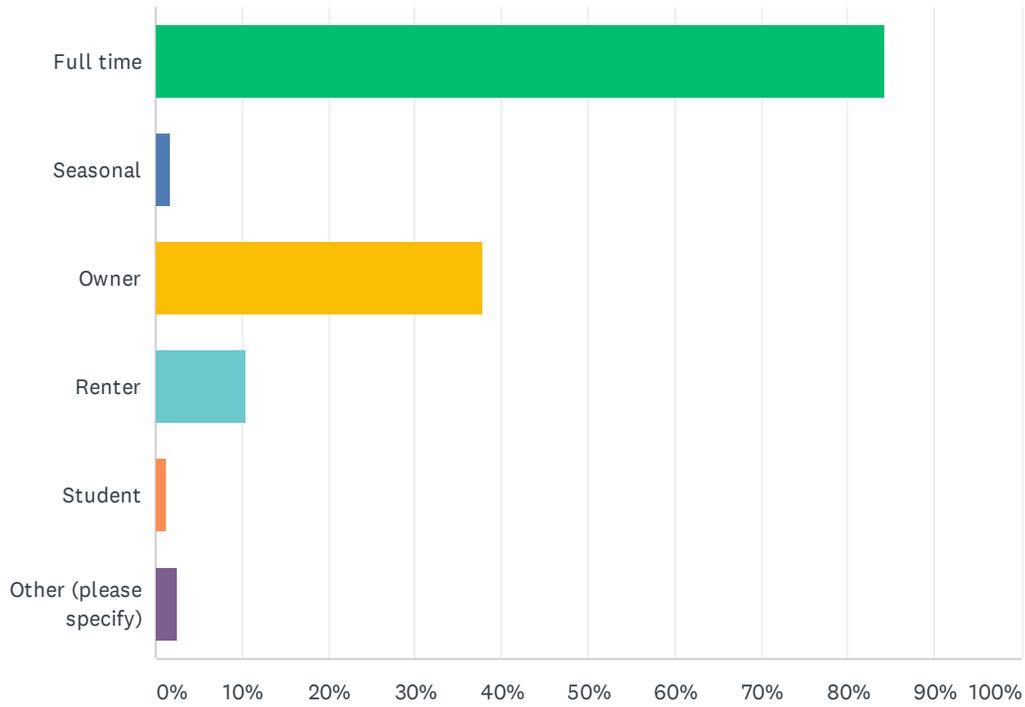


# Q1 What type of resident are you? (select all that apply)

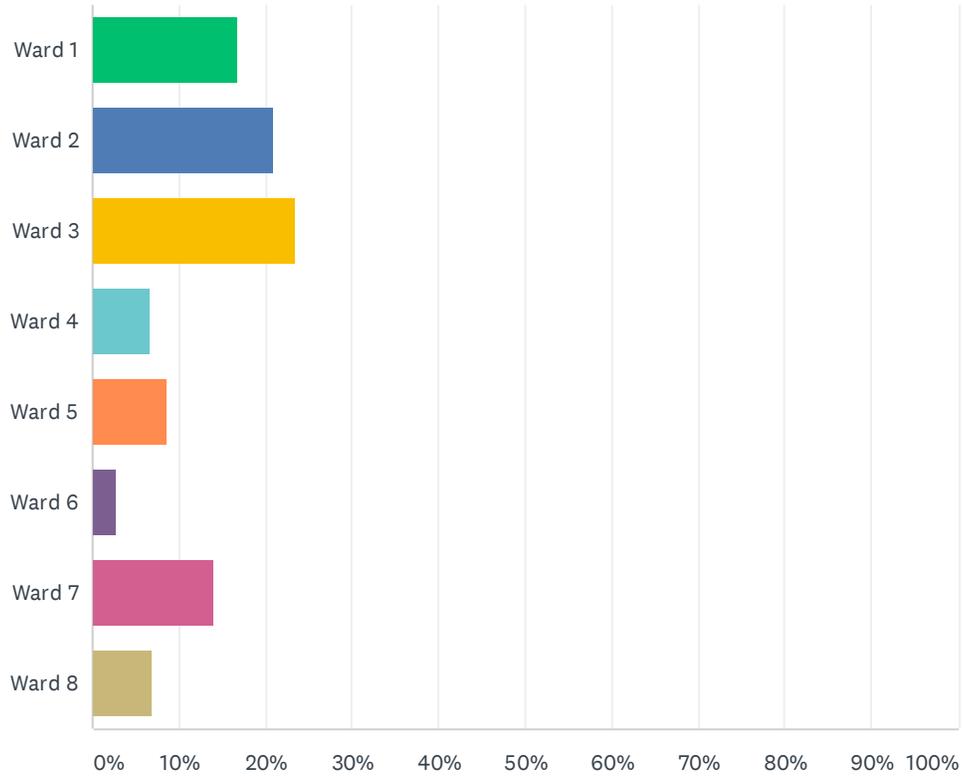
Answered: 521 Skipped: 1



ANSWER CHOICES	RESPONSES	
Full time	84.26%	439
Seasonal	1.73%	9
Owner	37.81%	197
Renter	10.36%	54
Student	1.15%	6
Other (please specify)	2.50%	13
Total Respondents: 521		

## Q2 What ward do you reside in? (City of Eugene Ward map)

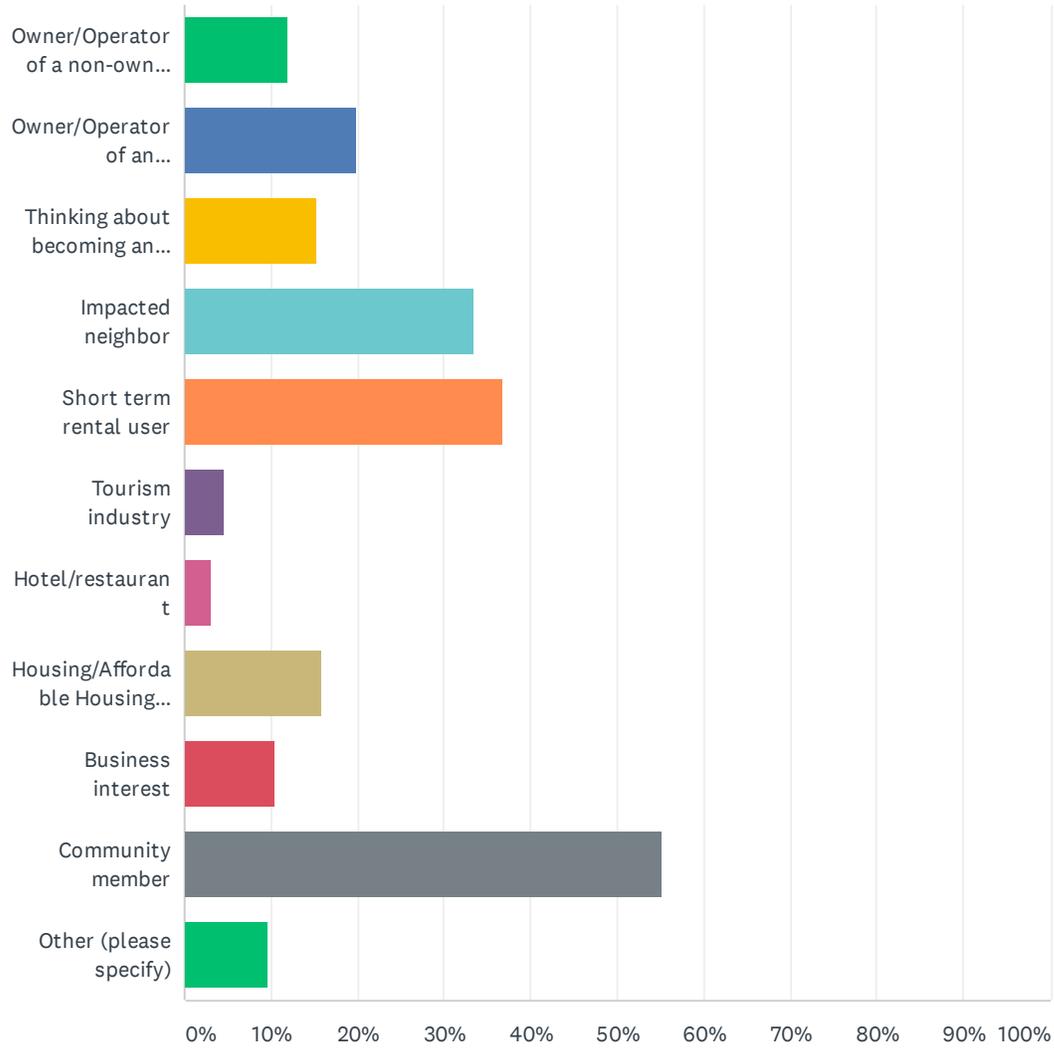
Answered: 503 Skipped: 19



ANSWER CHOICES	RESPONSES	
Ward 1	16.70%	84
Ward 2	20.87%	105
Ward 3	23.46%	118
Ward 4	6.76%	34
Ward 5	8.55%	43
Ward 6	2.78%	14
Ward 7	13.92%	70
Ward 8	6.96%	35
<b>TOTAL</b>		<b>503</b>

