a lack of balance between short-term rental units and long-term residents. The purpose of this initiative is to make sure there is a balance between both.

**Q.** The Town needs to address the building permit process and take responsibility.

**A.** Thank you for your comment. The Town is taking all comments into consideration as we draft an ordinance.

**Q.** Great rebuttal. Listen to him.

**A.** We are taking all comments into consideration thank you.

**Q.** If the balance is in question, I suggest you revert to the history of the Island which has promoted a vacation/visitor destination in much more aggressive manner than as a place to live.

**A.** Thank you for your comments. The Town recognizes that Hilton Head Island has long been marketed as a vacation destination and we do not see that changing in the future. The initiative proposes to put some limited policies in place to make the experience better for both visitors and long-term residents.

**Q.** These comments about the house hotels and your data short comings, open a whole new can of worms. I think you need to go back to the drawing board...and consider the consequences.

**A.** Thank you for your comments. We are taking all comments into consideration as we move forward with this initiative.

**Q.** I am unsure of what the problem is as well. Hilton Head has been a vacation staple destination since the 70's. With hundreds of time shares alone. I feel like a problem would have been found earlier than now.

**A.** The Island has had short-term rentals since it was developed as a resort community, but the number of short-term rental units has more than doubled in the past two years. This increase has caused some tension between residents and guests, particularly regarding noise, parking, and trash removal. We want to address these concerns in a way that is fair and predicable for residents and short-term rental owners and managers.

**Q.** I'm sorry I have to hop off but want to say to all that new restrictions for STR owners seem to be overreach for the great majority of owners who rent. I appreciate the efforts of staff in researching everything here but an ordinance that discriminates against short term rental owners and in part requires them to prove or pledge that they will not violate rules and laws already in place seems just plain wrong.

**A.** Thank you for your comments.

**Q.** I understand that, and I have had one since 1993. But it was said that this new license is not required until 2023. So why did I receive this notice in the mail and thought I had to sign up now for 2022????

**A.** The State mandated that even if you just have one short term rental, you need to obtain a business license, as of January of this year. That is what changed. I believe before if you only had one you were exempted from having to obtain a business license.

**Q.** In the specific requirements of the draft ordinance, are distinctions going to be made for different types of neighborhoods (residential v mixed use v mainly commercial) and different types of STRs (houses v villas); are hotels still not going to be considered in the review of STRs; has the Town considered more enforcement of the current laws (noise, litter, parking)?

**A.** At this time the Town does not intend to distinguish between different types of neighborhoods with the regulations that may be put in place for short-term rental units. This is something that we can consider as the ordinance is drafted. The Town is still not proposing to include hotels as short-term rentals. The Town is considering more enforcement of current laws as well as updates to those regulations as well.

**Q.** It seems like the Town is looking to create a new policy which would impact all STRs when we keep hearing it's a minority that is causing issues. The town should make public the complaints received that prompted this initiative

**A.** Thank you for your comments. The majority of the complaints have been parking, noise, and trash. The Island has had short-term rentals since it was developed as a resort community, but the number of short-term rental units has more than doubled in the past two years. This increase has caused some tension between residents and guests, particularly regarding noise, parking, and trash removal. We want to address these concerns in a way that is fair and predicable for residents and short-term rental owners and managers.

Page 11 of 18

**TOWN OF HILTON HEAD ISLAND**

SHORT-TERM RENTAL INITIATIVE

**Focus Group: Short Term Rental Owners Webinar**

**01/31/2022 10:00 a.m.**

---

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**Q.** Ok, thanks. So how do I get my refund then?

**A.** Please contact the Business License Division to see if you should receive a refund. Their number is 843-341-4677

**Q.** How do I contact the Business Division? What is the phone number?

**A.** 843-341-4677

**Q.** To the issue of towing, just use “boots” that immobilize the vehicle.

**A.** Thank you for your suggestion. This will be shared with the Town's Public Planning Committee.

**Q.** I have one short term rental unit in Huntington in Palmetto Dunes since 1993.

**A.** Understood. But please contact the Business License Division for clarification.

**Q.** An excellent point. Ticket or tow but it seems the Island doesn't want to do that because it will offend the violators—most likely visitors and might keep them from returning.

**A.** Thank you for your comments

**Q.** Or, is it true that I did not need this additional license until 2023 like stated?

**A.** Please contact the Business License Division at 843-341-4677 for clarification. Thanks

**Q.** You will not get an immediate response from a vehicle with no “tag” either. The “education” comes from a simple sign- “No Parking, Violators will be ticketed/towed”. That is what will illicit an immediate response

**A.** Thank you for your suggestions

**Q.** Thank you for doing this webinar. I have many of the same concerns already articulated but I have a major concern about information being posted outside my home. That is an invitation for a burglar as previously mentioned.

