

October, 2018

City of Temecula

Short-Term Rentals

Community Outreach Meetings and Survey Results

A Report Prepared By:



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EXECUTIVE SUMMARY

BACKGROUND

The City of Temecula benefits from a strong tourism economy given the proximity to the Temecula Valley Wineries, the Pechanga Resort and Casino, and Old Town. As a result, the City also is experiencing a growth in unregulated and unpermitted short-term rentals (STR's). Additionally, the City is also experiencing an increase in resident concern over the STR's.

In an effort to address the City of Temecula's rise in short-term rentals (STR's), and community concerns about these rentals, input was strategically gathered from the community. The City of Temecula utilized HARC's consulting services to thoughtfully conduct a series of community outreach meetings and to gather community input using a survey.

METHODS

Survey

The survey was designed collaboratively between HARC and the City of Temecula. The survey was then made available on the City of Temecula website, was shared widely with the community at-large, and was made available through online polling at the community outreach meetings.

Outreach Meetings

Community outreach meetings were advertised to residents of the community with the hope that all interested residents would be able to attend and voice their opinion on the topic of short-term rentals in The City of Temecula. A total of five community outreach meetings were held and each were held in a different council district within the City.

The meetings were facilitated by the City of Temecula in partnership with HARC. The meetings began with the City of Temecula providing a short informational session about short-term rentals and the implications of these rentals for the City of Temecula. Next, community members were given the opportunity to provide public comment by completing a request to speak card. Speakers were called in their respective turns and were given up to three minutes to speak on the topic of short-term rentals. Back-and-forth discussion between audience members was kept to a minimum.

Outreach meetings were held between July and August of 2018, at the following locations:

- Tuesday, July 11th – Ronald H. Roberts Library
- Tuesday, July 17th – Harveston Clubhouse
- Wednesday, July 25th – Temecula Luiseño Elementary
- Tuesday, July 31st – Vintage Hills Elementary
- Tuesday, August 7th – Rancho Elementary

All meetings were held between 6:00 p.m. and 7:30 p.m.

RESULTS

Demographics

Respondents to the survey tended to be female, high income (more than \$75,000 per year), educated (most had a college degree), and were most commonly middle-aged.

Residency

The majority of respondents live in the City of Temecula, however those who took the online survey tended to be non-homeowners while those who participated in live polling at the outreach meetings tended to be homeowners—most commonly living in a single-family home. The majority of respondents to the live poll were from District 1 while the highest percentage of respondents from the online survey were from District 4.

Experience with Short-Term Rentals

Respondents were asked about whether they advertise any homes as a short-term rental. The majority (69.6 for the online survey and 68.2% for the live polling) do not advertise a home and do not plan to. However, the majority are aware of an STR in their neighborhood—the majority have also witnessed a problem or issue associated with an STR (58.3% for the online survey and 57.6% for the live polling). Interestingly, the majority (62.2% for the online survey and 62.1% for the live polling) of respondents have stayed in a STR. Further, respondents rated that STR experience as excellent and are highly likely to do it again.

Regulations for Short-Term Rentals

There is some divide on whether STR's should be permitted—a similar proportion of respondents believe STR's should be prohibited as the proportion who believe STR's should be permitted but with rules/regulations. The majority believe that STR guests should be required to pay a Transient Occupancy Tax (TOT)—roughly 62.2% for the online survey and 81.1% for the live polling. The majority also believe that homeowners should be required to hold a permit to offer their home as an STR (48.8% for the online survey and 84.6% for the live polling).

Public Comment at Outreach Meetings

The public comments made at the five community outreach meetings were transcribed and the interviews were qualitatively analyzed. Three common themes emerged from these meetings: positive comments, negative comments, and proposed solutions—there were also a number of comments about preserving the quality of life in Temecula.

CONCLUSION

Taken together, STR's are growing in the City of Temecula despite this type of business being largely prohibited. There are benefits of STR's which community members described—STR's help homeowners generate revenue, STR's create jobs, STR's provide a low-cost travel opportunity. However, community members brought up a number of concerns they have about STR's—noise disturbances interrupt sleep, there is a lack of accountability/responsiveness, and STR's impact quality of life. That said, those who brought up concerns about STR's often acknowledged that a prohibition may not be feasible but establishing regulations could serve as a fair compromise.

INTRODUCTION

The City of Temecula benefits from a strong tourism economy given the proximity to the Temecula Valley Wineries and the Pechanga Resort and Casino. As a result, the City also is experiencing a growth in short-term rentals (STR's). Additionally, the City is also experiencing an increase in resident concern over the STR's. To address these concerns, the City sought community input to guide the future development of policies related to short-term rentals. The City of Temecula utilized HARC's consulting services to partner in conducting the community outreach meetings and to gather community input with a survey.

The results of these efforts are presented in the current report.

METHODS

Survey

The survey was designed collaboratively between HARC and the City of Temecula. The survey was then made available on the City of Temecula website, was shared widely with the community at-large, and was made available through online polling at the community outreach meetings.

It should be noted that there was a STR host that was offering a \$20 discount to complete the online survey. As such, it is possible that the results from the survey could be skewed. Therefore, it is important to interpret the results of the online survey with some caution.

Outreach Meetings

Community outreach meetings were advertised to residents of the community with the hope that all interested residents would be able to attend and voice their opinion on the topic of short-term rentals in The City of Temecula. A total of five community outreach meetings were held— one meeting was held in each of the five city council districts.

The meetings were facilitated by the City of Temecula in partnership with HARC. The meetings began with the City of Temecula providing a short informational session about short-term rentals and the implications of these rentals for the City of Temecula. Next, community members were given the opportunity to provide public comment by completing a request to speak card. Speakers were called in their respective turns and were given up to three minutes to speak on the topic of short-term rentals. Back-and-forth discussion between the audience was discouraged.

Outreach meetings were held on the following dates and locations:

- Tuesday, July 11th – Ronald H. Roberts Library
- Tuesday, July 17th – Harveston Clubhouse
- Wednesday, July 25th – Temecula Luiseño Elementary
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All meetings were held between 6:00 p.m. and 7:30 p.m.

SURVEY RESULTS

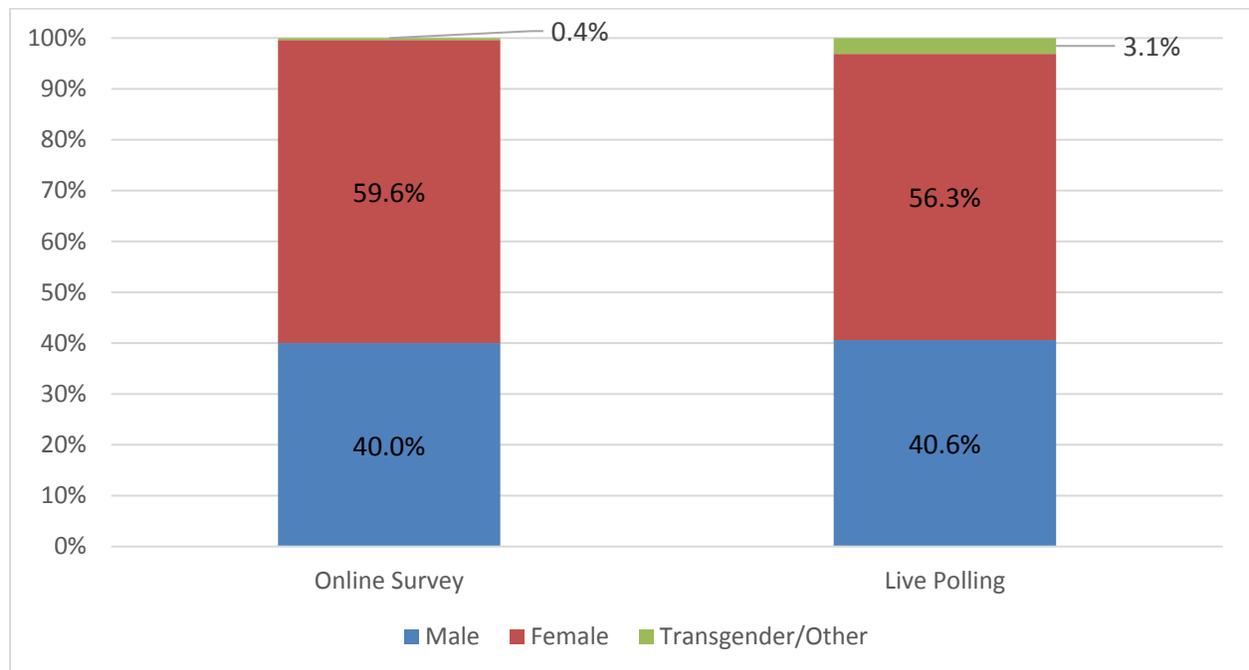
DEMOGRAPHICS

This section of the results describes the demographics of respondents to the online survey and live polling. Overall, the majority of respondents were female, slightly higher in income, and tended to be in middle age groups. Details of these findings are described in the following section.

GENDER

The majority of respondents were female (59.6% for the online survey and 56.3% for the live polling), however there were many males who also participated (40.0% for the online survey and 40.6% for the live polling) See Figure 1 for details.

FIGURE 1. GENDER

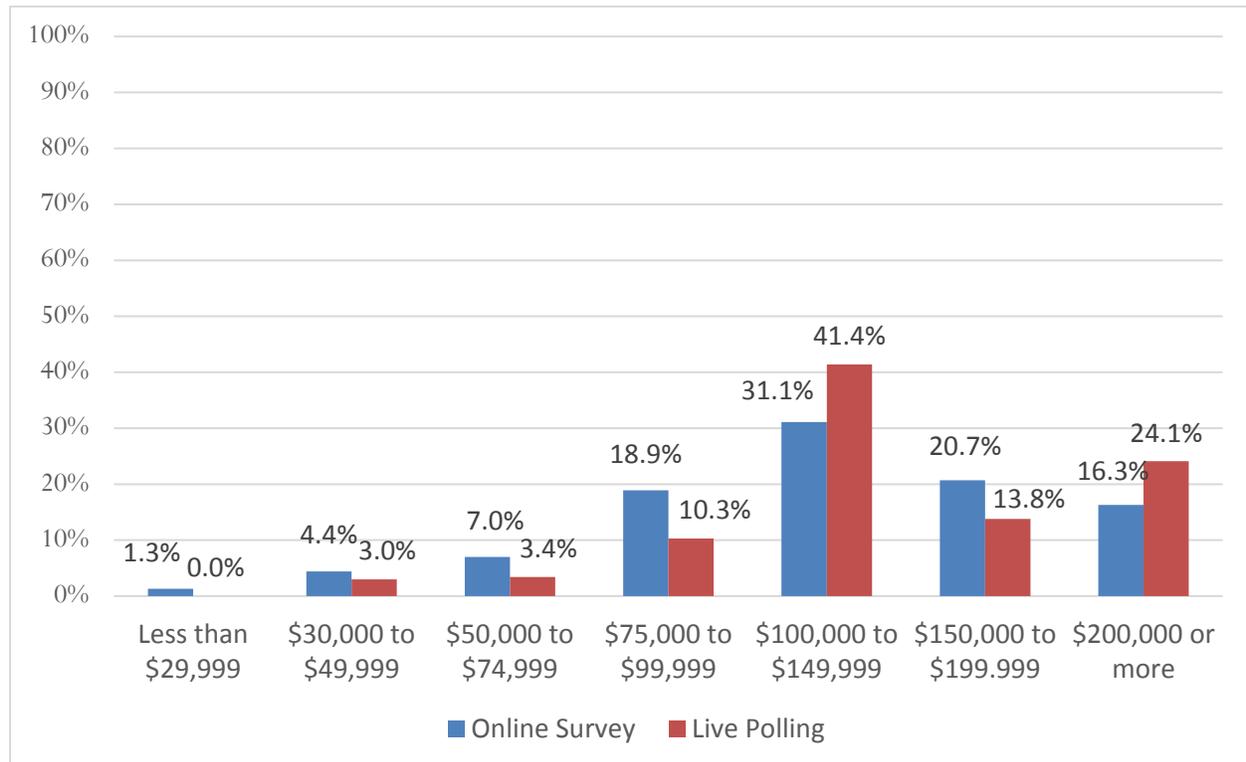


Note. $n = 240$ for the online survey and $n = 32$ for live polling.

INCOME

As illustrated in Figure 2, the majority of respondents in both groups were in higher income brackets. The most common response for the online survey and live polling was that their income was between \$100,000 to \$149,999 (31.1% for the online survey and 41.4% for the live polling).

FIGURE 2. INCOME



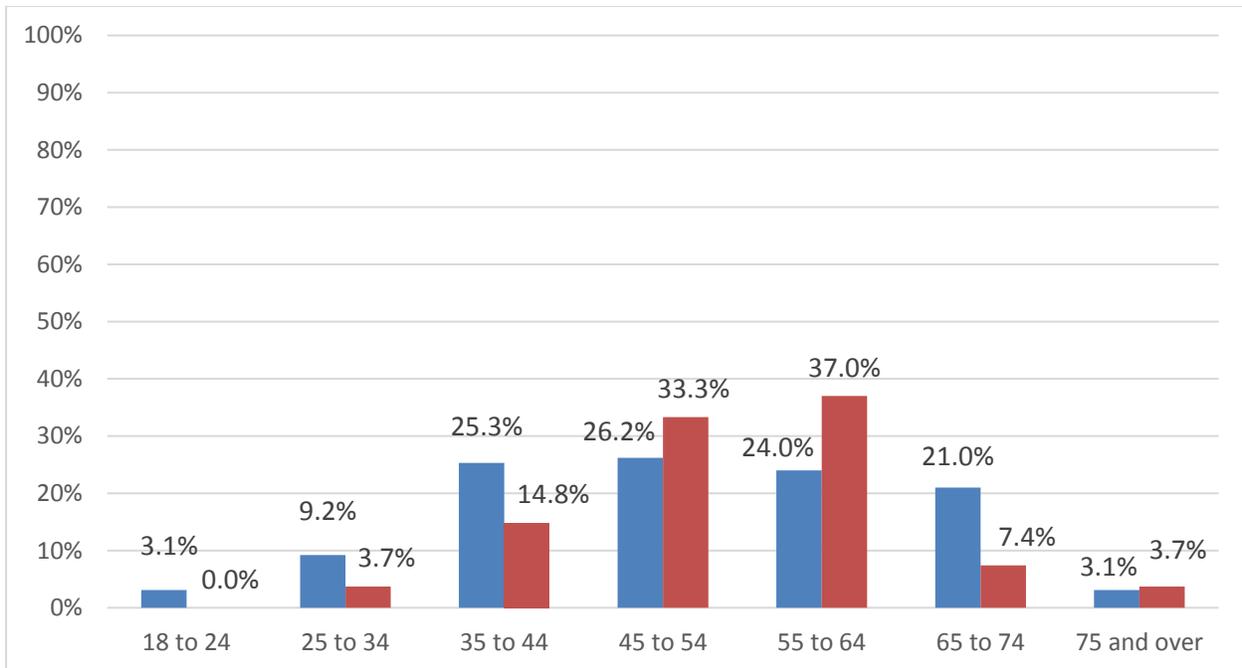
Note. $n = 227$ for the online survey and $n = 29$ for live polling.