### Q3 What is your connection to Short Term Rentals (select all that apply)

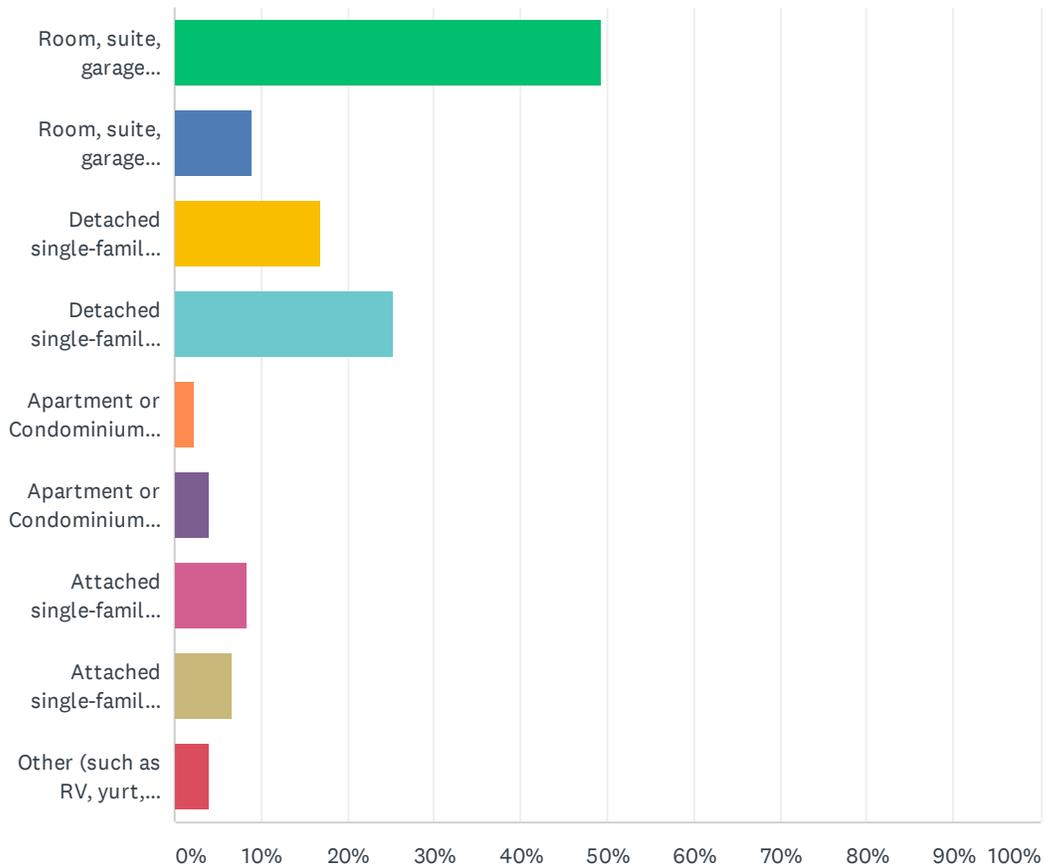
Answered: 521 Skipped: 1



ANSWER CHOICES	RESPONSES	
Owner/Operator of a non-owner occupied short term rental	11.90%	62
Owner/Operator of an owner-occupied short term rental	19.96%	104
Thinking about becoming an owner/operator of a short term rental	15.36%	80
Impacted neighbor	33.40%	174
Short term rental user	36.85%	192
Tourism industry	4.61%	24
Hotel/restaurant	3.07%	16
Housing/Affordable Housing advocate	15.93%	83
Business interest	10.56%	55
Community member	55.28%	288
Other (please specify)	9.60%	50
Total Respondents: 521		

### Q4 If you are an owner/operator of a short term rental what kind of short term rental do you host? (select all that apply)

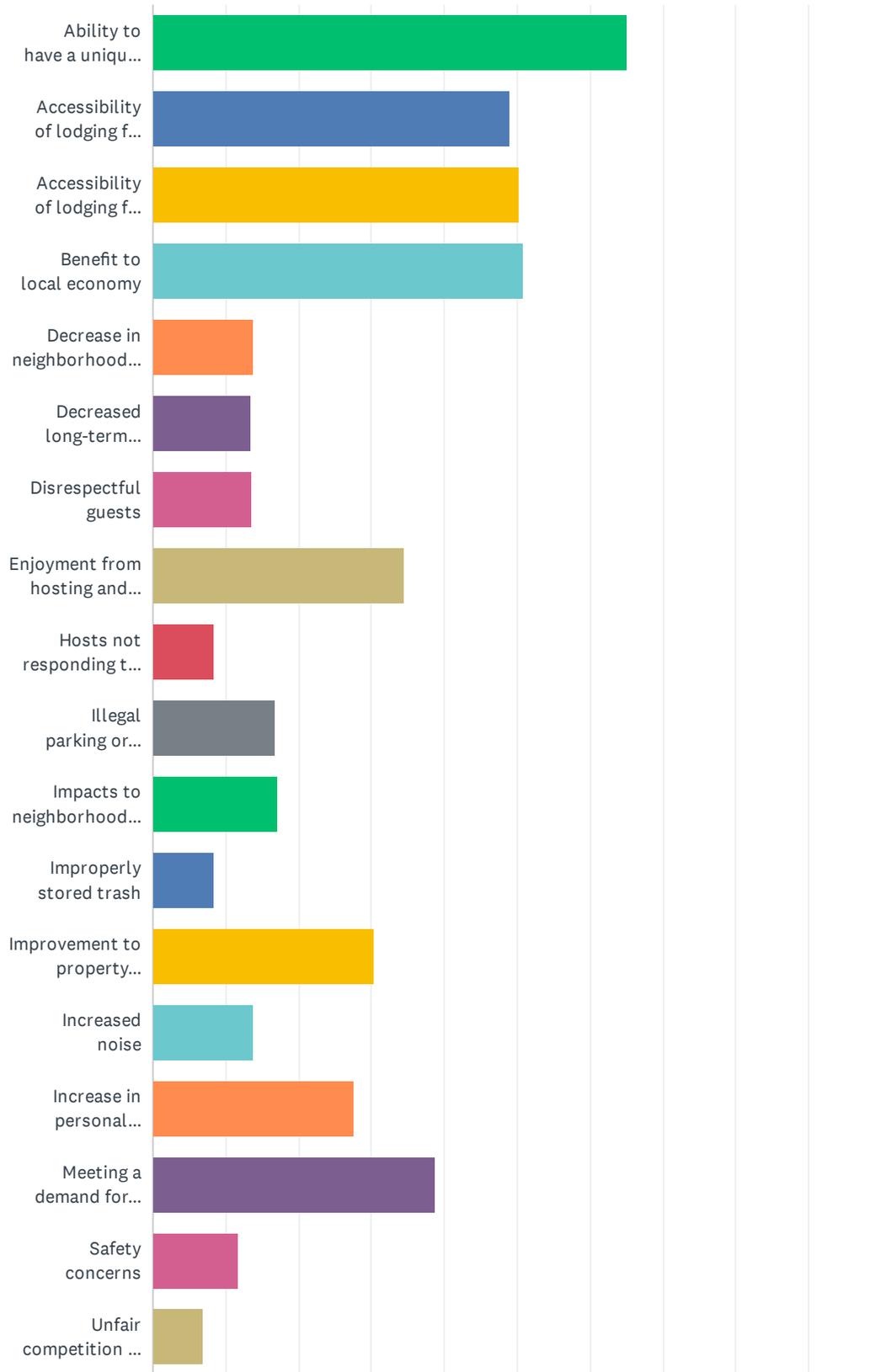
Answered: 178 Skipped: 344

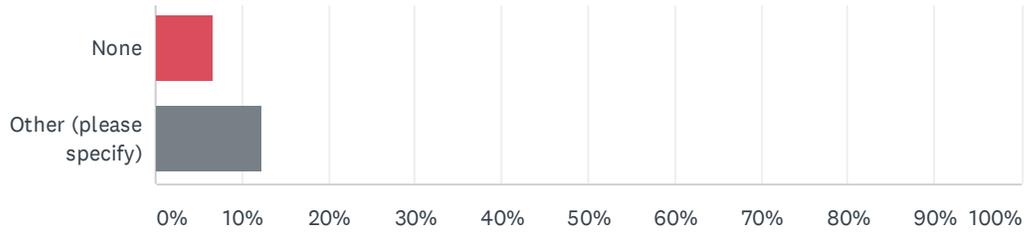


ANSWER CHOICES	PERCENTAGE	RESPONSES
Room, suite, garage apartment, or secondary house/cottage/cabin (Accessory Dwelling Unit-ADU) at a primary residence where I live.	49.44%	88
Room, suite, garage apartment, or secondary house/cottage/cabin (accessory dwelling unit) at a residence where I do not live.	8.99%	16
Detached single-family home where I live	16.85%	30
Detached single-family home where I do not live	25.28%	45
Apartment or Condominium where I live	2.25%	4
Apartment or Condominium where I do not live	3.93%	7
Attached single-family home, townhome, row home, duplex or triplex where I live	8.43%	15
Attached single-family home, townhome, row home, duplex or triplex where I do not live	6.74%	12
Other (such as RV, yurt, campground, land, please specify)	3.93%	7
Total Respondents: 178		