Page 12 of 18

**TOWN OF HILTON HEAD ISLAND**

SHORT-TERM RENTAL INITIATIVE

**Focus Group: Short Term Rental Owners Webinar**

**01/31/2022 10:00 a.m.**

---

**Participant Comments/Questions and Question & Answer Log**

---

**A.** Thank you for your input. We will look at different ways to accomplish what we are seeking while also addressing this concern.

**Q.** Ok, thank you.

**A.** You're welcome

**Q.** I think the issues raised are real for people on the area experiencing said issues and mostly the ordinance response proposed is reasonable and easy for most compliant STR owners. Some raised the issue of zoning, and I think this is an issue that significantly altering a neighborhood. As an example, in the Folly Field area where my property is located, where existing homes are being raised and replaced with large, high occupancy units. This changes the area in appearance as well as density. What is the avenue to express concern for this variable in the equation?Thank you.

**A.** Thank you for your input. We have heard from others in the Folly Field area about similar concerns with large homes replacing smaller homes and the impact that these changes have on long-term residents. We are hopeful that the proposed nuisance regulations that are being proposed will assist with some of the issues that you are experiencing. Additionally, we will share your concerns related to density and higher occupancy structures with the Public Planning Committee as is a longer-term issue that needs to be studied.

**Q.** Is there plans for a study to determine the breaking point at which the number of rentals allowed overpowers the ability to maintain the bio-integrity and overpowers the current infrastructure to support them. It appears we are past that already.

**A.** The Island has had short-term rentals since it was developed as a resort community, but the number of short-term rental units has more than doubled in the past two years. This increase has caused some tension between residents and guests, particularly regarding noise, parking, and trash removal. We want to address these concerns in a way that is fair and predictable for residents and short-term rental owners and managers. We are not looking at limiting the number of short-term rentals or having maximum occupancy limits at this time. But as we move forward with this initiative, we will continuously look at the data. Thank you for your comments

**Q.** I think making STR owners post their name and contact info and/or the rental company's information outside of the home - is a safety issue. It makes it more evident that the unit

might be vacant, and that is a big safety concern. I will be very unhappy to open my home to safety issues. Our home is part of an HOA and gated - so I understand some safety is preserved BUT ... that is not true for everyone. I think forcing owners to publicize they might not be living in the unit full time ... is a huge issue.

**A.** Thank you for your concerns, we will take this into consideration. There are many municipalities that require this as part of their short-term rental ordinance. But we can look into this further.

**Q.** When you say someone can be available in an hour does that mean in person? I live in NY and that will force me to hire a property manager at a huge expense.

**A.** Yes if this passes you would need to identify someone local that could respond or be on site within an hour to address issues.

**Q.** I'm at a loss as to how you can be proceeding with ordinance passage by this summer when you are clearly still in the due diligence/fact finding stage. Please hold off on the ordinance until you have all of the facts. In the meantime, rely on all applicable laws/regs that are currently in place to handle noise, traffic, trash issues.

**A.** Thank you for your comments

**Q.** Isn't the best way to not further burden rental owners, to just enforce current rules, and enforce more parking signs? She repeatedly says she doesn't want further burden, but isn't this whole just that?

**A.** The Town does not want to overburden short-term rental units which is why we are proposing more limited regulations at this time. We do intend to continue to enforce existing regulations.

**Q.** I appreciate the comments so far, and I echo many of the concerns about additional regulation. Now that the town has arranged for a monitoring program on short term rentals, it seems that the town should not proceed with enacting any ordinance until there is sufficient data. I don't feel that sufficient data can be collected until pandemic travel and work restrictions subside.

**A.** Thank you for your comments.

**Q.** I think people should have considered what living in a beach community entails before committing to a place like Hilton Head. I have visited: Cape Cod, Provincetown, Outer Banks, Sarasota, Key West etc. The traffic, noise, lines etc. are incredible in these places. We lived in a CT beach town where the population tripled in the summer. We were happy when the summer people left even though they supported the town. The year-round owners need to accept what living in a tourist place means and look for other solutions instead of blaming everything on STRs.

**A.** Thank you for your comments.

**Q.** With regards to the business license, is the fee not due until 2023?

**A.** Please contact the Business License Division for clarification on this. 843-341-4677. Thank you

**Q.** Can you please mention that? I don't think all the people who are out of town renters are clear on this. Thanks

**A.** You can use the raise hand icon if you would like to ask the question live and have it answered for everyone. Thank you

**Q.** I agree that it is a very bad idea to post the personal information of us property owners/managers. I am also worried about the one-hour response time and what that means when our phones are in airplane mode?

**A.** These are both valid concerns and we will take them into consideration as we move forward with the drafting of an ordinance.