AGE

All respondents were asked to indicate their age.

As illustrated in Figure 3 and Table 1, the age distributions were similar for both groups (online survey and live polling). That said, the mean and median age were slightly lower for the online survey (mean = 49.0; median = 49.0) compared to the live polling (mean = 52.7; median = 52.0).

FIGURE 3. AGE



Note. $n = 228$ for the online survey and $n = 27$ for live polling

TABLE 1. AGE

	Online Survey	Live Polling
Minimum Age	20	32
Maximum Age	81	75
Mean Age	49.0	52.7
Median Age	49.0	52.0

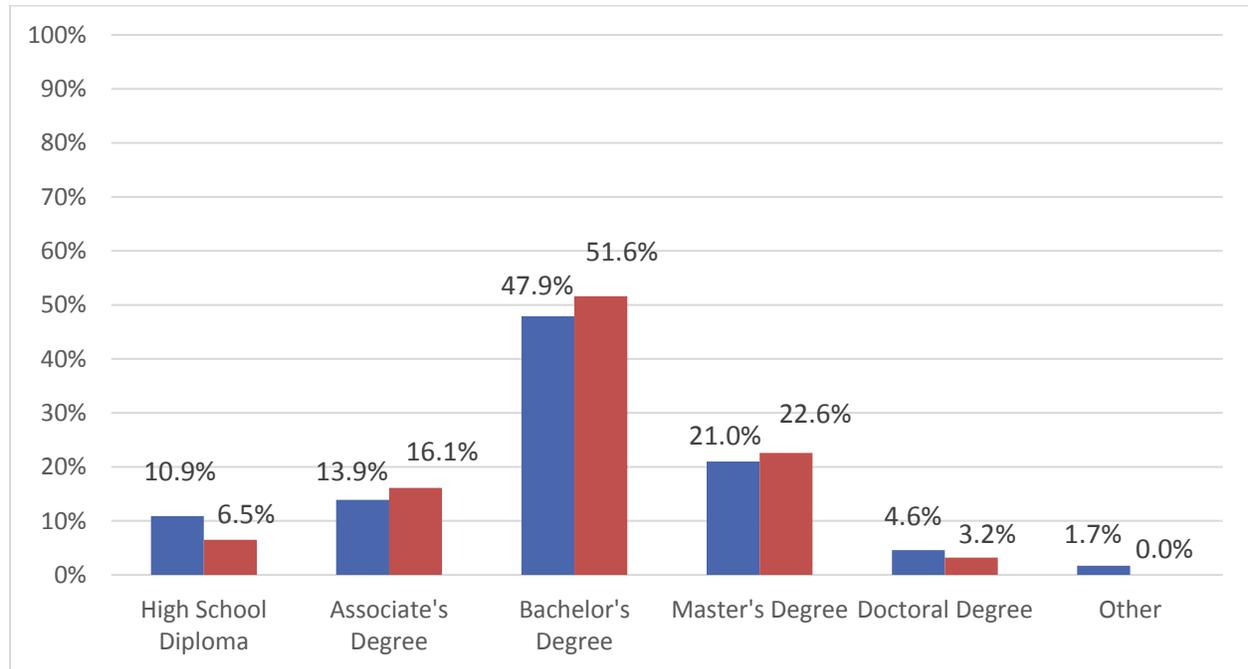
Note. The median is defined as the exact middle value of a data set; precisely half of the data is higher than the median and half of the data is lower than the median.

EDUCATION

Respondents were asked to indicate their highest level of education.

As demonstrated in Figure 4, the education level of both groups (online survey and live polling) was quite similar. The majority of respondents either have a bachelor's degree or a master's degree (68.9% for online survey and 74.2% for live polling).

FIGURE 4. HIGHEST LEVEL OF EDUCATION



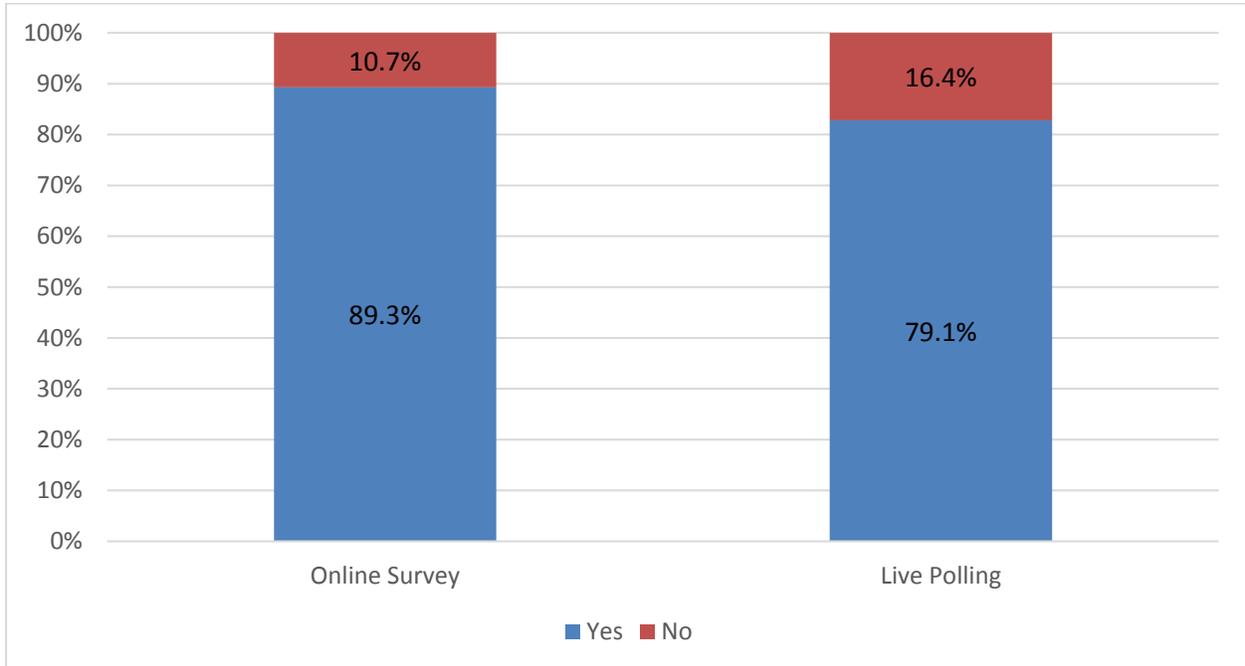
Note. $n = 238$ for the online survey and $n = 31$ for live polling.

RESIDENCY

LIVE IN THE CITY OF TEMECULA

Participants were first asked if they lived in the City of Temecula. As demonstrated in Figure 5, the majority of respondents live in the City of Temecula (89.3% for the online survey and 79.1% for the live polling).

FIGURE 5. LIVE IN THE CITY OF TEMECULA

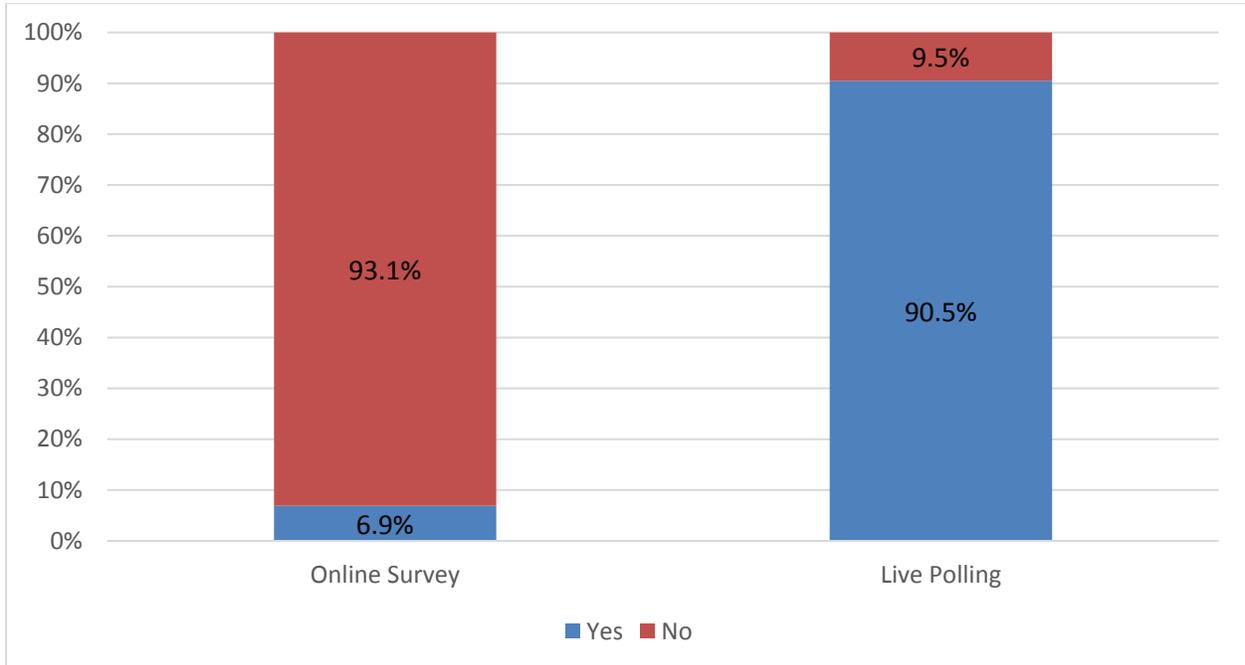


Note. $n = 270$ for the online survey and $n = 67$ for live polling.

OWN PROPERTY IN THE CITY OF TEMECULA

Of those people who indicated they do not live in the City of Temecula, they were then asked if they owned a home property in Temecula. Interestingly, the majority of respondents to the online survey were not homeowners (93.1%) while the majority of respondents at the live polling events were indeed homeowners (90.5%). See Figure 6 for details.

FIGURE 6. OWN PROPERTY IN THE CITY OF TEMECULA

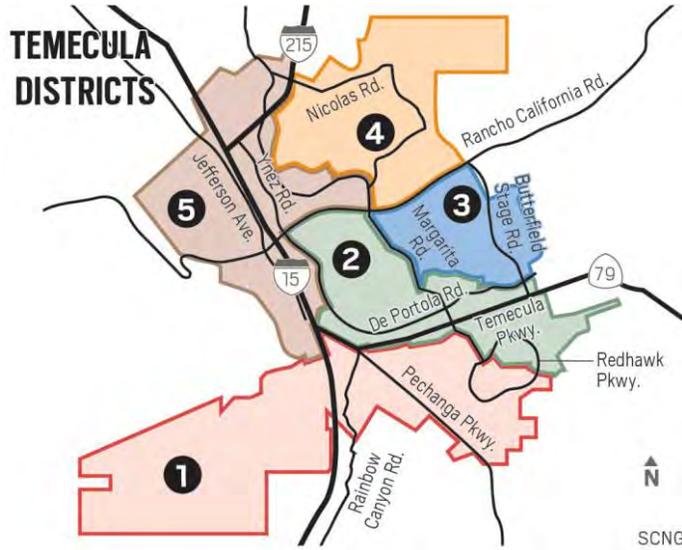


Note. $n = 241$ for the online survey and $n = 63$ for live polling.

DISTRICT OF PRIMARY RESIDENCE

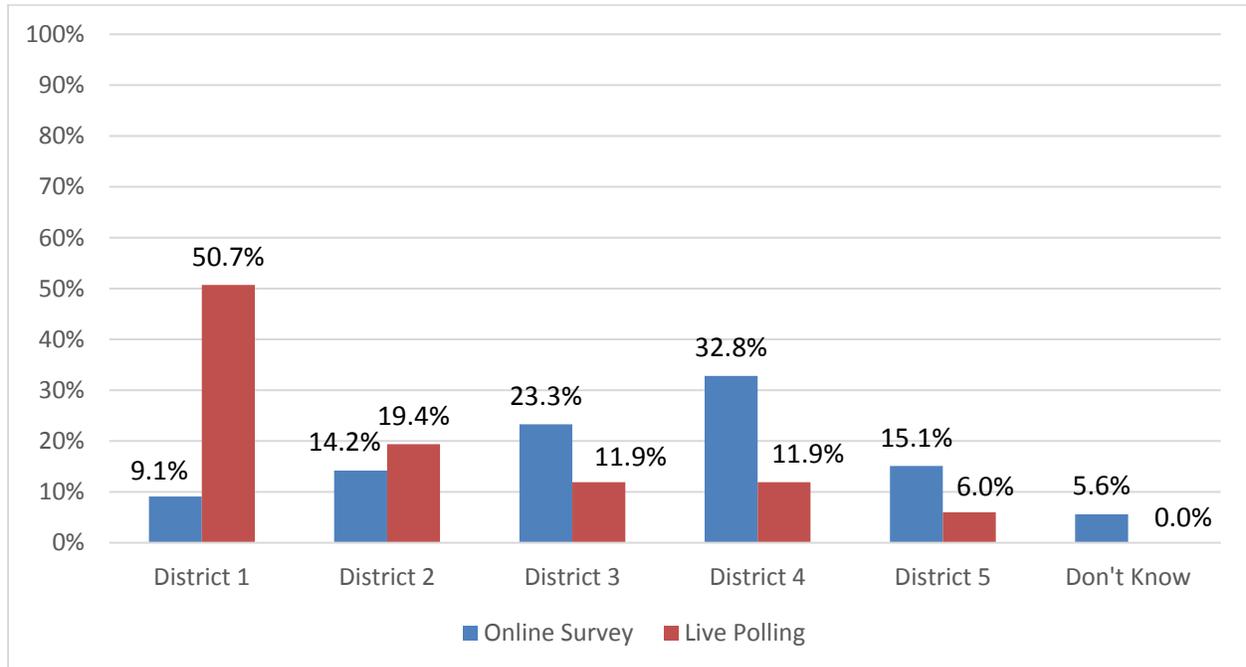
Participants were asked to indicate which district of Temecula their primary residence was located. Figure 7 illustrates the five different districts in the City of Temecula.