# Q5 Have you experienced any of the following with short term rentals? (select all that apply)

Answered: 496 Skipped: 26

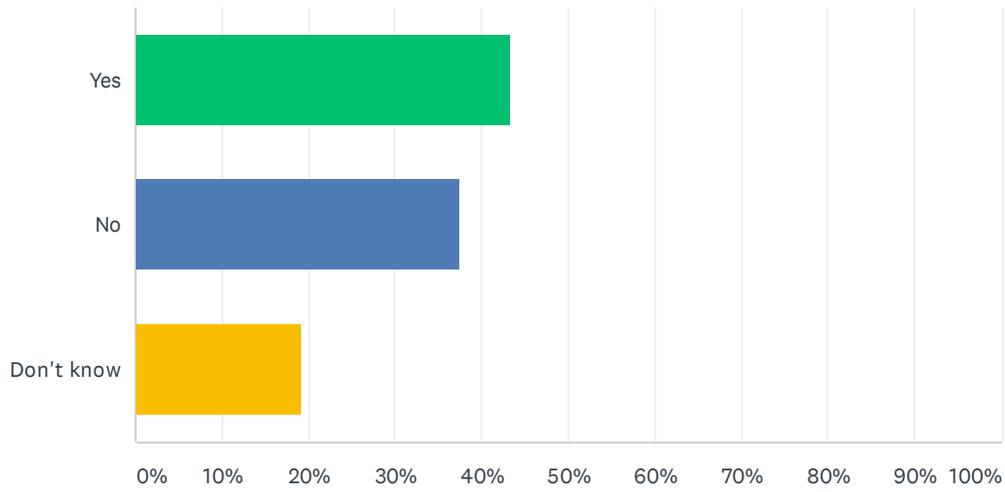




ANSWER CHOICES	RESPONSES	
Ability to have a unique lodging experience to suit my needs	65.12%	323
Accessibility of lodging for personal use	48.99%	243
Accessibility of lodging for visitors	50.20%	249
Benefit to local economy	50.81%	252
Decrease in neighborhood issues (parties, parking congestion)	13.91%	69
Decreased long-term rental options	13.31%	66
Disrespectful guests	13.51%	67
Enjoyment from hosting and meeting guests	34.48%	171
Hosts not responding to concerns	8.47%	42
Illegal parking or lower availability of shared parking	16.73%	83
Impacts to neighborhood character or the look and feel of the area	17.14%	85
Improperly stored trash	8.27%	41
Improvement to property conditions	30.24%	150
Increased noise	13.71%	68
Increase in personal revenue	27.62%	137
Meeting a demand for temporary furnished housing	38.71%	192
Safety concerns	11.69%	58
Unfair competition for other tourist lodging (bed-and-breakfast establishments, hotels, motels)	6.85%	34
None	6.65%	33
Other (please specify)	12.30%	61
Total Respondents: 496		

## Q6 If you've had complaints, have you communicated these experiences to achieve resolution?

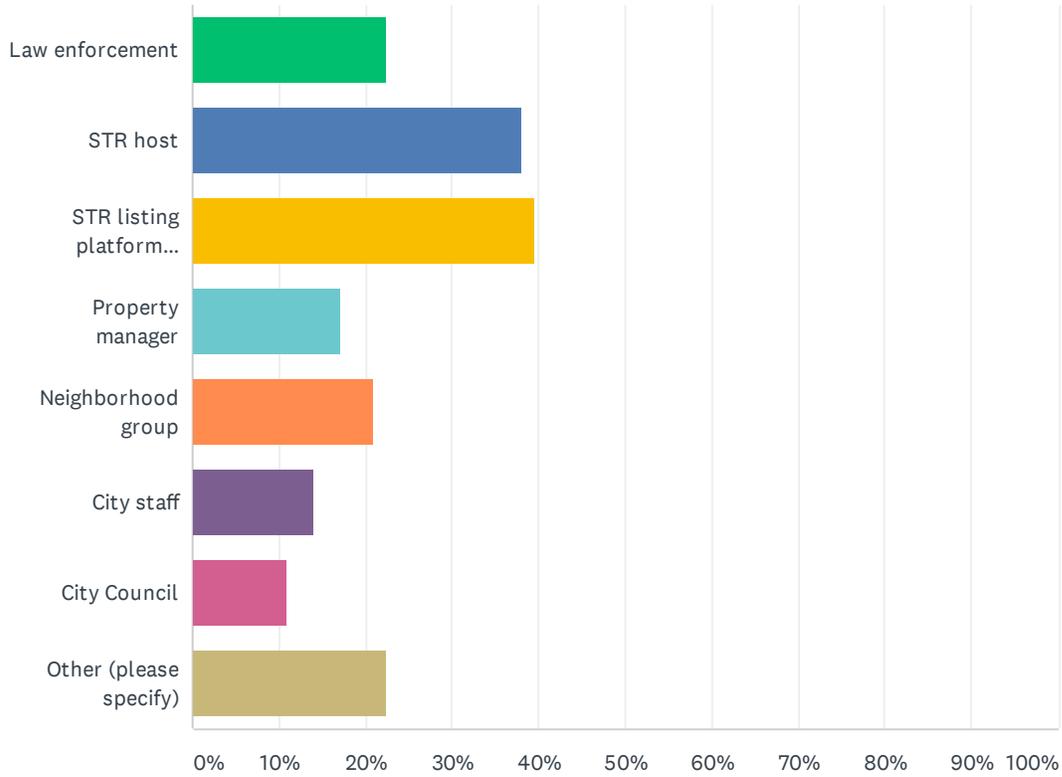
Answered: 240 Skipped: 282



ANSWER CHOICES	RESPONSES	
Yes	43.33%	104
No	37.50%	90
Don't know	19.17%	46
TOTAL		240

### Q7 If yes, to whom? (select all that apply)

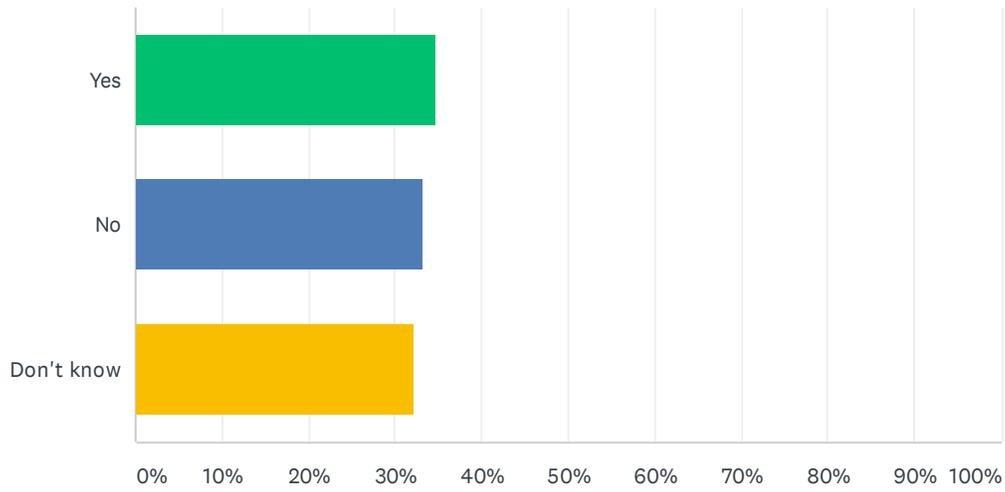
Answered: 129 Skipped: 393



ANSWER CHOICES	RESPONSES	
Law enforcement	22.48%	29
STR host	37.98%	49
STR listing platform (AirBNB, VRBO HomeAway, HomeToGo, etc.)	39.53%	51
Property manager	17.05%	22
Neighborhood group	20.93%	27
City staff	13.95%	18
City Council	10.85%	14
Other (please specify)	22.48%	29
Total Respondents: 129		