**Q.** Are you saying the sheriff's department does not record the address they are called to? I doubt that is the case. They should be able to provide a report with the addresses they are called to and those could be reviewed to identify if there are repeat offenders. And inferences can be made.

**A.** In speaking with the sheriff's department, yes, they do record the addresses, but they don't have a way of just searching incidents by violation type. So, someone would have to

submit a FOIA request for a particular address to obtain incident information. But they don't keep track of violations that just pertain to short term rentals for example.

**Q.** I am also very concerned about posting my personal information outside of my villa... for the many reasons voiced by others here.

**A.** Thank you we will take this into consideration as we move forward with this initiative.

**Q.** So technically, there is zero current data from either the sheriff or code enforcement, specific to short term rentals.

**A.** The Town knows that there have been complaints because residents have shared that they have complained but at this time we do not have formal records of those complaints.

**Q.** So the answer to the question concerning the number of complaints is you don't really have any hard data? is that correct? If so, without specific data how can we better understand the need for an ordinance to address something nobody seems to be sure how often they occur?

**A.** We are looking at data that we have gathered, complaints we received, along with surveys and these stakeholders group meetings to help us with this initiative to create some basic standards for operating short term rentals.

**Q.** I continue to hear the comment, "It would just be paperwork to ensure compliancy." More paperwork means more people having to monitor this additional paperwork and I don't think that's the best use of the town of HH personnel when budgets are tight. Perhaps the paperwork can be for those properties who reside in an area without an HOA. Otherwise, if a home is in an HOA, then the HOA can submit the standards they have for their community. If the town doesn't think their standards are adequate, then they can work on ways to make that happen with 1 HOA instead of ALL those homes in that area.

**A.** Thank you for your comments and suggestion. We will consider these as we move forward with the drafting of an ordinance.

**Q.** But what's the number? You appear to be willing to share the number of short-term rental units but not the issues you're trying to address. If the number of units is increasing

Page 16 of 18

**TOWN OF HILTON HEAD ISLAND**

SHORT-TERM RENTAL INITIATIVE

**Focus Group: Short Term Rental Owners Webinar**

**01/31/2022 10:00 a.m.**

---

**Participant Comments/Questions and Question & Answer Log**

---



drastically are the complaints increasing as well? To the point made, what is the % of complaints? If it's 80%, 50%, 69% or some such number I'm more willing to understand your position. If it's a number like 12%, 20%, or 6%, then I can't follow your rationale.

**A.** We do not have a concrete percentage of complaints at this time. The Town has received consistent complaints from long-term residents about the negative experiences they have had with short-term rental units in their area. These complaints are generally related to noise, parking and trash and the Town hopes to address these with the regulations that are being proposed.

**Q.** So are we just taking anecdotal evidence from residents v having any real evidence of these nuisance issue directly connecting them to STRs?

**A.** The residents have provided videos and pictures to back up their complaints. Additionally, because they are long-term residents, they are able to identify those homes in their neighborhoods that are being rented on a short-term basis.

**Q.** Perhaps in the brochures the town has created for visitors rather than showing people playing golf, tennis, relaxing on the beach, riding bikes, etc., the brochures should show people picking up trash, recycling their cans and bottles, asleep in their bed with a clock indicating it's before 10 PM, holding up a parking ticket, etc., to educate them on the towns' expectation of their behavior while they visit. Any pictures or videos provided by residents should be used for specific code enforcement at those properties

**A.** Thank you for your suggestions

**Q.** Is the town going increase enforcement resources including budget? Without enforcement nothing will change, just look at what is happening in many cities right now.

**A.** That is part of the discussions we are having as we move forward with this initiative.

**Q.** The callers seem to not understand that renters do not read posted rules, and many (not all) leave their manners on the other side of the bridge. They believe the rules don't apply to them. They believe that since they paid for a condo, they can do whatever they want on vacation. As for the trash issues, I live in Treetops/Ocean Breeze and there is a serious increase in trash left on the landscaping, parking lot, etc. They just don't care.

**A.** Thank you for your comments. We are looking into a variety of ways that we can educate short-term renters. We will share your comments about trash at Treetops/Ocean Breeze with our code enforcement officers.

**Q.** What do the timeshare owners have to share in this burden.

**A.** Timeshares do qualify as short-term rentals which is why they will also be considered as we move forward with a draft ordinance.

**Q.** The police can ask if someone is a STR, they may not be required to answer. This process works in crime free housing programs throughout the U.S.

**A.** In speaking with our Sherriff Department, they do not track by violation type. Someone would have to submit a FOIA request for a specific address in order to obtain incident report information.

**Q.** Why we don't just hire a Hilton Head police force and they can take care of the issues

**Q.** Have the Sheriff create a code enforcement - like many other towns

**Q.** They can if you ask. You pay them