FIGURE 7. DISTRICTS OF TEMECULA



As demonstrated in Figure 8, the majority of respondents to the live polling were from District 1 (50.7%). For the online survey, the highest percentage of responses came from District 4 (32.8%).

FIGURE 8. DISTRICT OF PRIMARY RESIDENCE



Note. $n = 185$ for the online survey and $n = 50$ for live polling.

NEIGHBORHOOD OF RESIDENCE

Participants were asked to write the specific neighborhood their primary residence is located within. The most common locations named include: Harveston ($n = 40$) and Vintage Hills ($n = 27$). See Table 2 for details.

TABLE 2. NEIGHBORHOOD OF RESIDENCE SPECIFIED

District	Online Survey	Live Polling	TOTAL
Harveston	34	6	40
Vintage Hills	22	5	27
Meadowview	19	0	19
Woodcrest	12	5	17
Wolf Creek	10	6	16
Vail Ranch	10	2	12
Temeku Hills	8	2	10
Redhawk	6	4	10
Paseo del Sol	6	2	8
Santiago Estates	5	1	6
Saddlewood	-	5	5
Wine Country	4	1	5

Note that there were other areas specified that were not mentioned as frequently.

For the online survey, other responses include: Alta Vista, Avondale ($n = 3$), California Tradewinds, Calle Medusa ($n = 2$), Camino Del Vino Estates ($n = 2$), Chantemar Estates, Chapperral ($n = 3$), Chardonnay Hills ($n = 3$), Country Community, Crown Hill ($n = 3$), De los Caballas, De Luz ($n = 2$), Deer Meadows ($n = 2$), Galway Downs, La Serena, Lake Village, Los Ranchitos, Morgan Hill ($n = 3$), Nicolas Road ($n = 3$), Portofino, Rainbow Canyon Estates, Rancho Bella Vista, Rancho Del Sol, Rancho Highlands, Rancho Solano, Ridgeview, Roripaugh Hills, Saddlewood, Serena Hills, Spanish Hills, Starlight Ridge, Sunset Terrace, The Collection, The Villages ($n = 2$), The Vineyards ($n = 2$), Tradewinds, Villa Avanti, Villages, Winchester Collections, and Wolf Valley.

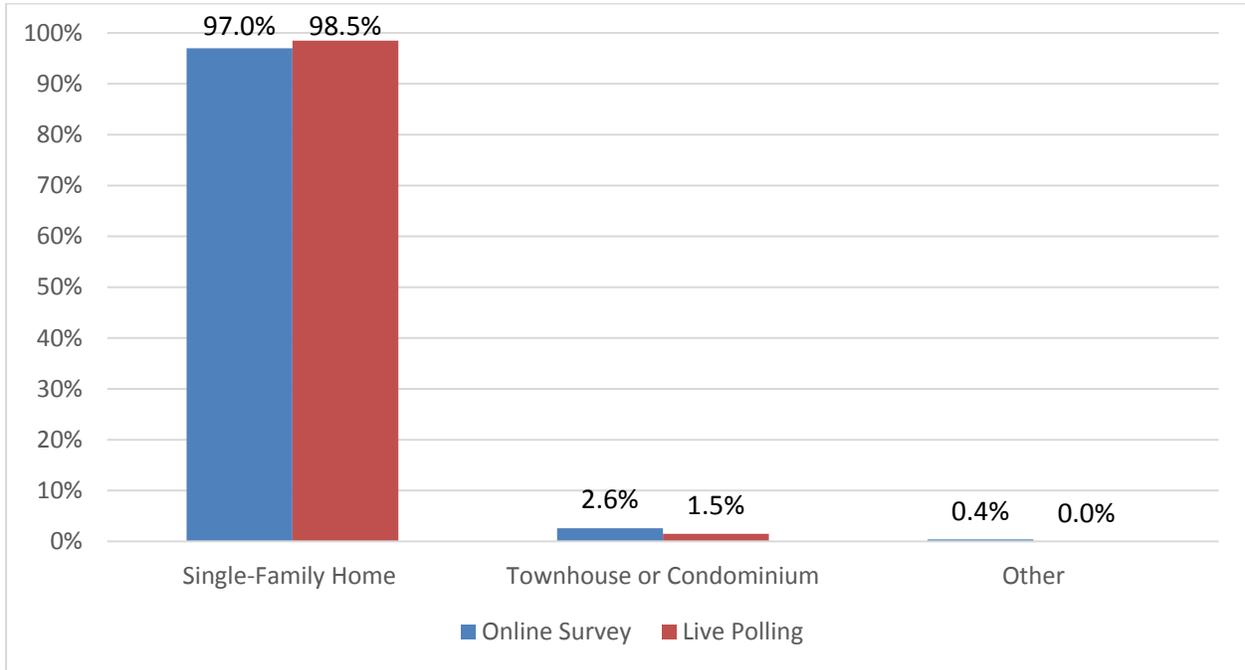
For the live polling, other responses include: Chaparral ($n = 3$), Costaia, Crown Hill ($n = 3$), Deer Meadows ($n = 2$), DeLuz, Glen Oaks, Hidden Hills ($n = 2$), Lake Village, Nicolas Road, Roripaugh Hills, Rural, San Marcos, and Trade Winds.

Note that neighborhoods without an n value had only one person from that region ($n = 1$).

TYPE OF HOME

Participants were asked to indicate the type of home for their primary residence. The most common response was that they lived in a single-family home (97.0% for the online survey and 98.5% for the live polling). There was one “other” response for the online survey and the location specified was a ranch.

FIGURE 9. TYPE OF HOME



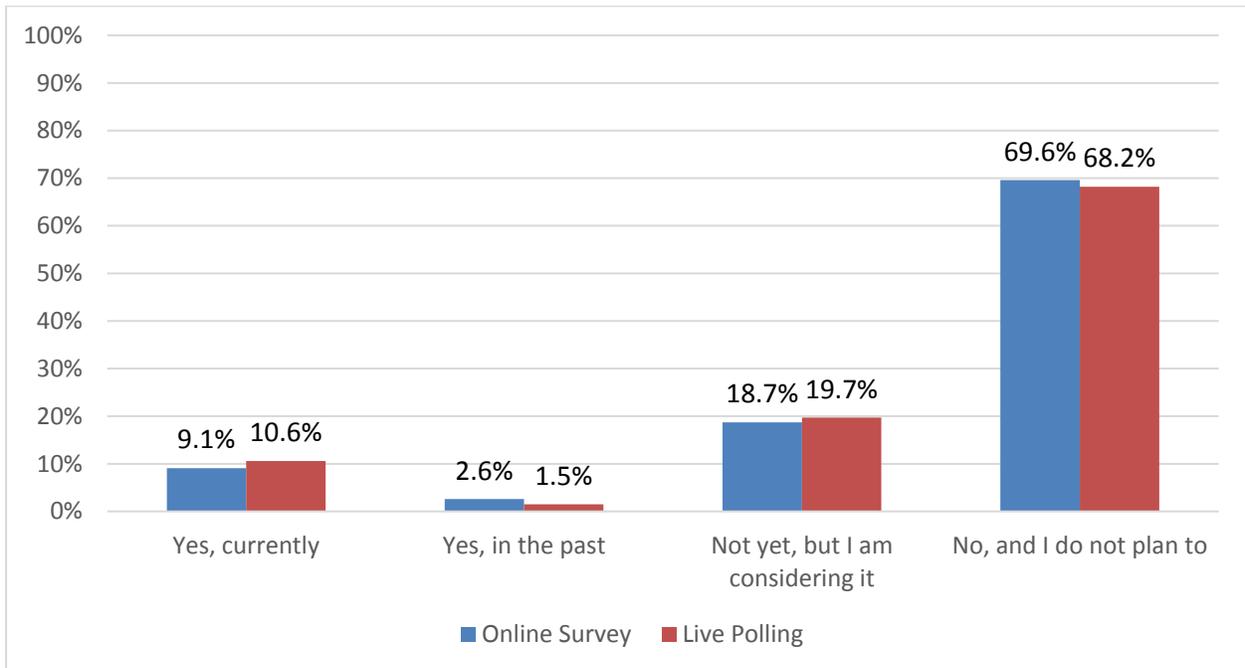
Note. $n = 185$ for the online survey and $n = 67$ for live polling

EXPERIENCE WITH SHORT-TERM RENTALS

ADVERTISE A SHORT-TERM RENTAL

Survey respondents were asked whether they advertise any type of home, property, or structure as a short-term rental in the City of Temecula. The majority of respondents indicated they do not advertise any rental and they do not plan to (69.6% for the online survey and 68.2% for the live polling).

FIGURE 10. ADVERTISE ANY TYPE OF SHORT-TERM RENTAL



Note. $n = 230$ for the online survey and $n = 66$ for live polling.

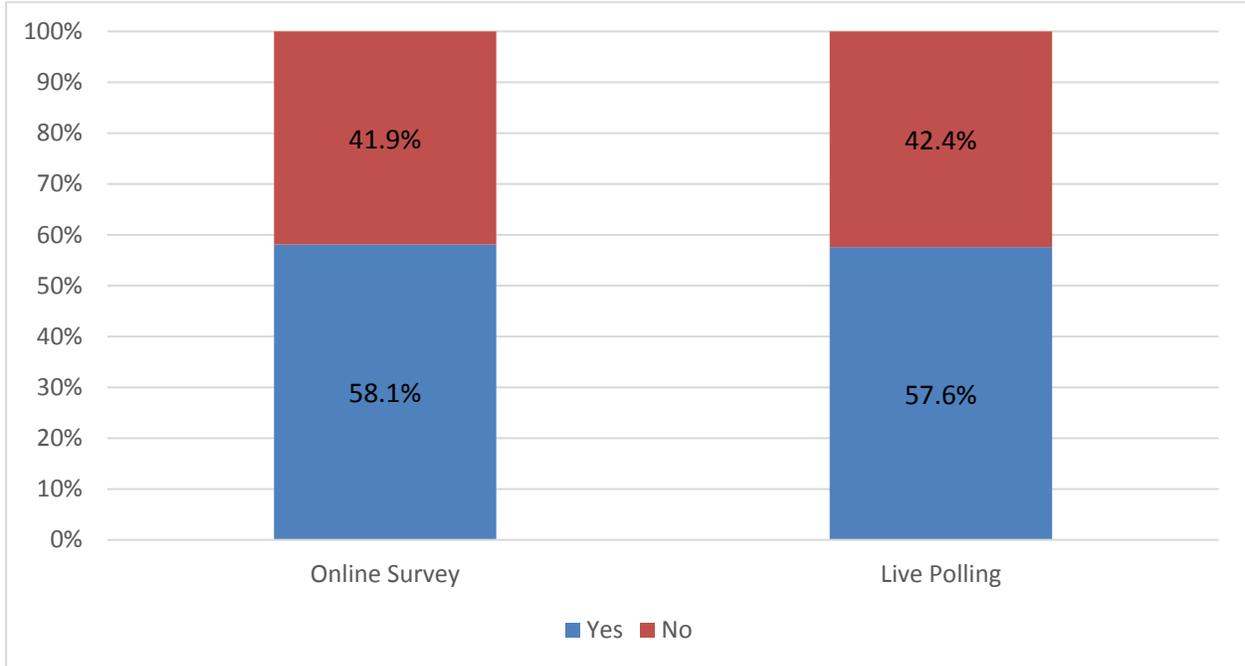
Those participants who indicated they are currently advertising a short-term rental, were subsequently asked how many properties they are currently advertising. For the online survey the majority indicated one rental (86.4%), while others indicated two (4.5%), three (4.5%), and ten (4.5%).

For the live polling, the majority indicated they advertise one rental (50.0%). There were also people reporting they advertise two rentals (12.5%), three rentals (12.5%), six rentals (12.5%), or 17 rentals (12.5%).

AWARE OF SHORT-TERM RENTAL IN THE NEIGHBORHOOD

All respondents were asked whether they were aware of any short-term rentals operating in their neighborhood. The majority have witnessed a short-term rental in their neighborhood (58.1% for the online survey and 57.6% for live polling). See Figure 11 for details.