## Q8 Was your experience addressed sufficiently through this communication?

Answered: 205 Skipped: 317



ANSWER CHOICES	RESPONSES	
Yes	34.63%	71
No	33.17%	68
Don't know	32.20%	66
TOTAL		205

## Q9 Please share anything else you would like the City to consider regarding short-term rentals.

Answered: 294 Skipped: 228

#	RESPONSES	DATE
1	Eugene has such a low percentage of STR and many times current hotel bed don't meet needs we should be looking to enhance the conditions to adopt STR platforms not restrict. They already pay room taxes and have a conflict resolution process.	3/2/2020 1:10 PM
2	I believe that the short term rental community provides a unique experience for visitors to our community.	3/2/2020 11:53 AM
3	Regulations on long and short term rentals are getting out of hand.	3/2/2020 11:41 AM
4	As a Airbnb host I have provided housing to all sorts of guests. Some have been locals who needed a place in an emergency situation for a family with a pet (snow storm 2019 we had electricity and hosted a family with small children and a dog for 10 day while they had no power, another local family stayed w us who had thier main water line break and it was 5 days with out water and they stayed with us and they has small children). OUR neighbors have used our Airbnb for thier family when they visit. We have really enjoyed the fact the home is occupied less but income is higher, we still have full access to the home and our garden in the back yard, which would not be possible if we had tenants.	3/2/2020 11:40 AM
5	short term rentals are a benefit to the community in so many ways.	3/2/2020 11:28 AM
6	The short term rentals really benefit the economy of families in Eugene. They serve a great need here. I use them all the time for my family when they come to visit. We need more of these comfortable, stable options for our community. It helps people thrive, not just survive and assist the needs of all visitors.	3/2/2020 11:27 AM
7	Air BnB has no place in Eugene.	3/2/2020 10:30 AM
8	Short term rentals are a great way for people to travel and experience new areas in a costly manner. For a owner of one of these properties it's a great way to host and provide a service for people in search of a home for traveling, gatherings and quality time with one another. I used to travel for work in bigger groups and would much rather find an Airbnb rather than a hotel as hotels don't seem like a homie place when you are staying in a different town for months on end. Being able to rent a house for a length of time is wonderful while working on the road.	3/2/2020 5:35 AM
9	I disagree with limiting the number of days one can rent. If this becomes a regulation, then it should be over 150 days a year for rooms in an owner/operator house. Inspections are worthless, although there should be a resource for disgruntled renters to complain to.	3/1/2020 3:52 PM
10	We need regulations to protect neighbors and neighborhoods: inspections, a system of warnings and fees for trespassing, parking illegally, excessive noise, trash and for having too many guests in a house.	3/1/2020 11:26 AM
11	My church hosts non-residential retreats, and we have members come from New York, California, and Washington. They have all enjoyed unique places found on Airbnb in the downtown and south Eugene areas. They especially appreciated that they were quite and private, providing a very relaxing experinece unlike a hotel. Great experiences.	2/29/2020 9:55 PM
12	Our business needs them as the only reasonable option when we face the monopoly of hotels by the athletic events. On a personal note, I have enjoyed the way STRs have added a different kind of experience of cities when my wife and I have used them in many instances when traveling.	2/29/2020 7:20 PM
13	Our experinece with strs have been nothing but positive. We feel they bring joy and comfort that hotels do not provide. They truly provide temporary homes.	2/29/2020 7:14 PM
14	The market will dictate how many will exist like the weed shops.	2/29/2020 5:21 PM
15	Stop the vilifying and scapegoating of the short term rental. It's a drop in the bucket of overall total rental housing in Eugene. City staff and council frequently mention not enough affordable housing yet do not allow any expansion of building and building codes in regards to Accessory Dwelling Units. Look there at Accessory Dwelling Units to increase housing supply and options for more affordable housing. Look at the math and the data and not listen to the fears and perceptions from a very small group of people that simply don't like short term rentals.	2/29/2020 5:21 PM
16	Short term rentals must be owner occupied, inspected and licensed. Eugene must do more to enforce rules and protect neighborhoods	2/29/2020 2:47 PM

17	There should be noise protections in every neighborhood, but I love Air BnBs and the opportunity to meet people in their own communities. The visitors are USUALLY well-vetted by the organization, and while I understand that there may be issues around the university area with rowdy parties, etc, it is the responsibility of the homeowner to regulate that. Perhaps they need to call the police to enforce noise regulations and after a certain number of citations be banned from the Air BnB system. But there is a great need for this type of lodging in our area and they should not be banned because of a few scofflaws. I have two friends with AirBnBs and they've never bothered anyone else in the neighborhood. Be careful about over-regulating free enterprise that isn't a problem city-wide. There is a need for corporate & short term housing in our area. When new professors or doctors or other professionals are moving to town, they need places they can stay while they find permanent housing, be it for a weekend to explore the area, or for a couple of months as they transition.	2/29/2020 2:05 PM
18	I know a number of people who operate short term rentals in Eugene. They do so responsibly and thoughtful of their neighborhood. The income they earn is essential income for their families. There are other folks in retirement that are only making it by short term renting a room or space. I can imagine in the distant future it might be an option I would need to make it in retirement (not thinking of it currently). Please consider carefully and thoughtfully what you do here. The impact for many folks to not be able to do short term rentals would be devastating and certainly true for the people I know. Please don't throw out the baby with the bath water as they say.	2/29/2020 1:38 PM
19	An important alternative to traditional lodging choices	2/29/2020 11:17 AM
20	I think short term rentals are a benefit to the community and neighborhoods	2/29/2020 10:37 AM
21	Survey is poorly worded and makes it difficult to convey your opinion if you are not an STR host or a disgruntled neighbor. We happen to live near an Airbnb property and find the house as a vacation rental to be a welcome upgrade to the neighborhood. The house was previously rented to a group of students that included parking, noise, and trash issues. The fabric of the neighborhood has increased in addition to the home values.	2/29/2020 10:23 AM
22	These are TERRIBLE in a time of housing crisis. Eugene must stop at once the "do what Portland did five years ago" attitude and forge its own path. Rhe very wording of these queries indicate a TOTAL lack of apprehension of the issues and a BIAS on part of gov. in favour of Silicon Valley Libertarian ideologies (which are universally horrible and grotesque).	2/28/2020 11:04 PM
23	There used to be a student rental near campus across from my rental that converted to an Airbnb, wow! What a difference it made, no more loud music and drunk kids keeping me up or littering around the neighborhood. Now there are occasional people there and there are no longer any problems there. I wish a few more problem houses would convert to str's.	2/28/2020 6:29 PM
24	I own a 4-plex and converted one apartment into a vacation rental. The other renters in the building are very happy with their quiet new neighbors. There is another STR down the street on the other side of the street and also in the next block. This area has a high number of student renters and they are the ones who leave their trash cans in the street all the time and play beer pong in the front yard with loud music. Also this survey is biased as is the ad hoc committee and the people working for the city who put someone from the hotel lobby in charge of the committee.	2/28/2020 6:29 PM
25	I think short term rentals are a great asset to the community and are an excellent way to help bolster the economy!	2/28/2020 6:23 PM
26	The survey is slanted against the short term renter and short term rental. It seems unfair to the community and neighbors. Locals use this and can benefit greatly and provide a much needed type of housing. There are positive impacts!!	2/28/2020 6:16 PM
27	Concerned that short term rentals make it hard for long term tenants to find a place to live.	2/28/2020 6:15 PM
28	Proper areas considered	2/28/2020 6:14 PM
29	Clear regulations necessary for STR. I also think they should be locally licensed and taxed. I want to have clear regulatory language on xonditions for license revocation and active enforcement. Ant addition cost the City for regulating this industry to be paid for by the tax on STRs.	2/28/2020 5:37 PM
30	We've had a difficult year financially. Without AirBnB we would not have made it this last year.	2/28/2020 4:49 PM
31	Please hire a competent professional to develop your surveys this one is biased. I prefer str's to	2/28/2020 4:00 PM

hotels and have been to many of both services and find that str's provide a much better experience for a wide variety of diverse travelers. Hotels are frightened because they can't compete. I think they are behind the city's current assault on this beneficial industry of locally owned and lovely spaces.

32	The STR income is our retirement income. Our financial situation will be devastated by a ban on non owner occupied STR's. We were told by city staff STR's are legal and paid the TRT for years. This all seems to be going on without much information and lots of opinions and misinformation.	2/28/2020 3:51 PM
33	I live next door to a 4 bedroom str. The people staying there are quiet and have never caused problems. That was not the case when 4 students lived there. They left garbage cans out on the street and had some loud parties. I would choose an str as a neighbor over students any day.	2/28/2020 3:14 PM
34	I get paid a lot better cleaning airbnb's than my other cleaning jobs. Working for 2 airbnb clients means i can afford to send my daughters to dance class. Please keep short term rentals legal it makes my family much happier to afford the extras.	2/28/2020 3:10 PM
35	Owner occupied short term rentals help middle and lower income residents like my family stay in our homes; non owner occupied investment STRs have the opposite effect-- they raise the cost of housing, reduce neighborhood coherence (it's hard to be friends with people who don't stay for more than a few nights), and encourage irresponsible guests. Please limit short term rentals to folks who actually live on site-- this is the best, and fairest option, and has become a proven strategy accross our state and many others.	2/28/2020 2:42 PM
36	We have not made enough money over the years to save for retirement, so we are counting on our Airbnb income in the coming years. We book nearly every night and it has made a huge impact in our family and relieved a lot of stress. Airbnb has been a completely positive experience for us, for our guests and for our neighbors.	2/28/2020 2:24 PM
37	The woman we employ to do clean and turn over our Airbnb unit would be in a position of financial hardship without the \$300-\$500/mo income we provide her. She earns anywhere from \$25-\$50/hr, much more than she could earn for the same services elsewhere.	2/28/2020 2:00 PM
38	Housing cost and rental rates. If a home owner decides its easier to do a short term rental, and just keep renewing their timeframe, or increasing rates then it makes housing more difficult. The rules as a landlord are not the same for people operating short term housing and some people may try to take advantage of the rules to provide less to tenets in attempts to make more money.	2/28/2020 9:13 AM
39	Short-term rentals provide affordable temporary housing solutions as well as opportunities for neighbors to earn extra income.	2/28/2020 8:30 AM
40	Ban them, tax them more heavily, or regulate them further. We have a housing crisis on the entire west coast. This is absurd and ridiculous!	2/28/2020 3:58 AM
41	I am a stay at home mother and I also manage our airbnb. The extra income that we make from STR has helped my family tremendously. We also are able to provide a nice place for visitors and they in turn help our economy. I am very happy and love being an Airbnb host. I hope that the city can see how beneficial STR is for people in our community.	2/27/2020 11:02 PM
42	I think the more we can do to support STRs, the more options it gives our citizens who are burdened with a mortgage. We of course need to simultaneously reduce the friction of building additional housing stock by waiving SDCs for ADUs.	2/27/2020 8:33 PM
43	As someone who has completed extensive research on housing, the biggest detractor str's is the damage they do to the rental housing stock. Eugene already has such an impacted rental housing market, that initiatives to include str's must also include infill development to increase the housing stock. Str's can be a great way for homeowners to earn extra income, provide unbeatable hospitality, and introduce visitors to the kindness that defines Eugene neighborhoods. City council must take this as an opportunity to provide housing diversity for Eugene that includes short term rentals without damaging the available housing stock for renters.	2/27/2020 8:18 PM
44	I think short term rentalS effect the housing market for renting. It makes it incredibly difficult to find a house to rent	2/27/2020 8:01 PM
45	My greatest concerns are that, 1. STR impact neighborhoods in a negative way by not having	2/27/2020 7:51 PM

cohesive long term neighbors. 2. The lack of available rental housing in our community, which we desperately need, because if them. 3. Rent for everyone, in general, has increased in our community because of STR. Thank you for this survey.

46	Owner-occupied STRs are an important part of some household's financial planning and stability. We should encourage the creation of all types of housing. Stopping owners from creating STRs might entirely stop them from creating housing in the first place. Add taxes and municipal fees, just like AirBnBs CEO openly supports.	2/27/2020 6:24 PM
47	Short term rentals in other cities have provided us with great experiences. We've always enjoyed the personal connection of meeting someone local and getting an inside scoop to the city. Plus the convenience (and affordability) of staying in a place that can host more than 2 people (i.e. hotel) has been our preferred lodging as we're able to experience the new places with friends and family. We'd like to become hosts one day and provide that to others traveling to our city!	2/27/2020 11:19 AM
48	We own a house that we use part time so that we can be near to grand children and family. The remainder of the year we rent it. We have always had a good experience and tenants seem to really enjoy the area and have never been a problem	2/27/2020 8:23 AM
49	Most short term rental owners I know are retirees or single people who need supplemental income to get by and make their house payments. Eliminating or excessively regulating short term rentals would affect our ability to meet our own financial obligations. If the city is experiencing problems, then the problems themselves should be addressed. The burden of problems should not be placed on all owners of short term rentals. Additionally, excessive regulation will discourage property owners from converting or adding additional living space. The city should be looking at ways to encourage property owners to increase the number of living units available. The expectation that unused spaces will be automatically converted to long term rentals is unrealistic. Encourage the addition of all types of new living units through reduced fees (such as SDCs) and easier permitting and some will naturally flow to long term rentals. Thank you for your consideration.	2/27/2020 7:03 AM
50	Feel short-term rentals should not be in neighborhoods designed for single family houses. Also feel owners should have to abide by all the same regulations that hotels must comply with including zoning regulations.	2/27/2020 12:24 AM
51	Short term housing helps owner occupied homes meet the rising financial needs of living in this community. Without it I would be forced out of my home. It adds to the economy and helps with the overflow hotels and motels aren't able to book. .	2/26/2020 10:12 PM
52	I have no objection to people renting out a portion of their home on a short term basis (or a separate unit on the property where they live.) It also makes good sense for someone to be able to rent out their entire home during a special event or when they are on vacation; or for owners of student rentals (apartments or homes) to rent them as STRs if their student renters don't remain in town over the summer. But I object strongly to entire properties being managed as STRs full-time on an 'investment' basis. It is my understanding that we are in the midst of a housing crisis. Our neighborhood is in high demand as a place to live; every house that is being managed as a permanent STR is a house that removed from the housing inventory. Investor-owners (be they out-of-town or local) will likely claim that they will suffer economically (I note however, that they will still own a valuable property), and that it is not fair! -- they invested with the expectation that they could do as they had envisioned. I would remind you that R-1 homeowners also invested in their properties with certain expectations, and counting on certain social contracts. They are now being asked to adjust their expectations in order that our community may address the crisis. In the case of STRs as well, I would fully expect the City to prioritize the urgent need for housing for permanent residents over the expectations of a privileged group of individuals.	2/26/2020 9:16 PM
53	There are many issues at hand here. 1st, this house is not part of the neighborhood, they partake in absolutely no events. Not friendly, don't communicate and the owners don't even live full time in the residence. Safety is an issue. These "renters" are not vetted and nobody, including owners of the property know who these people are. We have young and children and elderly alike in our neighborhood, it is very disconcerting for them. We don't know who is going in and out of this house nor the people they invite over. There has been a proven increase in crime-(car break-ins) since this house has been used as an AirBnb. Neighborhoods must be notified of a house that is for sale, and the intended buyer plans to use this as a short term rental. We have cars coming and going at all times of the day and night. It must stop. If it's not permitted in your homeowners association or as stated in your neighborhoods CC&R's, it must	2/26/2020 8:25 PM

not be permitted to be used as a short term rental. This house, without are knowledge of use, is essentially a hotel set up in our neighborhood. It must stop. We want them out. Now! Our city council (what a joke) has already let this issue gotten out of hand. Do something to stop these firms from destroying a neighborhood. Figure it out. Stop this NOW!!