FIGURE 11. AWARE OF SHORT-TERM RENTALS IN THEIR NEIGHBORHOOD

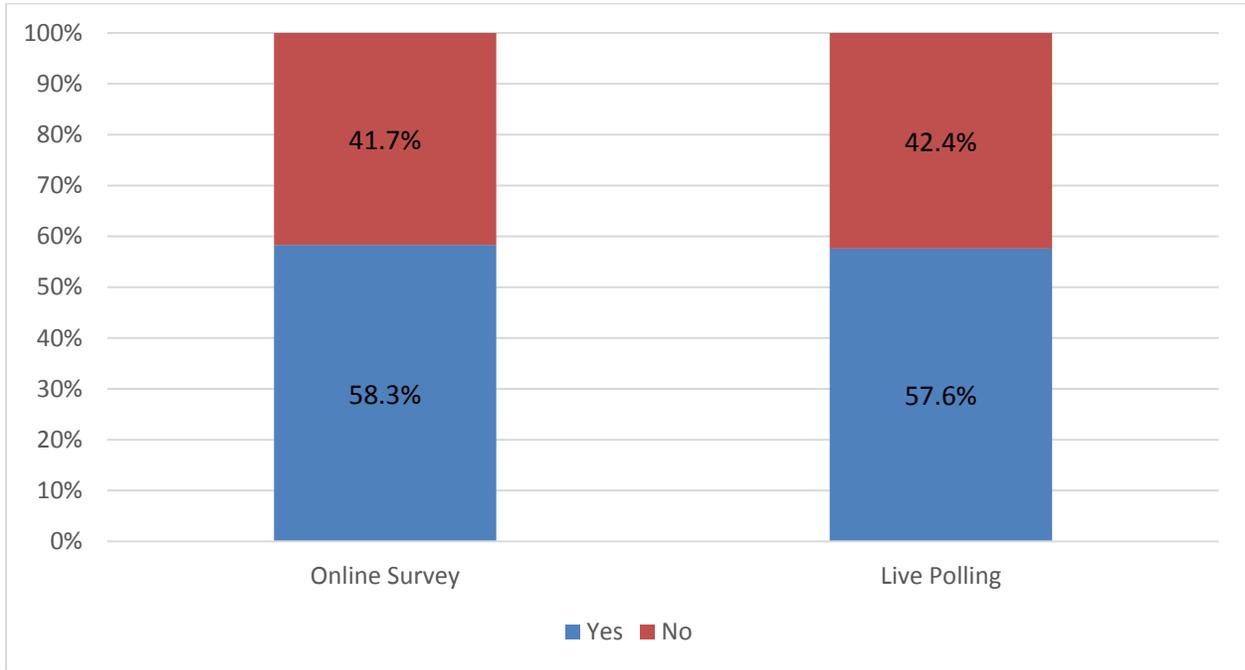


Note. $n = 229$ for the online survey and $n = 66$ for live polling.

PROBLEMS OR ISSUES WITH SHORT-TERM RENTALS

Those people who indicated they have witnessed a short-term rental in their community, were subsequently asked if they have witnessed any problems or issues with the short-term rental(s). The majority of people who have witnessed a short-term rental have also witnessed a problem or issue with that rental (58.3% for the online survey and 57.6% for the live polling).

FIGURE 12. HAVE WITNESSED PROBLEMS OR ISSUES WITH SHORT-TERM RENTALS



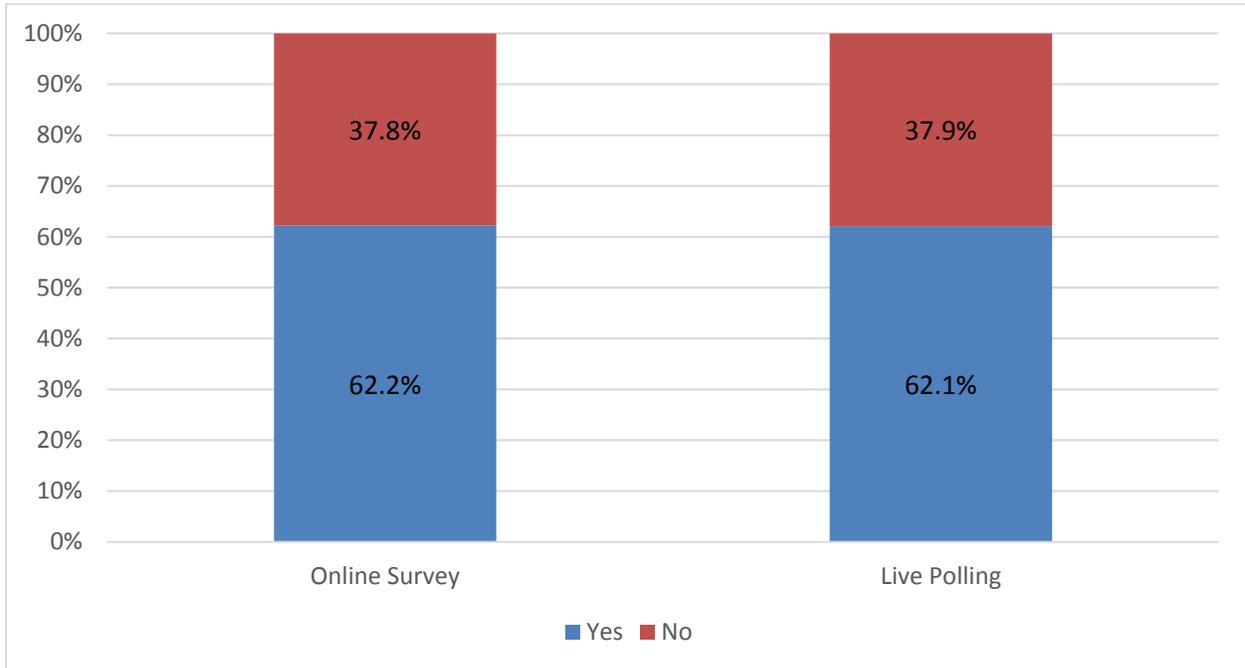
Note. $n = 132$ for the online survey and $n = 59$ for live polling.

See Appendix A for a list of problems witnessed.

HAVE STAYED IN A SHORT-TERM RENTAL

All respondents were asked whether they had ever stayed in a short-term rental property. As illustrated in Figure 13, the majority of respondents have stayed in a short-term rental property (62.2% for the online survey and 62.1% for live polling).

FIGURE 13. HAVE STAYED IN A SHORT-TERM RENTAL

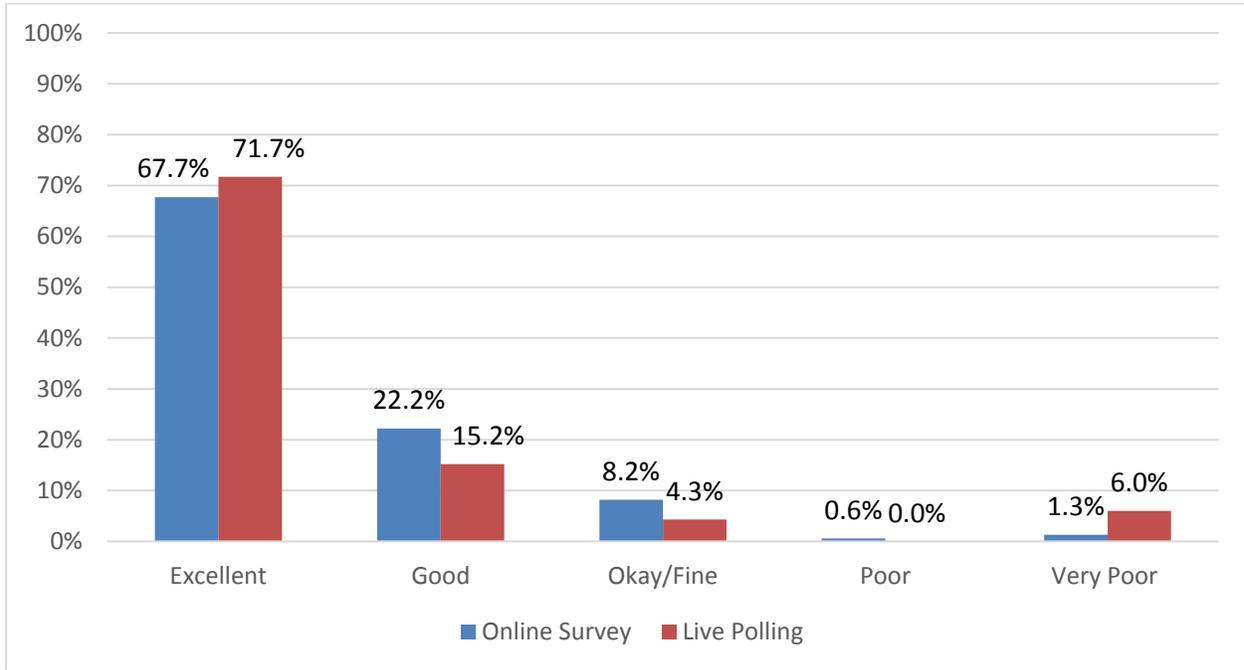


Note. $n = 254$ for the online survey and $n = 66$ for live polling.

RATING OF SHORT-TERM RENTAL EXPERIENCE

Those respondents that indicated they have stayed in a short-term rental, were then asked how they would rate that experience: excellent, good, okay/fine, poor, or very poor. The majority of respondents rated their short-term rental experience as excellent (67.7% for the online survey and 71.7% for the live polling).

FIGURE 14. RATING OF SHORT-TERM RENTAL EXPERIENCE

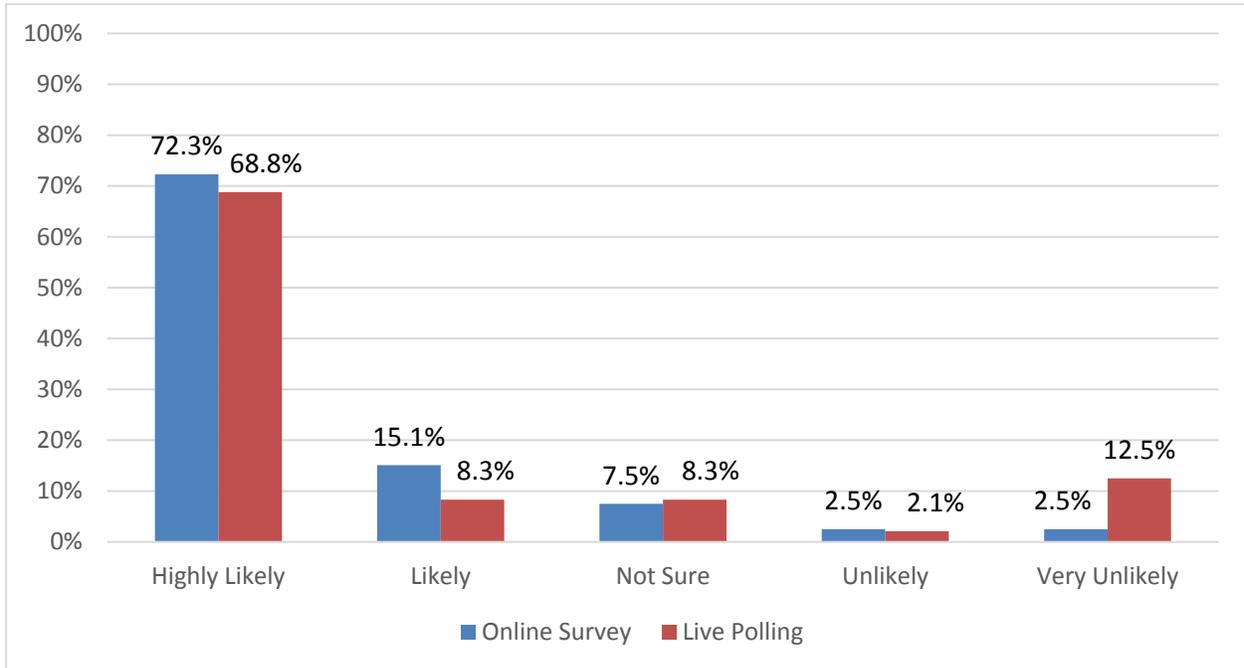


Note. $n = 158$ for the online survey and $n = 46$ for live polling.

WOULD STAY IN A SHORT-TERM RENTAL AGAIN

Those who have stayed in a short-term rental were also asked whether they would stay in a short-term rental property again. As illustrated in Figure 15, the majority of respondents are highly likely to stay in a short-term rental again (72.3% for the online survey and 68.8% for the live polling).

FIGURE 15. WOULD STAY IN A SHORT-TERM RENTAL AGAIN



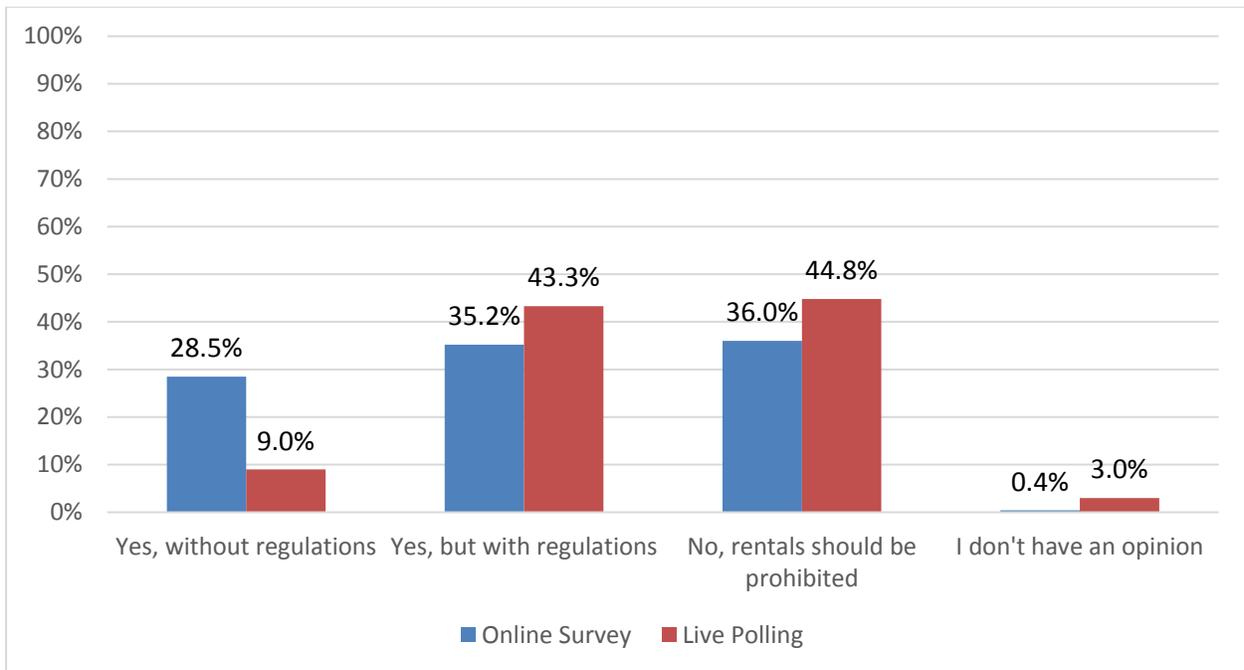
Note. $n = 158$ for the online survey and $n = 48$ for live polling.