54	Short Term Rentals should be subjected to the same county and state lodging taxes and other hotels.	2/26/2020 7:04 PM
55	THIS is an embarrassingly poor survey. It is designed on the assumption that the reader is either a STR host (currently enjoying no local regulations) or a nearby resident impacted by parties and other forms of poor behavior by the transient renters. This is WRONG, NOT TRUE. While out of control behavior is a nightmare it is a very rare occurrence. The most serious threat from STRs is houses with no neighbors scattered throughout our single family neighborhoods - no one lives there!! As a City Council established work group you should be addressing the PUBLIC good, not the business profits of investors. OWNER OCCUPANCY is a critical piece in regulating short term rentals. Other major cities in Oregon understood this a long time ago. Eugene needs these houses back on the market - for people who want to live in our neighborhoods!	2/26/2020 6:48 PM
56	As an AirBnB host I rely on the income from my unit to help me with my mortgage. If you take this away from me I will be extremely angry.	2/26/2020 4:18 PM
57	Airbnb is an important source of revenue for the community. It leads to better quality housing and supports the tourism industry.	2/26/2020 4:10 PM
58	with track and field events, short term rentals are essential . please don't make it more onerous.	2/26/2020 3:58 PM
59	By my STR some of the neighbors that live in their homes are louder, have more trash and disrepair. My place is kept up and nice and guests are respectful.	2/26/2020 3:54 PM
60	I believe that STRs fill an important niche in our cities. When I travel, I prefer an AirBnB over the experience of a hotel or motel. Additionally, some people need additional income, and - although I have no objections to reasonable regulations and taxation- people ought to have the right to rent out their property to whomever they wish. Certainly, safety, property values, parking, noise, etc. all ought to be regulated so as to create minimal negative impact. The fact is that this is a fantastic model for visitors and tourists, and the fact that it is highly successful proves that point. I believe that the City must change its zoning laws, so that the extreme housing shortage is dealt with in a real, constructive and smart way. Zoning regulations must be relaxed to allow ADUs, duplexes, triplexes, etc., as mandated by the State. And the regulatory costs for these changes ought to be reduced, as other cities have done (see Springfield, no permit costs for ADUs.) This would make a real difference by providing real new, affordable housing. Outlawing AirBnB is not the way to deal with the housing crisis!!!	2/26/2020 3:43 PM
61	It's creating non-community. We don't know the people , they usually don't share our environmental values and with the population growth in Oregon we need to rent housing to locals not to foreigners.	2/26/2020 3:22 PM
62	Both my husband and I have experienced layoffs in the last few years, and we might have LOST OUR HOME if it wasn't for Airbnb!!!! We have a modest 1500 sf house and two kids in college. We have advanced degrees and professional jobs in the nonprofit and education industries, but even so we have had difficult economic times. Please consider the "little guy" and the important role that this stream of income can have for people who are not wealthy. As well, we are ambassadors to our community our guests increase the overall economy of Eugene.	2/26/2020 2:24 PM
63	I have found nothing but success with my air BnB rental and have had excellent feedback and very little issues.	2/26/2020 2:13 PM
64	These may be a necessary part of life, but they need to be regulated so that (at minimum) STRs all have local, 24/7 on-call representatives to deal with issues that arise so we don't have to burden police or others. There should also be a limit on how many can be present per area/block. Finally, if we really are in the housing crunch we say we're in - that's causing homelessness - then how on earth is taking properties out of the potential rental pool to become vacation homes helping this situation? It's not. This is a terrible idea for Eugene. Finally, here's some feedback for the Chamber: stop doing biased surveys like this. It was very clear what you wanted the answers to be. How about just asking the question and seeing what the honest answers are instead?	2/26/2020 2:09 PM

65	I think short-term rentals are a commercial use and should not be permitted in a residential zoning district.	2/26/2020 1:54 PM
66	AirBnB is a great tool, which makes up for seasonal short-term rental shortages. Students that need to finish off one term of school can do so with an AirBnB room instead of investing in a 1 year lease. Property owners near campus who have seasonal vacancy in the summer because of students leaving, can rent those rooms during events such as the Olympic Trials. As the operator of a housing complex near campus, we've had great success renting on AirBnB when we have a seasonal need for it. I can't recall a single instance where we had an AirBnB tenant who was disrespectful, caused property damage, or had any ill effect on the community around them. People like myself who use AirBnB to rent rooms from time to time, understand that you must offer a quality space with good customer service to continue to get the ratings needed to rent through AirBnB. Those who do a bad job don't last long and are rated accordingly. I'm not sure where the city has a problem with this. To me, the only people that have anything to gain by further restrictions are those within the short term lodging business...aka hotels, motels, etc. Through AirBnB we are already required to pay our short term city, state, and county taxes, putting us on a level playing field with hotels and motels in the area. I'm not sure why there should be further interference by the city in this matter. It doesn't smell right to me.	2/26/2020 1:04 PM
67	I have been hosting through Airbnb for five years. I take short term rentals only and only through the Airbnb platform. I have offstreet parking available for my renters And have never had any problems with complaints from neighbors. I feel that I keep my yard up better than most people in my neighborhood because I want it to look nice for my guests. I have never had any problems and as I am semi retired, it is a good extra source of income for me. Airbnb pays the required hotel tax for me to the city and have never had any problems with complaints from neighbors. I feel that I keep my yard up better than most people in my neighborhood because I want it to look nice for my guests. I have never had any problems and as I am semi retired, it is a good extra source of income for me. Airbnb pays the required hotel tax for me to the city	2/26/2020 12:48 PM
68	I believe we should be encouraging short term rental options in Eugene. The concerns I've heard raised have more to do with people not complying with standards of decent behavior, rather than fundamental issues related to short-term rentals.	2/26/2020 12:31 PM
69	AirBnb is fulfilling a need that hotels do not. Quit pandering to them.	2/26/2020 12:18 PM
70	As an airbnb user, I appreciate the flexibility and experiences I have had in this community and elsewhere. I have had nothing but positive experiences.	2/26/2020 12:09 PM
71	The online rental platforms have high rating and regulatory support, no further city regulations needed	2/26/2020 12:07 PM
72	We are diligent in our communication with guests regarding respecting the neighborhood, zero tolerance to parties, etc. It has gone very well. Communication is key with guests.	2/26/2020 12:07 PM
73	I'm specifically looking for regulations information	2/26/2020 12:00 PM
74	Let the market take care of itself. Seems like a handful of issues that are easily solved by current ordinances are being used to affect the entire industry for all of Eugene. We are not Portland. We are not so suddenly popular that these short term rentals are creating a housing problem. That goes directly to UGB, land use policies, staff interpretation of land use, neighbor resistance. Short term rentals are a perceived problem because of a vocal minority. Now what? How many FTEs to administer?? This reminds me of policy now collecting money for each rental.	2/26/2020 11:45 AM
75	The majority of our guests come to Eugene for 30+ days and inject a ton of money into the local economy. There's no way they'd stay at hotels for this long period of time.	2/26/2020 11:41 AM
76	There certainly should be regulation and oversight since I've heard of some problems locally, but this needs to remain a viable alternative for housing in our community!	2/26/2020 11:39 AM
77	I am currently in the market to purchase multiple short term rental properties to assist with the rapid rehousing program. We have delayed purchasing 8 units because of this discussion. The owner occupy idea will have tremendous negative impact for multiple people. There are noise and disturbance ordinances already. Limiting these is a horrible idea and clearly a product of hotel owner interest. I see no positive impact, as most short term rental owners are not interested in long term renting. This could have a huge negative impact on our "progressive" Community. On behalf of my real estate company and my 150 agents, we are asking you to not add unnecessary restrictions.	2/26/2020 11:37 AM

78	I think short term rentals are a key component to the economics in the area. They allow home owners to be entrepreneurs, travelers to have many options, lenders have more business and so does insurance companies. It's good for all.	2/26/2020 11:35 AM
79	I feel that city government should stay off the renters backs.	2/26/2020 11:34 AM
80	STR's can play an important role during high-tourism periods. However there is concern about competition with other lodging properties, rate equity, parking, noise, neighborhood disruption and potential for increased crime in our residential areas.	2/26/2020 11:32 AM
81	We have a hard time housing lower to mid income citizens, there should be a limit to the number of nights/year an owner rents air bnb	2/26/2020 11:32 AM
82	If I cannot rent through air b & b, I will not rent. My property will not solve the need for housing.	2/26/2020 11:32 AM
83	When you ask an employee to stay away from home for extended periods of time they are much more happy in a home situation especially if they have a pet. Happy Employees Happy Employer!	2/26/2020 11:31 AM
84	The City should mind its own business and not try to regulate every aspect of their citizens' lives. We have enough regulations and spend enough money enforcing them already.	2/26/2020 11:30 AM
85	Until we can house locals who need a home for a reasonable price, professional lodging options should be used by tourists	2/26/2020 11:28 AM
86	Our rental is in an area with a significant amount of student housing. It has ample off street parking and I believe our guests are better behaved than the students we had previously rented to.	2/26/2020 11:26 AM
87	At our airbnb, we have hosted more than one family looking to move to Eugene. These families wanted a true taste of Eugene - to see what it would really be like to live here. That can't be accomplished with a hotel.	2/26/2020 11:26 AM
88	There does not need to be any changes in Eugene's policy towards air B & B	2/26/2020 11:24 AM
89	City should leave the issue alone.	2/26/2020 11:24 AM
90	Short term rentals fill a need in the market. Additional red tape and regulations are not needed.	2/26/2020 11:23 AM
91	Fear of continued poor public policy on this issue as consistently demonstrated by city counsel and mayor.	2/26/2020 11:22 AM
92	So far I have not experienced any problems. I have seen benefits.	2/26/2020 11:22 AM
93	I love them!	2/26/2020 9:12 AM
94	Hello and thank you for putting together this survey. My two cents are: 1. STR are important to have in our community. They provide an affordable option for families who are visiting Eugene and/or need transitional housing until they find a permanent location. 2. I think owner occupied STR should have a different level of regulation than Non-owner occupied STR. (please note that this does not mean eliminate non-owner occupied STR.) 3. If the council decides to eliminate STR, existing ones that were lawfully created should be grandfathered in. This is no different than the way the city has dealt with similar issues in the past. Most recently was the marijuana retail stores.	2/26/2020 6:15 AM
95	I am concerned that the greater profitability of short term rentals, versus regular rentals, will lead to more of our neighborhoods not including neighbors (residents). I am also concerned that allowing non-owner occupied short term rentals will decrease the availability, and increase the cost, of long-term rentals, and also residences for sale, for permanent neighbors.	2/25/2020 9:37 PM
96	Keep in mind the impact of short term rentals on affordable housing.	2/25/2020 9:30 PM
97	Own/operate long term campus rental, looking to use as STR during summer months when students are away. Students benefit from not having to find a sublet for the summer. I benefit from higher rental fees during high-demand periods during summer events.	2/25/2020 5:47 PM
98	When I travel I prefer using Airbnb to motels, they're usually cleaner and are located closer to where I want to stay.	2/25/2020 3:08 PM
99	I rent my house out during the summer on air bnb and during the school year I rent it to someone only wanting a rental for that period. Since I make above market value on airbnb	2/25/2020 12:31 PM

during the summer, I rent it below market value during the school year. For the school year period, I look for people who are not able to afford housing at market value and who are students or otherwise need a little help. I am presently renting it at \$500/month below market value to a single mother whose two children are with their father in the summers, so their mom does not want to pay the upkeep on a house larger than she needs during the summer. She plans to live in an even less expensive place during the summer so she can save money. Then she will move back in when her children return in September. No one else would rent to her because she did not have a job when she moved to Eugene, though she had clearly worked hard and saved money for her move. When she no longer wants to live there during the school year, I will find someone else who needs a break. I think a rule limiting airbnbs to summers would be a win-win. We have a lot of people in our community who only come for the school year, yet many landlords require a year lease.

100	Survey seems poorly written to get feedback from people who have used these alternative housing units in other communities during their travels, people in Eugene who already have these units, people who want to have the units, and people who live in teh neighborhood of these units here in Eugene. So I question the valiity of the responses you are getting.	2/25/2020 11:48 AM
101	STRs are a benefit to the community. In our case, we rent to UO students during the school year and STR over the summer to take advantage of special events in town. Students do not have to pay for the months they may want to go home and our rental provides much-needed rental space. Do not overregulate this. Plenty of towns have STRs with great success - please look to these for examples.	2/25/2020 11:18 AM
102	STRs can help retired homeowners on fixed incomes pay their bills, but they used to be much cheaper. Now with cleaning fees and two-day minimum stays, they cost almost as much as cheap motels.	2/25/2020 10:28 AM
103	The attack on short term rental owners must be applied to hotel/motel/B&B/long term owner-operators equally. I do not see that happening. I also see student housing developers being given tax breaks while the council decries the lack of affordable housing and attacks STR owners and threatens to punish them unfairly for the housing crisis and so-called neighborhood destruction. Student behemoths continue unchecked. The council needs to tax the developers proportionately and use those funds for community housing and infrastructure. We need all players working together not an authoritarian council covering for their cronies. The homeless you care about are largely from out of the area preying on a gullible community. Let's also address that problem while we are talking about restrictions and regulations. There is a lot to be done here and the council is not seeing the big picture. STRs are a red herring.	2/25/2020 9:54 AM
104	This survey is skewed to the negative of short-term rental housing. I think there should have been more questions that allowed for both positive and negative experiences. Also, what about market demand? There are no questions about market demand and the upcoming events that will be hosted in Eugene that our Tourism industry will not be able to support.	2/25/2020 8:59 AM
105	My wife and I have an AirBNB at our home. Our entire street is in the county except our property. We have off street parking for our guests, long term renters across the street have 5 autos that they park on the street.	2/25/2020 8:00 AM
106	Very afraid of what it could do to me as a broke ass renter	2/25/2020 3:01 AM
107	Great boost for the community, gives homeowners way to afford their mortgage in a town with low employment rates. Great community of people, using what we have instead of building highrise hotels. Renters are respectful, clean and rarely damage property as much as long term renters. Landlord has access to the property more often, incentive to clean and check on things more regularly.	2/24/2020 8:33 PM
108	As a home owner, a community member concerned about housing shortages, and a landlord who rents an ADU on my own property, I believe that it is important to require on-site residency for STRs. Without this requirement, our local housing stock will likely become hostage to out-of-town/absentee landlords who a) have little investment in the community beyond financial b) function as property overseers and c) are unable to respond quickly to issues around STRs and d) are primarily concerned with maximizing profits over any other concern. As an apartment rental owner, I have seen firsthand how limited stock and high prices have created a voracious rental market that is already lucrative; it need not be exploitive as well.	2/24/2020 7:42 PM
109	I love being able to use short-term rentals in our family travels- a much better experience than hotels/motels. And I love the idea the home-owners can use their property as they see fit	2/24/2020 5:56 PM

including as short-term rentals. I'm also a long term renter, so rent costs and available are utterly ridiculous though I see lack of housing growth, limitations to the urban growth boundary as the bigger issue here than short-term rentals.

110	If I were in charge, the city would not be involved at all in owner-occupied STRs.	2/24/2020 5:52 PM
111	Locals use Short term rentals as a valuable form of transitional housing	2/24/2020 5:43 PM
112	Please preserve short term rentals to fill the needs of visitors and residents.	2/24/2020 5:42 PM
113	I am a home owner in Eugene, but having resided in this city for almost a decade (moved here for work), I've been on both sides of the renting/owning issue. The house I own is also a duplex so I rent out the side I do not live in and have good insight on the housing situation of Eugene. Simply put, Eugene is facing a housing crisis that is being exacerbated by numerous factors, short-term vacation rentals being a more recent but increasingly larger one. I use short term vacation rentals when I travel and I understand the convenience and value, but we cannot deny that in a city like Eugene that is facing a disproportionate spike in average housing prices compared to average household income AND an unusually sluggish development of new affordable family housing (NOT luxury student housing), unregulated encroachment of the short-term rental market will hurt local residents even further.	2/24/2020 5:33 PM
114	This survey is poorly written. For example: #5, the 2nd & 3rd boxes, does that mean lack of/bad accessibility or excess/good accessibility? Impacts to a neighborhood can be good or bad, this question doesn't clarify which one. And not all benefits and concerns are addressed here equally.	2/24/2020 4:54 PM
115	Far more positives to outweigh the negatives. Communities with more options see more visitors who contribute to the local economy. It's somewhat of a self-regulating system and there are few options for anyone visiting for more than a few days or families visiting or looking to relocate to the area.	2/24/2020 4:30 PM
116	Property owners should not be penalized for having a non owner occupied short term rental. However, they should be expected to follow the same landlord rules as with long term rentals. If a landlord does not take care of their non owner occupied long term rental there are consequences. There can be guidelines implemented to manage non owner occupied short term rentals that may address the concerns of neighbors such as noise violations or not caring for the property or following parking rules. Going after the property owner's right to earn income through having a short term rental is bad for our economy and bad for Eugene. I would never rent a short term rental from somebody who actually lived on the property. Most guests do not want the owner in close proximity. I hope the council will reconsider their position. I have written to Betty Taylor and she has let me know she has no consideration for my position. I have supported her candidacy for her entire time as city council. Her lack of willingness to even consider my position has me no longer interested in supporting her. I thought our city council were in positions to represent their constituents, not their ideologies. Thanks for the survey and being willing to hear more than just one side.	2/24/2020 4:12 PM
117	What does "unfair" competition for other tourist lodging look like? Is it "unfair" that a hotelier who wants STR's out of business has a tremendous financial advantage in pursuing that goal over an STR owner with limited resources? How would anyone know if they had experienced "decreased LTR options" unless they knew whether or not they would be able to afford the rent on a particular housing unit and whether or not the owner would be renting it as an LTR or doing something else instead?	2/24/2020 10:03 AM
118	Our neighborhood is encroached upon by the U of O, and because we are close to it, it is a prime spot for STRs. However, having lived in this neighborhood for 26 years, I have seen the negative impact our closest STR has created. They need to be strictly regulated by the city and be owner-occupied on-site while guests are there.	2/23/2020 9:54 PM
119	I enjoy sharing my home, very occasionally, with U of O parents, track fans or the like. They love the house and express their appreciation. My guidelines are strict, and guests have been very respectful of my house and neighbors.	2/23/2020 5:51 PM
120	there is a more insidious way (than poor behavior) that non-owner occupied STRs negatively impact neighborhoods.... which is, that they are (by definition) houses without neighbors.... they are either empty (and dark) or filled with transient people..... think of them as holes in the fabric of the neighborhood. Contact and response, all the police in the world, or even the best of absentee owners..... none of these will replace the loss of full time residents who together make a place.... a neighborhood. No amount of data will quantify the impact of whole house	2/23/2020 12:04 PM

STRs on a neighborhood. It is a subjective call and one of the most important factors to consider when looking at whole house rental regulation).