REGULATIONS FOR SHORT-TERM RENTALS

SHOULD SHORT-TERM RENTALS BE ALLOWED/PERMITTED

All respondents were asked whether they believe short-term rentals should be allowed/permitted in the City of Temecula. Respondents were somewhat divided—the most common responses were “no, rentals should be prohibited” and “yes, but with rules/regulations established”. See Figure 16 for details.

FIGURE 16. SHOULD SHORT-TERM RENTALS BE ALLOWED



Note. $n = 158$ for the online survey and $n = 67$ for live polling.

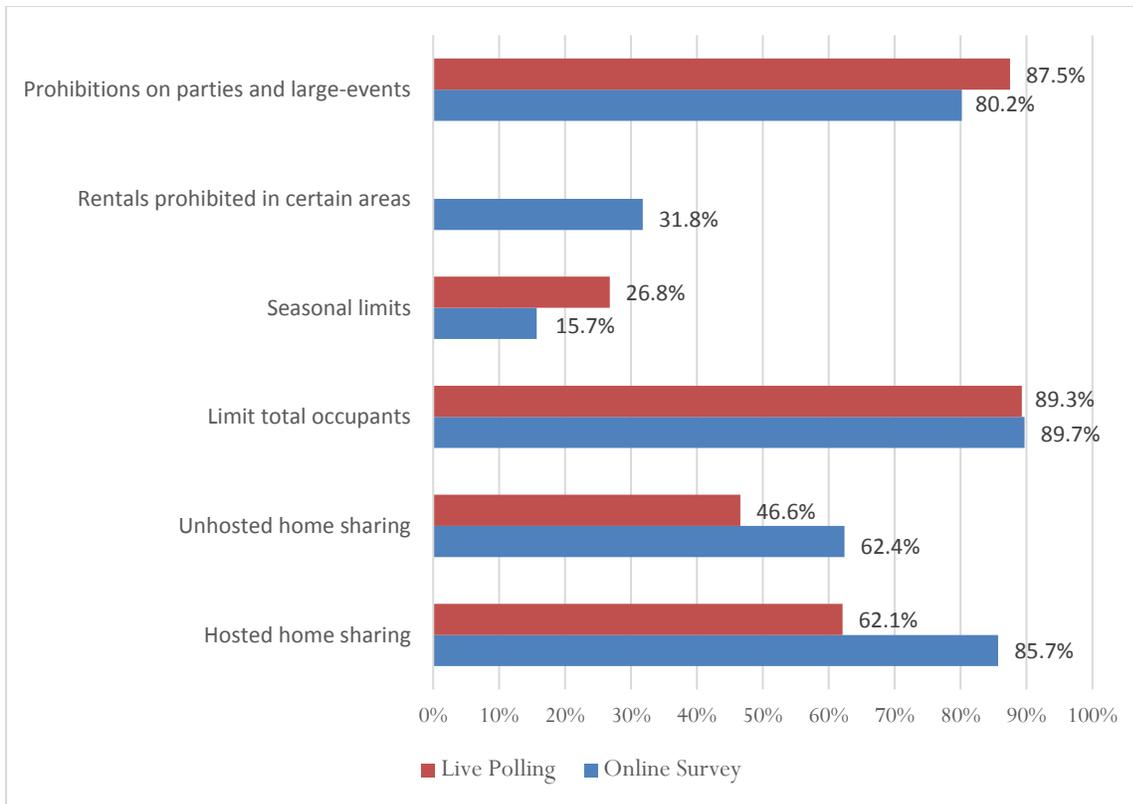
SUPPORT FOR SHORT-TERM RENTAL REGULATIONS

Respondents not opposed to STR's were asked to indicate which of the following rules and regulations on short-term rentals they supported. Figure 17 and Figure 18 demonstrate the various regulations and the proportion of respondents that support each of them.

The regulations with the most support include prohibitions on parties and large-events, limit on total occupants, quiet hours, parking rules/limitations, and requirements for trash pickup.

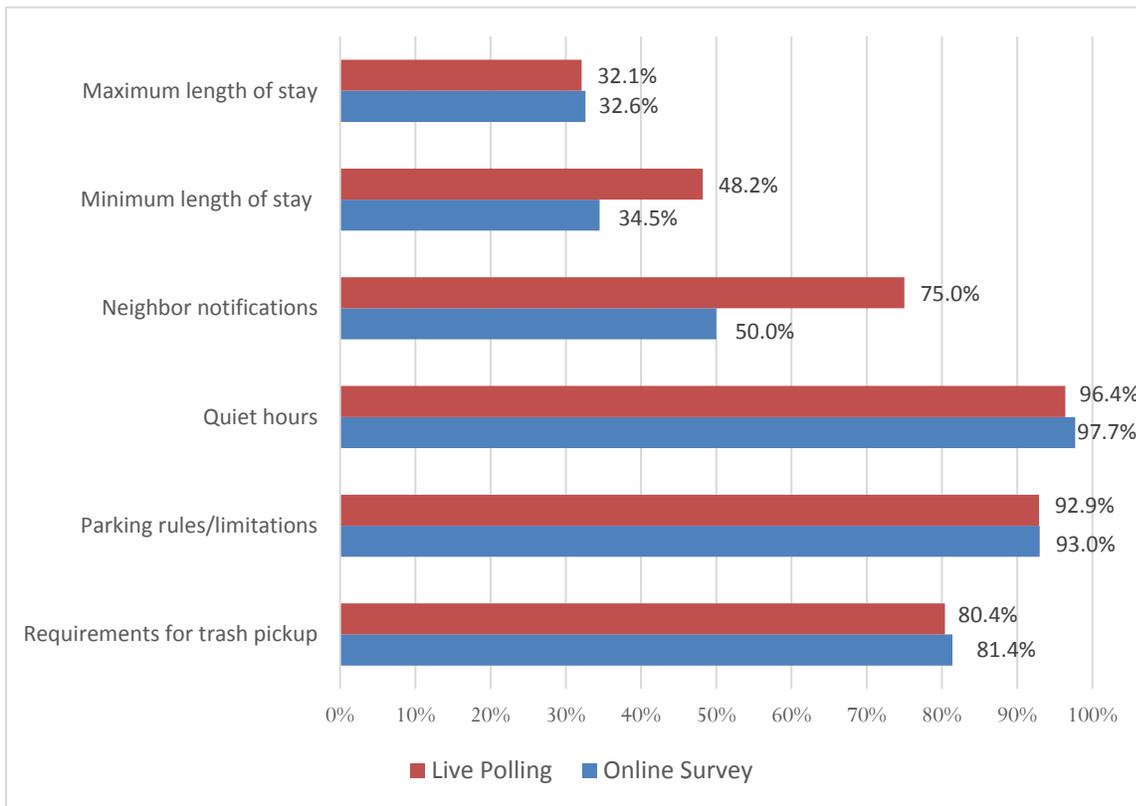
It should be noted that the regulation "rentals prohibited in certain areas" was not asked during the live polling, so it is unclear what that group thinks about that particular regulation.

FIGURE 17. SUPPORT FOR SHORT-TERM RENTAL REGULATIONS



Note. For the online survey $n = 84$, $n = 85$, $n = 87$, $n = 83$, $n = 83$, $n = 85$, $n = 86$, respectively. For the live polling $n = 56$, $n = 0$, $n = 56$, $n = 56$, $n = 56$, $n = 58$, $n = 58$, respectively.

FIGURE 18. SUPPORT FOR SHORT-TERM RENTAL REGULATIONS

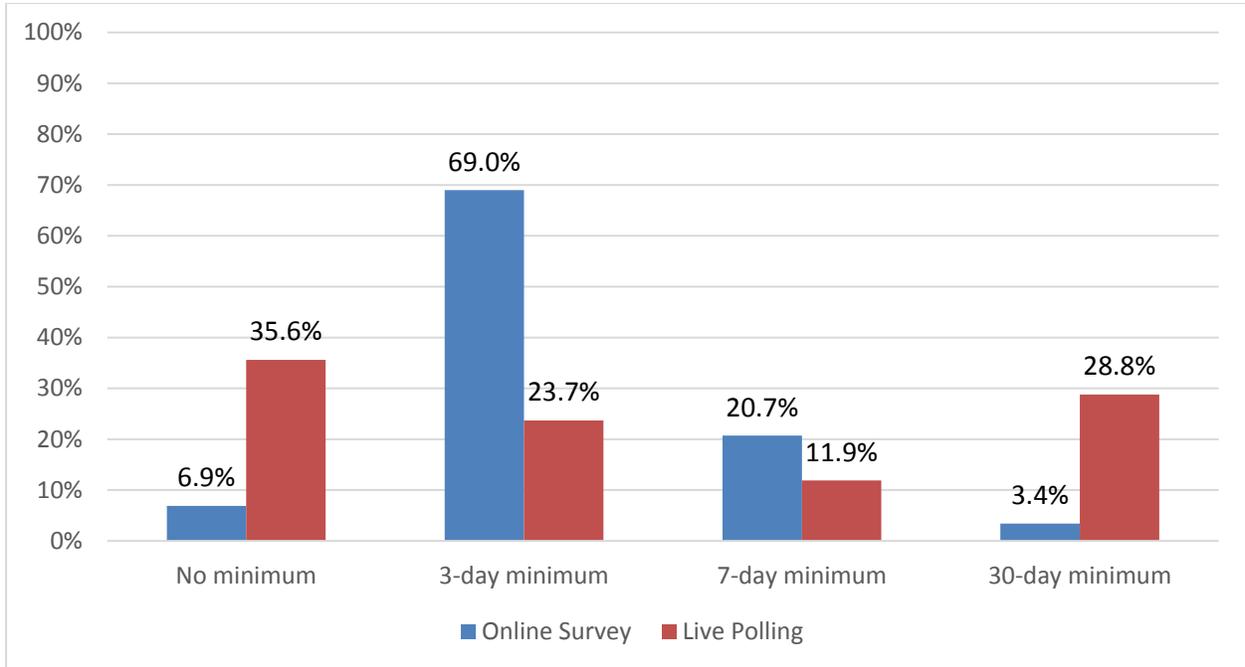


Note. For the online survey $n = 86$, $n = 86$, $n = 87$, $n = 86$, $n = 86$, $n = 87$, $n = 86$, respectively. For the live polling $n = 56$.

TERMS FOR MINIMUM LENGTH OF STAY

Respondents who indicated there should be a minimum length of stay requirement, were then asked what that minimum length of stay should be. For the online survey, the most common response was there should be a 3-day minimum length of stay (69.0%). For the live polling, the common responses include: there should be no minimum (35.6%), there should be a 30-day minimum (28.8%), and there should be a 3-day minimum (23.7%).

FIGURE 19. TERMS FOR MINIMUM LENGTH OF STAY

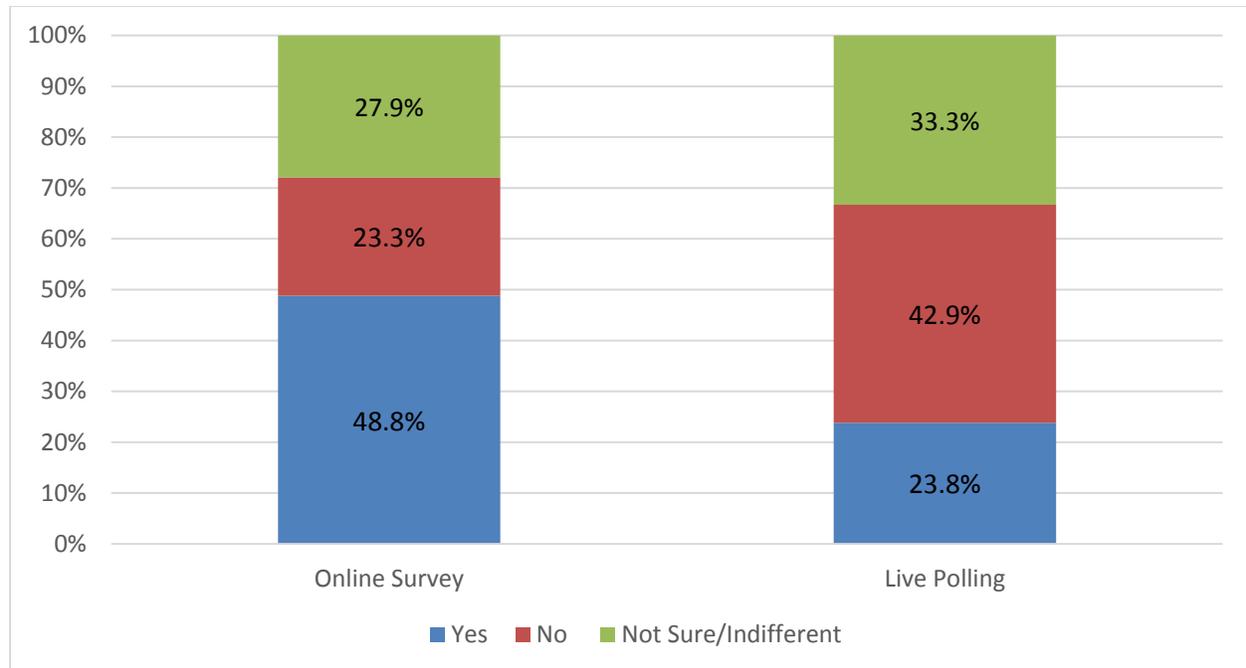


Note. $n = 29$ for the online survey and $n = 59$ for live polling.

RULES FOR SMALL VS. LARGE PROPERTIES

Those respondents that don't want to prohibit STR's were asked whether there should be different rules for small rental properties (such as room, apartments, and condos) compared to large rental properties. The most common response for the online survey was "yes" there should be different rules for large and small properties (48.8%) but the most common response for the live polling was "no" the rules should be the same (42.9%). See Figure 20 for details.

FIGURE 20. DIFFERENT RULES FOR SMALL PROPERTIES VS. LARGE PROPERTIES



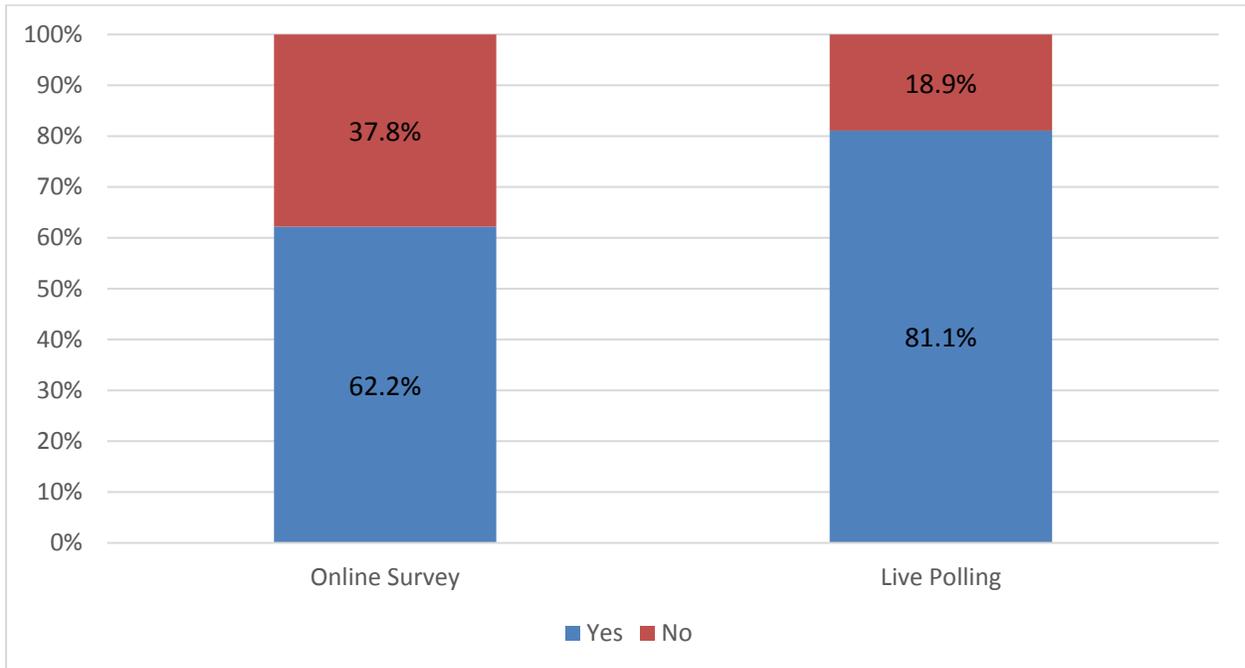
Note. $n = 86$ for the online survey and $n = 21$ for live polling.

TRANSIENT OCCUPANCY TAX (TOT)

Transient Occupancy Tax (TOT) is a tax paid by the short-term rental guests which helps to fund City projects such as infrastructure, public parks, and environment efforts, etc.

Respondents not opposed to STR's were asked whether a TOT should be collected from all short-term rental guests. As illustrated in Figure 21, the majority of respondents believe that yes, a TOT tax should be collected from short-term rental guests (62.2% for the online survey and 81.1% for the live polling).

FIGURE 21. TRANSIENT OCCUPANCY TAX

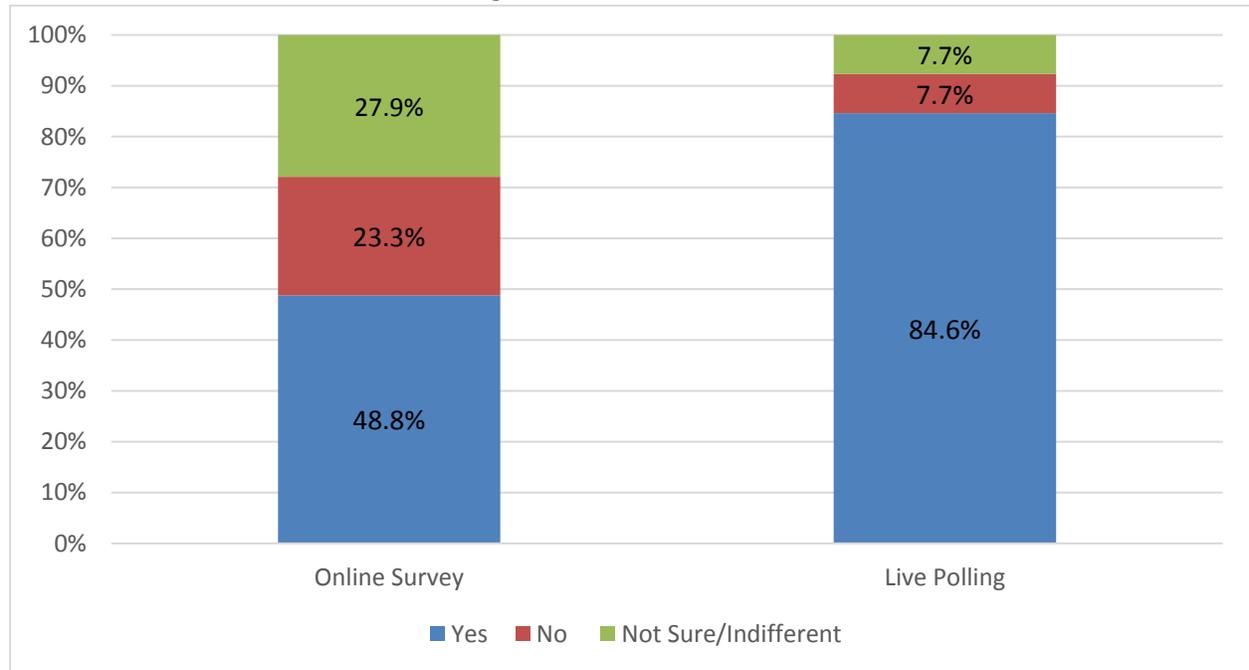


Note. $n = 85$ for the online survey and $n = 53$ for live polling.

SHOULD PERMITS BE REQUIRED

Respondents not opposed to STR's were asked whether homeowners should be required to hold a permit in order to offer their home as a short-term rental. The most common response was that yes, homeowners should be required to hold a permit (48.8% for the online survey and 84.6% for the live polling). That said, responses varied for the online survey which had a number of people report that a permit should not be required (23.3%) or they are not sure/indifferent (27.9%) to the question.

FIGURE 22. SHOULD PERMITS BE REQUIRED



Note. $n = 85$ for the online survey and $n = 26$ for live polling.

PUBLIC COMMENT AT OUTREACH MEETINGS

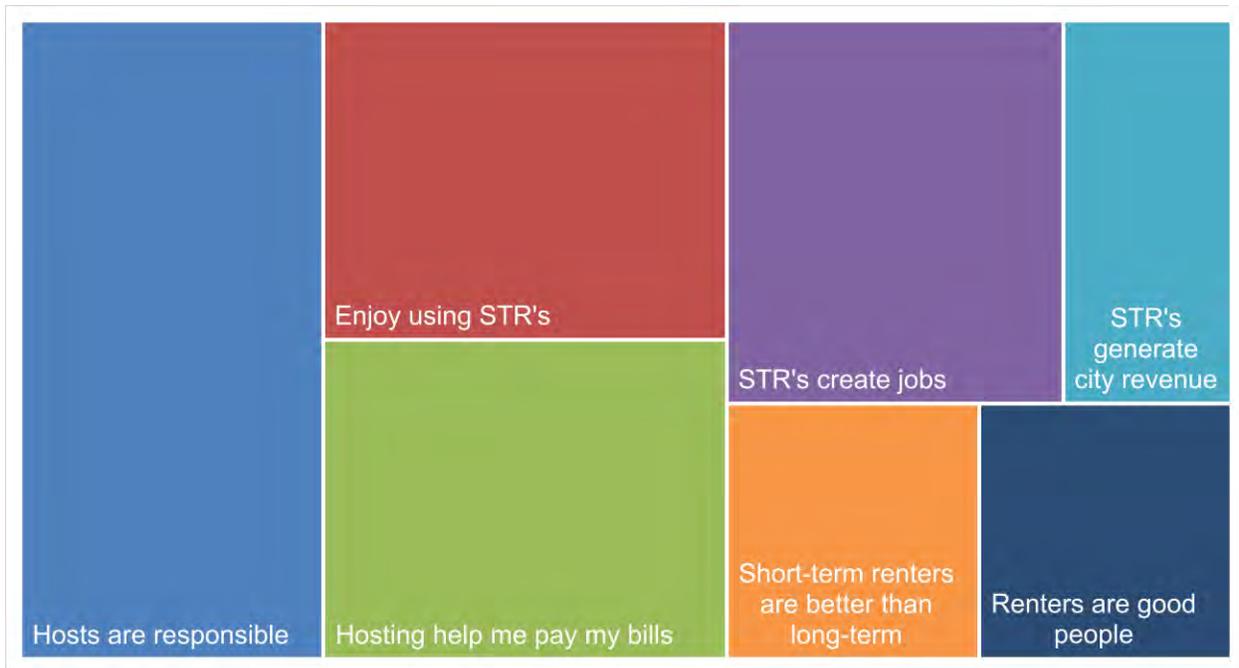
At each of the five outreach meetings, attendees were invited to provide to take the online survey—but they were also invited to provide their personal comments on the topic of short-term rentals in the City of Temecula. All comments were coded with labels to describe the nature of the comment, then those similar labels were paired together to create broader themes or categories. Note that there are no numerical values tied to each of the main themes. Qualitative analyses are somewhat subjective so a concrete numerical value could include some error or be misleading. However, the size of each of the shapes below represents which themes were most common (larger rectangle/square) and which were least common (smaller rectangle/square).

Categories were organized into positive comments, negative comments, and proposed solutions. There were also a few comments about preserving the quality of life in Temecula.

POSITIVE COMMENTS ABOUT SHORT-TERM RENTALS

There were numerous positive comments about short-term rentals—many of which came from individuals who were hosts of short-term rentals. There were eight positive themes that emerged from the outreach meetings, as illustrated in Figure 23.

FIGURE 23. POSITIVE COMMENTS ABOUT SHORT-TERM RENTALS



One of the most common themes that emerged is that hosts are responsible people. Again, many of these comments came from hosts themselves, but they detailed the efforts they made to guard their community. Efforts included safety lighting and technology, strong rules, and harsh fines for violations of those rules.

Another common theme was that many described how much they enjoy using short-term rental services when they travel to other places. For example, one community member described “We only travel on Airbnb. We get it because we don’t want to share a hotel. It would be really sad to think those things don’t exist for us.”

Other common themes include: hosting helps me pay my bills, STR’s create jobs, STR’s generate city revenue, STR’s are better than long-term rentals, and lastly STR occupants are good people. See Appendix B for a full list of positive comments.

“99% of my renters are good solid citizens, like yourself,
who are just looking for a family-style vacation.”

NEGATIVE COMMENTS ABOUT SHORT-TERM RENTALS

There were numerous negative comments about short-term rentals—many of which came from individuals who had short-term rental operations in their neighborhood. There were eight negative themes that emerged from the outreach meetings, as illustrated in Figure 24.

FIGURE 24. NEGATIVE COMMENTS ABOUT SHORT-TERM RENTALS



The most common theme that emerged is that noise disturbances are a problem—particularly at night when residents are trying to sleep. Another common complaint is that there is a lack of accountability for many of the issues that arise. The City, police, STR websites, the STR hosts, and the tenants were all mentioned as entities that offer little to no help for resident grievances about short-term rentals.

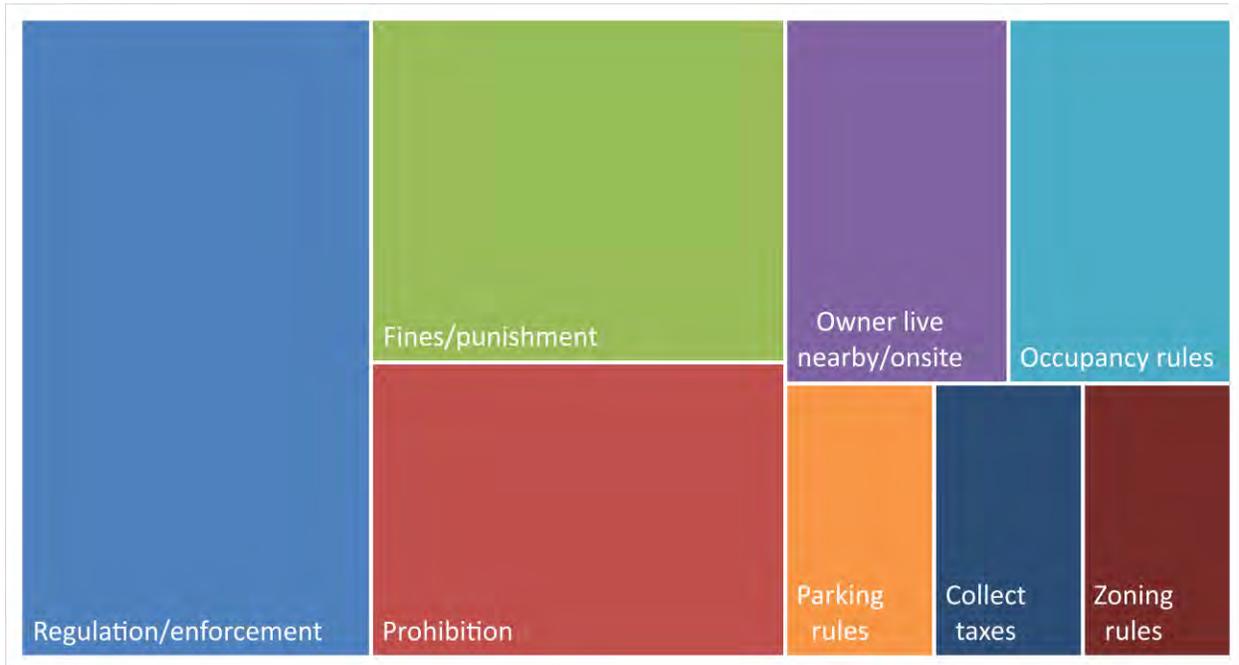
Other common negative comments related to lack of help from police, safety concerns, parking issues, negative impact on quality of life, and lastly hosts are often unavailable. See Appendix C for a full list of negative comments.

“They’re up until 3am, loud as can be, cul-de-sac filled with cars, f-bombs being screamed all hours of the night.”

PROPOSED SOLUTIONS FOR SHORT-TERM RENTALS

While there were both positive and negative comments about short-term rentals, there were also a number of solutions proposed by those who attended the outreach meetings. There were eight general solutions that emerged from the outreach meetings, as illustrated in Figure 25.

FIGURE 25. PROPOSED SOLUTIONS



The most common theme was that there needs to be both regulations/rules established and there needs to be enforcement of these rules. Suggestions included an STR task force and stringent City regulations. Along those lines, another suggestion was that there should be fines and punishments that are stringent enough to prevent rule violators. Another suggestion was simply a prohibition of all short-term rentals in the community.

“Every business that’s out there should be regulated.”

Other suggestions include: the owner should live nearby/onsite, there should be parking rules, there should be occupancy rules, taxes should be collected, and lastly there should be zoning rules designating which areas should permit short-term rentals. For a full list of comments, see Appendix D.

A NOTE ABOUT QUALITY OF LIFE

Throughout the outreach meetings there was an additional theme that emerged from the comments provided by the community. Specifically, there were many community members who commented on the high quality of life in Temecula, and that short-term rentals should not in any way hamper that quality of life. Some described the importance of preserving the safety of their community, while others mentioned the importance of preserving the reputation of the City of Temecula. For example, one community member stated “I fear our city’s reputation is at risk. If our representatives don’t act in a timely manner, we will no longer be able to pride ourselves as one of the best and safest places to live. See Appendix E for the comments related to quality of life.

“The quality of life that we all came to Temecula
for should be respected.”

CONCLUSION

Short-term rentals are growing immensely in the City of Temecula. There are benefits of STR's which community members described throughout this process—STR's help homeowners generate revenue, STR's create jobs, and STR's provide a low-cost travel opportunity. However, community members also described number of concerns they have about STR's—noise disturbances that interrupt sleep, there is a lack of accountability/responsiveness to unruly behavior, and STR's impact the quality of life in Temecula.

Importantly, most community members acknowledge that prohibition of short-term rentals may not be entirely feasible. That said, many suggested regulations that could serve as a fair compromise. The regulations with the most support from survey respondents include prohibitions on parties and large-events, limit on total occupants, quiet hours, parking rules/limitations, and requirements for trash pickup. Exploring these and other regulations more in-depth could provide additional guidance to the City.

Additional research on short-term rentals should aid in the City's understanding of their community. The City of Temecula might consider utilizing more scientifically grounded research methods, to ensure that a more random sample of the community is polled. Additionally, it would be beneficial for the City to conduct another survey which is programmed to ensure that respondents can only vote once (and not multiple times). All in all, the present report presents useful insight into the opinion of residents in the City who are passionate on the topic of short-term rentals.

APPENDIX A

Complaints from the Live Polling

- A neighbor on the street rented out to a group who threw a rager. At the party there was pot being smoked and loud music. There was loud yelling and screaming.
- Before we had short term rentals shut down in our neighborhood due to the HOA The home next door to my residence rented their house out to a party of about 40 to 60 people, literally. At approximately 930 that evening about 7 to 9 strippers came walking down the street and entered that residence. I know this for a fact as I was able to see them through the window as to what they were doing. This is just one of many instances.
- Constant noise and loud partying all day and into the early morning hours. Firecrackers shot off in the driveway.
- Excessive noise, amplified parties, excessive parking off site, noise after 10pm, no respect for the neighbors
- Have neighbors that a party every weekend
- Interference with quiet enjoyment of your home.
- Loud noise , cars, disrespectful renters
- Loud noise, disrespect for neighbors, many cars
- Loud noise, parking issues
- Loud noise. Parties every night. Poor response from law enforcement. Confrontations with airbnb owners.
- Loud parties and owners and realtors threatening local home owners for bringing up issues that endangered the safety of nearby families.
- Loud parties, trash in streets
- Loud partying. Lots of cars
- Multiple men and a women walking early in morning to corner to catch an uber ride.
- Noise
- Noise & parking
- Noise abatement, parking issues.
- Noise and parties at all hours and days. Too many cars. Too many times we had to complain to the police.
- Noise trash excessive cars
- Noise, especially barbecues and pool areas but also from open windows, disregard for neighbors, parking (never in garage or driveway, blocking other driveways
- Noise, late night drunkenness, partying and yelling until late into the night
- Noise, parking
- Noise, parking, HOA violations
- Noise, too many cars, trash
- Noise. Garage. Illegal parking. Illegal business. Large groups roaming.
- Noise Safety Alcohol and drugs
- Nose parking trash

- Parking issues, large parties with loud guests
- Parking, transient population (not homeless, just not stable) creates safety issues.
- Strangers, cars parking other than at the subject home, stretch limos, noise,
- The house was advertised as able to House 15 people so large groups held big, loud, obnoxious parties into the wee hours of the. Morning with no consideration to the families around them.
- Traffic. Partying. Disregard for neighborhood etiquette and children
- We are in an HOA. People complain of noise, parking, lack of respect for common areas
- Yes, noise, trash, drunk, parking, parties, too many people, music, strangers, safety,

Complaints from Online Survey

- A problem we see on our cul-de-sac is too many people gathering at the house prior to a wedding rehearsal for example. They fill up the driveway and block the sidewalk and use up our parking spaces in front of other homes. We are on a cul-de-sac of 16 homes and without restrictions on the number of cars, one such rental is too enough. The manager of rental has given us their contact info but do not respond or is very slow to respond. Noise has not been an issue. Renters have always been cordial but we prefer not to have to knock at their door and remind them of the owners rules and fines etc.
- Our bedroom window is facing the street. We can hear car doors open and closing all times of the night, when they come home, go back to car etc. Cars on weekend of 8/17/18 thru 8/19/18 were 6 in driveway, blocking the sidewalk and street. Also 9 passenger van parked for at least 2 days in front of our neighbors house. Limo's have been there at all times of day and night. Pool activities into late hours of night with lights on and noise. They use this house for a meeting place for bachelorette parties, birthday parties, adult parties, etc. This is a meeting place for whoever rents it because they don't have the facilities to do it at there house. These people are strangers to this neighborhood. We didn't buy a house in Temecula that was in a business district with halls that people go to so they can party into the night.
- Allowing weddings for non-family or friends is a problem as well as too many people allowed per room. I only allow 5 people and no weddings or parties and they must follow the sound guidelines
- Bath towels drying on the front balcony, large trash bin in front of house for many days due to trash generated by Airbnb renters, noise level of guests in backyard pool, many vehicles parked up and down the street as rental is shared by many.
- Constant noise day & night, to may cars parked up & down the street. Complained many times that they park in front of our house when asked not to.
- Definitely have seen an increase in traffic, as well as reckless driving, such as speeding in our once quiet cul de sac. Increased noise level, parking is limited for residents and our guests. Continuous flow of strangers. Very large parties. Littering. Drunk urinating on the street.
- Drunk drivers, driving into wrong property, car accident on our property, noise issues
- Drunk driving. Vandalism. Safety to minors and the public. Speeding. Loud music. Disorderly behavior. Violations of existing HOA CCR's.

- Excessive cars. Dumpster continuously on the street. Non residents using HOA amenities, summer such as pool and leaving trash.
- Hi Mr Rahn, we are residents of the city. [There is an Airbnb near me and] Since this time we have had parking issues on our street for the people who are actually homeowners. My son cant park in front of my home now because of the BnB. Besides the fact I'm emailing you 11pm on a work night because there is so much noise coming from the house. I called the Sheriff at 9:30 and again at 10:00 used to be a quiet
- pm. I have concerns that they advertise the house sleeps 16! Its the same floor plan i have surely there is some city zoning codes against this. I am hoping that Temecula chooses to ban this type of rental property it is ruining our neighborhood. Concerned Citizen
- Home is right outside of Temecula city limits within wine country area: The short term rental is a large home that became a rental well after most residents moved in. It is advertised on Airbnb as holding up to 24 people which means it's mostly rented for parties. Just last night (a Monday night) a large group had a party with a DJ and numerous cars/yelling until 11:30 even though the Airbnb contract has a no noise clause after 9:00. It's operated by a management company so there is not direct contact person; we can only leave messages for the company to follow up on a day later It seems like it's mostly family reunions and girls getaways for winery tours, etc but every so often there is a large noisy group that fills outside dumpsters with bottles and trash.
- Hosts for temporary foreign students, some parking and aesthetic issues related to HOA violations.
- I am aware of short term rentals because neighbors post about them. I am not aware personally of issues.
- Increased traffic, noise and trash
- Increased traffic. Typically these short-term rentals attract many people who all arrive in many different autos and park all over the neighborhood...usually not in front of the rental property. Loud parties. People renting the properties with no regard for the neighbors or neighborhood. Late night and into the early morning noisy and roughy, often intoxicated activity.
- Lack of maintenance of structure and landscaping. Party noise and police activity.
- Late night parties and cars taking up all parking
- Late night partying, street parking , excess trash, people coming and going at all hours
- Lots of cars. Lots of people.
- Loud music and loudspeakers well into the late evening hours. Cars parked on both sides of our narrow street impeding local traffic and emergency vehicles if needed.
- Loud Music, large parties, drunk clients driving on our property, causing damage. We live in a private neighborhood but VRBO customers drive on our streets, at a speed unsafe for horse riders. The worst was when our neighbor's VRBO client came home late and drunk and drove through another neighbor's property and ditched their car in soft sand by their riding arena! Police report and insurance claims and the VRBO OWNER TOOK NO RESPONSIBILITY!!!

- Loud music, loud talking, pool parties late into the night on Friday and Saturday nights (sometimes till midnight or 1 am). Lots of cars parked on street, increased traffic on Meadow View Circle. Main complaint is noise as the home is on the hill below my bedroom window and it interrupts our sleep.
- Loud obnoxious parties with disrespectful short term renters.
- Loud parties
- Loud parties Cars parked on the street and in front of other houses Increase in trash/dumpsters being left on the street Not knowing who your neighbor is and just seeing a revolving door of various people and families
- Loud parties and an abundance of cars
- Loud parties drunks, trash left in street. Police called wasting precious resources on stupid drunks! We allowed pechanga 1,100 rooms ans a convention center, let them stay there, not in people's homes!! We don't know who they are, and that's scary Temecula use to be a nice place, but now it's OVERCROWDED, WAY TOO MUCH TRAFFIC. and our neighborhoods are looking shabby.
- Loud parties going on into the night Excessive parking on our street Trash piled up outside house
- Loud parties that extend after 10PM. Party-goers/renters who can be drunk and abusive to local residents, and similar incidents.
- Loud parties up to 2am.
- Loud pool parties, excessive amount of cars parked on the street,
- Loud talking after 10 PM and before 6 AM. Barking dogs throughout the day.
- More the 6 cars at STVR and cars had to park in front of our house. Large groups staying at the STVR keeping us awake during the weekday until 10 pm. Being woken up after 10 pm by a large group staying at the STRV during a weekday. Wedding receptions, bridal showers and other events being held the STRV.
- Multiple cars on the street (I live on a small cut-de-sac), unable to stop and pick up mail because of the cars, furniture stored on front porch during the week due to cleaning, and occasionally, there is a loud weekend party.
- Multiple cars parked, noise and garbage.
- My friends have had to deal with parties during the work week. Their children can't even go out to play.
- Noise
- Noise after hours, trash
- Noise violation trash cans left out with garbage falling out running home or commercial business out of str illegal parking dog off leash in front yard public drinking and drugs out of control large group parties
- Noise, disrespect of property
- Noise, parties
- Nuisance
- Nuisance, trash, and safety concerns for the kids to play outside. Drunk driving and wine tour buses coming into cul-de-sac sling with constant loud parties.

- Numerous vehicles, loud parties, trash all over the place, owners who don't care!
- Occupying too much parking space including front of our home. Too many unfamiliar faces in our street & we have a lot of kids playing in the street.
- Parking issues, extra noise, traffic, drunk drivers, loud parties, after hours noise from cars and wedding parties coming and going throughout the night.
- Parking on streets. General concern for safety
- Parking problems, excessive noise
- Parking, disrespectful renters, trash, housing value loss, low quality
- Parking.
- Parties every weekend. Racing down the street all through the night. Drug activity. Blocking driveways. Moving trash bins. Violence.
- Parties with loud music and/or people talking loudly till all hours of the night. Streets are overcrowded with cars & my company have no place to park.
- Party until late at night
- Property damage to adjacent residences. Vandalism. Noise disturbances.
- Rental "guests" have access to the community pool and splash park which is against the HOA rules. Guests are to be accompanied by the home owner and there should be a max of 5 per household. If the rentals allow up to 8-10 guests, they are all using the community (HOA) facilities. Noise rules (quiet after 10pm) are not enforced. These lots are relatively small and the homes are close together. If the rules are not enforced, the guests create disruption to homeowners and residents. The number of cars parked on the streets have increased when multiple cars are brought to the same rental home. This creates difficulty for the homeowners and residents who sometimes struggle for parking space as it is.
- Renters have access to our community pool and are disrespectful and don't follow the pool rules (ie smoking, drinking).
- Short-term rental occupants come in and out throughout the week. They are complete strangers, which is concerning in a neighborhood with children. These people are here to throw parties. They are loud, drunk, disruptive, and do not care about the nighttime curfews or noise levels when they are in the pool or leaving to go out in the middle of the night. Our cul-de-sac is constantly clogged with cars. We've had to call the police multiple times.
- Strangers into the neighborhood, noise (early, late, and often) .Cars parked in front of homes .Safety issues (No investment in the neighborhood to watch out for children, animals, neighboring properties) Potential police activity. Negative impact on property values. Trash issues.
- The front door home at Festivo Street (Paseo del Sol) was an AirBnB for almost a year and these were the problems that we were confronted with:
 - People coming in and out every weekend that we didn't know anything about and cause caution for our kids playing outside.
 - The home was a 5 bedroom property that could have between 8-13 guests which created a demand for parking on the street in front of other home neighbors.
 - In several occasions the police was called to ticket cars parked in the wrong direction or blocking the side walk.
 - Several sources of noises. From people having a party inside the house and backyard to returning late from wine country.
 - Presence of Uber cars and small buses to pick up guests

or returning late night yelling loud. - The house was used for bridal parties in town or special occasions that brought big number of extra guests to the home.

- The house at the end of our street has been turned into a short-term rental that has become a 'party house', resulting in noise at all hours, additional cars and traffic in front of our homes, (we live on a cul de sac and have young children playing here), and visits from our local police and fire departments at midnight, etc. responding to what turned out to be apparently non-emergency incidents at this house. (Several of us ran out thinking our neighbors were in serious trouble!) The people who rent that house do not care if we are impacted by their noise and have to work in the morning, have children playing in the street, need to sleep so they can function in school, don't care if they litter the sidewalks with trash, etc, as THEY DON'T LIVE HERE! I appreciate concerns regarding property rights. We have several homes on this street which are LONG TERM RENTALS. For however long those renters are here, THIS IS THEIR HOME. THEY MAKE AN INVESTMENT, emotional and financial, IN THE NEIGHBORHOOD. Their children attend our schools. My neighbors and I do not object to families who come to rent homes in this RESIDENTIAL neighborhood, but we Do object to our neighborhood being turned into the kind of place where you can rent short-term, like some sleazy motels. Our neighborhood was zoned for residential homes, Not commercial businesses.
- The issue has been brought up at the monthly HOA meetings. Most comments are negative regarding short term rentals, namely uncontrolled party houses. As a result the HOA has included a ban on short term rentals in their Rules and Regulations.
- The owner of the home had his tree trimmers come onto my property and cut branches off my big pine tree that has caused my tree to die. He did not have permission to do this. Renters have been up late at night out in the backyard making noise and partying...keeping neighbors up and disturbing the peace.
- The people that occupy the premises have parties, usually destroy the rental houses, sublease without authorization, and leave trash and debris everywhere inside and in the outskirts of the property.
- There's loud music after 10pm, excess trash on the street, strangers in and out of my street on a daily/weekly basis; vomit on the street and side walk, and strangers driving in excessively high speeds in what was a nice quiet neighborhood.
- Too many people, loud music, cars blocking sidewalk, cars blocking mailbox, people come and go and we have no idea who these strangers are coming into our neighborhood, we have children who can't play outside because we can't trust these short term renters, they have no respect for our neighborhood, trash cans are left outside for days, police and code enforcement are called but nothing is done. The owner doesn't even live here in Temecula, he lives in San Marcos, he gets to go home to his quiet and safe neighborhood, he has multiple short term rentals, this is a full time business not an income supplement. While I have to go home and lock my doors because we don't know who's next door, close my windows to block out the noise and hope we get sleep to go to work or school the next day and never know what to expect. Long term residents make a neighborhood, short term rentals are hotels, they bring transits, visitors, strangers into a family neighborhood. How can that be good for our neighborhood or our community, where is our quality of life?

- Trash Parking Loud Parties Blocked Driveways Drug use
- Trash/noise
- Under age drinking , trash in the street , parking is a major problem, noise from the large parties!
- Unknown individuals, traffic and increased uber/Lyft drivers - disregard for homeowners
- Unwanted vehicles on the street, loud parties.
- Very disruptive to our neighborhood, small & large groups staying for short visits. Lots of cars parked in front of my house. Pool parties late in the evening. Lived in our home for two years. Nice family neighborhood but considering moving to get away from constant strangers invading our neighborhood.
- Very loud renters. Always outside in garage partying. There are now 2 in our neighborhood owned by the same people
- We currently live across the street in a culdesac, where a Air B&B operates. This used to be a quiet peaceful neighborhood. Now every weekend the cars take all the street parking, and it is a constant flow of people coming and going. It starts with 3 or 4 cars in the driveway and soon the street is full of cars. Often cluttered with limo's and Wine Country Tour busses. People outside talking late. Not why I bought this house 26 years ago. PLEASE stop this.
- We have an Air B &B operating that advertises the yard can host 75 guests and the house sleeps 20. Parking has been an issue, Noise has been an issue, trash has been an issue and drunk guests vomit and break glass in our street. I have provided pictures to the city- this has fundamentally changed my culdesac from a safe family street to a commercial zone.

APPENDIX B

Positive Comments About Short-Term Rentals

Hosts are responsible

- In fact, we formed an alliance called the Short-Term Rental Alliance of Temecula.
- As an Airbnb owner, you can stipulate very strong rules, and Airbnb has been completely supportive. No noise after ten o'clock quiet hours, respect. If you do not like your guests, you just have them gone now.
- I give my number to every single neighbor and they have walked through the house.
- I started contacting other Airbnb owners and started saying, "Hey, you know what? Let's get together and share the idea of regulating ourselves."
- So I'm a little bit out there but I don't have people party at my house because I [live] six doors down.
- Safety is my primary concern. I've installed technology and lighting

Enjoy Using STR's

- As we go maybe to Europe, and we love the Airbnb.
- If you have a family, and you want to save bucks, it's a good thing
- we only travel on Airbnb. We get it because we don't want to share a hotel. We can have a kitchen. It would be really sad to think those things don't exist for us.
- I only stay in Airbnb's. Every single time. My husband has some dietary restrictions. It makes it hard for us to eat out, so having an actual kitchen that we can get the right foods for him is amazing.

Hosting Helps me pay my bills

- I started seeing that what I get from long-term rental is not quite enough to cover my mortgage and my insurance and, of course, my property taxes.
- I own a 3-bedroom Airbnb home and that home has allowed me to purchase a second and third home.
- Airbnb. It supplements my income
- It is a business for me.

STR's create jobs

- Then I needed to have a full-time employee. I had to hire a person with the lawn. I had to hire a pool person and so on and so on and so on. I'm providing jobs to the community.
- I hire all single moms to clean my homes.
- It's keeping the money local. I get local coffee. I get local tea.
- We create jobs.

STR's generate City Revenue

- I will tell you that there are millions of dollars that are brought into Temecula. Those tax dollars that are earned by the tourism that comes into this community should be invited.
- I'm in favor of paying the taxes for the government.

Better than Long-Term Rentals

- I really do like the short-term rentals because it sure does help a heck of a lot better than the long-term rentals that I have ever experienced in my life.
- I've had far more trouble with my long-term tenants than I've ever had with a short-term tenant.

STR Occupants are Good People

- It's not always just the party people that rent Airbnb's. We get all kinds of people. We get people that have termites in their homes. We have people that have had a water flood or some other fire and they need a place to stay and they can't stay in a hotel.
- Because 99% of my renters, 99% of them are good solid citizens, like yourself, who are just looking for a family-style vacation.

APPENDIX C

Negative Comments About Short-Term Rentals

Noise Disturbances

- When I want to sleep, I want to sleep.
- [The noise] echoes into our house. We're trying to sleep. People have to work.
- The noise was a concern of course.
- Parties of four to five hundred people coming in and they would stay until four, five o'clock in the morning.
- On a weeknight... they wake you up at 12 o'clock at night... I tried to go to sleep in the corner of the house to get away from the noise. It was that bad.
- They're up until 3:00 AM in the morning, loud as can be, cul-de-sac filled with cars, F-bombs being screamed all hours of the night.
- Nine strippers come walking down to this residence at 9:00 PM that night.
- We're having problems with people approaching door bells and ring them at all hours at night.
- Lately we have this noise that is very aggravating for everybody.

Lack of Accountability

- Airbnb, forget about it, they'll never call back.
- They say that STRs are prohibited, but clearly, no enforcement is being done
- [Guests say] "We're only here for the night."
- You can't rely on the city.
- There's no accountability throughout the bureaucracy that we deal with. Having that in place and whatever's developed I think is important.
- If this is going to continue with short-term rentals, whatever your opinion is, the police oversight should be there.
- If Airbnb or any of these other organizations are telling you they're regulating it, it's a joke, it's not happening
- If you can allow somebody to rent rooms and the owner stay there, that's a different story, but once they leave, they leave. It's like if you have a hotel here in Temecula and the manager say, "You know what I'm leaving, see you next morning at six o'clock for breakfast" What would happen?

Safety Concerns

- Renting their house out for 100 bucks a night and putting 15 people in there, that's a fire hazard.
- The people that come in don't understand that there are that many kids. They don't know who to look for. They don't know where the kids are coming out of. I think it's a really dangerous situation.
- We're having problems with mail theft.
- We have problems with cars being broken into.

Parking Issues

- The parking [is a concern].
- Today, as we were leaving here, they had 10 cars parked around the corner. We have to park around the corner.
- They park on the sidewalk.
- I come up home last night, there's seven cars, small driveway, one car blocking the damn sidewalk.
- You've got more mystery cars.

Impacts Quality of Life

- High anxiety stressful nightmare no one should deal with.
- It really impacts the quality of life for our residents.
- This is a small-- it's not a huge city like San Diego, LA, San Francisco. Let's keep it that way.
- We want a family community for our children and for the community; it's not about money, it's about keeping this what it should be.
- Short-term rentals that are profiting at the expense of our peaceful way of life.

Called Police/Police Take Too Long

- We don't even have a police department. It's the county sheriff. When someone is having a party, assaulted, robbed the county sheriff is taking care of this, and their response time is not very good.
- When I call the police, they don't show up for another two to three hours because it's not priority.
- Then, when you call the police, I mean, they have limited resources so they're not going to be able to show up in a timely manner.
- The city is not going to come at two o'clock in the morning, the police takes time to respond.
- Had to call the police.
- We called the police a couple of times.
- We have cops called on the home.

Host Unavailable

- The manager and she was great, however, she wasn't always available
- We didn't even know how to contact the owner to complain.

APPENDIX D

Proposed Solutions for Short-Term Rentals

Regulation/Enforcement

- Make stringent rules
- I would hope that we can work towards that sort of thing [some restrictions], before all out prohibiting it, or anything like that.
- They should be cited every time the police are called out to the property
- It's a federal issue. You guys have to come together when you go to these companies, Airbnb, and you have to regulate it within their algorithm. The cities, the counties, have to come together, go to the state level in Sacramento, and sit down to say, "Listen, we need to go to Airbnb's, and all these other 20 or 30 other groups, and regulate it at a federal level.
- These rules should be visibly posted so visitors are aware of Temecula regulations
- Every business that's out there should be regulated.
- As I said earlier, there's going to have to be task force, and who regulates, and who goes out is going to cost money, so someone's going to pay for it.
- Would really appreciate regulation from the city that they could go after those people criminally.
- [Airbnb's in Italy, France, and Mexico have regulations]. Why cannot we have that regulations here?
- Put regulations in there so stiff that it's not worth doing this
- Regulation, restrictions, definitely parking, definitely starting to do fire code enforcement, stuff like that.

Prohibition

- I wish you wouldn't allow them,
- What I want is a complete prohibition of the STRs.
- Prohibit it is the first step.
- Let's not go that direction and just kick it out."
- I really hope Temecula hears their residents and hears the people and they put a stop to this
- I personally don't think that the STRs should be allowed in our single home neighborhoods.

Fines/Punishment

- High fines
- I like that idea with the fines.
- Why doesn't the city put in some harsh penalties, some harsh fines on you until they've made a decision on getting these codes put in.
- There has to be hefty fines. First time is 250 second time is 500, third time its 1,000
- I think approaching it logically with high fines, and we've mentioned that.
- Propose a three-strike law. Three formal complaints then it should be shut down
- A three strikes rule is a good place to start.

Owner live nearby/onsite

- The owner should also live in the property
- Mandate that the owner of the property lives in residence that they are renting out.
- He or she has to be living there, so you can deal with those problems firsthand.
- Also owner-occupied or at least them living within the city limits

Occupancy Rules

- No house parties
- That you limit the amount of people that can rent a home.
- Sleeping areas confined to bedrooms with two people in one car per bedroom. No businesses or venues allowed, a 68 CAP per rental year, an anti-clustering provision
- A limit on the number of days should be also considered.

Parking Rules

- Parking is only allowed on the property that is rented
- Limiting the amount of cars per household, so you don't take up your other neighbor's parking.

Collect Taxes

- One of the things with Airbnb, I think there needs to be a policy in place. I think it needs to be treated as a business. People should be paying city taxes. Instead of fighting it, why not just embrace it, regulate it, and let it contribute to the economy of the city and the growth of the city.
- I look at the city and if it's a business, regulate it. Tax it.

Zoning Rules

- Airbnb's should be banned from single family communities.
- Maybe the city could bring in developers and find an area where you can build a STR neighborhood so they're not in our neighborhoods.

APPENDIX E

Quality of Life Concerns

- Now, it's really on the map as a place, a destination, and a place to be
- The quality of life that we all came to Temecula for should be respected.
- I treasure my neighbors, the peace and quiet that I enjoy.
- If I wanted to live in a hotel I would and I don't. This is my community. I live in Temecula because we all know each other and because we know who's supposed to be in our neighborhood and who's not supposed to be in our neighborhood.
- Our community is what's important.
- City council needs to provide to homeowners the power to stop this from happening so that we can have peace and safety in our community again.
- I fear our city's reputation is at risk. If our representatives don't act in timely manner, we will no longer be able to pride ourselves on the best and safest places to live.