121	As a homeowner and an occasional short-term rental customer, I would prefer that the city refrain from regulating short term rentals beyond the current policies. Based on my experience, the potential problems (noise, parking, etc.) caused by renters are just as likely to be caused by long term renters as short term renters. In fact, it is my opinion that short term renters are actually less likely to cause problems. On the occasions that we have had problematic renters in our neighborhood, they have been people who are renting on a long term basis.	2/23/2020 11:56 AM
122	Our neighbor turns their house into an Airbnb quite often. There is a lot of traffic because of it in our quiet culdesac, they also allow dogs which makes it more noisy. The most concerning part is we bought our house because it's in a quiet culdesac and we have children. And the high frequency of renters in this house is unsettling because they're strangers and Airbnb doesn't run background checks on the renters.	2/22/2020 11:13 PM
123	Short term rentals increase traffic and higher speeds on residential streets. There are no formal background checks causing potential other crimes	2/22/2020 11:05 PM
124	We occasionally rent our home for UO graduation weekend or similar events to pay for a vacation for our family of four. We talk with our neighbors and feel like we are responsible AirBnB hosts. On the other hand, my parents neighborhood in Eugene, where I grew up, has been negatively impacted by non owner occupied AirBnBs, ie converting family housing to STRs. It is a complex issue!	2/22/2020 8:17 PM
125	I believe it makes sense for Eugene to require licenses for strs and to also have fee that goes toward affordable housing. It is important to closer monitor this issue given the large international sporting events and popularity of this type of lodging. The city should also account for these types of units when thinking about planning goals and eugene's housing supply.	2/22/2020 7:49 PM
126	We do enjoy it! We feel closer to our community as we've helped so many transition, start their lives, bring their kids to visit U of O. And we feel like ambassadors for Eugene when we host visitors from China, Europe, and even California. :) haha. And the income off set is the reason we can stay in Eugene and not be near homeless ourselves. AirBnB has saved our financial life and allowed us to stay in Eugene.	2/22/2020 4:31 PM
127	Half of these questions ask about issues with STRs, just noting a few of the benefits. These have improved the neighborhood with owners caring more about the properties. Most users of STRs are responsible adults.	2/22/2020 4:01 PM
128	enforcement of current rule & regs and laws currently on the books for str	2/22/2020 11:27 AM
129	don't allow rentals unless owner occupied	2/22/2020 11:00 AM
130	We are moving abroad, but want to keep our house to come back for the summers. Short term rental is something we are seriously considering. We have been in our house for over 10 years, and part of our plan includes making sure we check in with our neighbors. If making our house into a short term rental negatively impacts them, we will likely change to a long term rental after the first year. I think it makes sense to find a balance so that needs neighbors and owners of short term rentals are being met. In our case, we are close to UO, and we feel a long term rental would likely attract students and so the disruption to neighbors could be as much if not more as a short term rental.	2/22/2020 10:51 AM
131	They seem to work OK. No bad experiences	2/22/2020 9:28 AM
132	I think they are a good option for guests and owners. Unlike some cities Eugene is not overrun with too many..	2/22/2020 6:49 AM
133	Short term rentals do not need to be taxed they are already being taxed by our property taxes.	2/21/2020 4:55 PM
134	We have had a horrible experience, we were previously on ver good terms with the owner of the property however after he started to let criminals, underage kids stay at his house for one night to party he stopped responding to our complaints. As above we have had swat team surrounding our home unable to leave our property due to criminal activity at the rental	2/21/2020 2:23 PM
135	Because of the proliferation of STRs through online platforms that enable some hosts to rent without oversight, and because the platforms take a hands-off approach in case of problems given that they profit from every transaction, strong local regulation is needed so that whole	2/21/2020 12:40 PM

neighborhoods do not suffer the consequences of having to endure the illegal, inconsiderate, and uncivil behavior of a minority.

136	Our neighboring Airbnb has blocked our driveway numerous times and we have been required to spend \$2500 in legal fees to obtain relief. We have received threats from their guests and they exceed the occupancy limit on a regular basis.	2/21/2020 10:41 AM
137	This survey seems incomplete.	2/21/2020 8:28 AM
138	The AirBnB 'party house' next to us has significantly lowered our quality of life. It has also decreased the value of our property. Non-owner occupied full house STR without manager on premises should not be allowed in residential neighborhoods.	2/21/2020 4:20 AM
139	As a retired individual, the income from my STR permits me to remain in my home and live more comfortably than I would without the added income. I also enjoy the interaction with people from all over the state, the country and the world! My Airbnb keeps me vital and brings me joy.	2/20/2020 9:34 PM
140	Less security in a neighborhood where you don't know who is staying next door each night	2/20/2020 9:27 PM
141	I rent out half of a duplex, and my landlord rents the other half out as an STR. I enjoy getting new neighbors every so often, and see a wide variety of people. Most often it is family groups, coming to visit during holidays or college events (graduation, sports games etc) I have never experienced any issues with noise, disrespect of the neighborhood or issues with parking. I actually see more issues with the college students in my neighborhood.	2/20/2020 9:27 PM
142	STRs are great! I haven't ever had a complaint from anyone.	2/20/2020 7:07 PM
143	I am concerned mostly that this takes away from the long term rental market.	2/20/2020 6:06 PM
144	To the above 3 questions, it is my complaint that the city appeared to be trying to shut down airbnb. I am glad to see that the city council is taking this seriously and is reviewing all of the information. My husband love having guests from all over the world. We love to give them information on what to see and where to go in Oregon while they are here. Many of our guests are parents who are coming to visit them while in school here. Most are out all day long in our community shopping and dining and love coming back at the end of the day to a cozy, home environment. Eugene would be foolish to loose such accomodations to visitors and to those of us who are trying to make a way here in the town we love.	2/20/2020 3:04 PM
145	I think the owner should live very nearby, the number of guests should be limited, and parking should be provided.	2/20/2020 2:21 PM
146	Whole house rentals have become a business model for many real estate investors. Some restrictions need to be put in place to insure that an already tight long term housing market is not further impacted.	2/20/2020 2:06 PM
147	Have different rules for different wards-ward 3 has many of these and I do not ward this area to turn into the Westside area.	2/20/2020 12:57 PM
148	I believe they erode community in the neighborhood	2/20/2020 7:18 AM
149	Be clear on definitions. Does a STR also include just a room and a bathroom that is being rented out (much like a hotel room). In this case, the space would not otherwise be a housing unit. This type of space is different though from an ADU that is serving as a STR vs. a rental unit.	2/19/2020 9:19 PM
150	STRs are wonderful! As a guest in someone else's home, this is a great way to experience living in a community and thinking about moving to that community! If you haven't used one of the platforms, I think you need to leave town and experience a few of them. This is the new way to travel, this is the new way to experience life. Why would Eugene try to prevent the future?	2/19/2020 8:23 PM
151	Air B and B rentals seem to make towns/cities more accessible for visitors. There are more affordable choices available.	2/19/2020 8:20 PM
152	This survey is looking for negative comments on STRs. This is not going to be an accurate survey of what the community really feels. 90%+ of STR renters are nice, polite people that are looking for a home to stay in and not a hotel, a more unique experience. Not all STRs are bad, some renters maybe. If I was a STR owner, I wouldn't want my property destroyed, I wouldn't encourage extra cleaning and issues, there would be no benefit to me. The City Counsel needs to think about how to make this beneficial to STR owners and renters.	2/19/2020 8:11 PM

153	I use Airbnb a lot in my travels. I have used both owner-occupied and units that were fully independent. I think it unlikely that there would be a lot of transgressions because owners have bios and access to the track records and reviews done of the renters. Also, if there were complaints, perhaps with two complaints from neighbors about excessive noise or parking problems, the owner of a STR would have to enter a probationary period, whereby he/she would have to do a better job of screening renters?	2/19/2020 5:03 PM
154	Our home is available as an STR 4 summer months. We pay all taxes. On our street it's the long time student rentals that negatively impact our neighborhood. Parking in yards, parties, trash, etc. Our STR has all positive reviews on the platform. It brings people and money to the community.	2/19/2020 2:52 PM
155	Our experiences as hosts, guests and neighbors have had zero problems all positive. We already pay property taxes as well as State and city lodging taxes. Housing is a complex issue that should not be addressed just by limiting STR's. The long term rentals in our neighborhood are much more problematic. Unkempt houses, noise, parties, numerous cars, and unresponsive landlords. Our short term rental is subject to public review every time it's rented in our success depends on having strong reviews.	2/19/2020 2:52 PM
156	I just heard i need a license? I don't think that is well known.	2/19/2020 2:31 PM
157	We absolutely need more detailed and timely data on all rentals in Eugene, but especially STRs. The impact of STRs on certain other cities has been severe. Impose licensing and quarterly reporting ASAP.	2/19/2020 1:30 PM
158	My concern is the impact of entire houses on STR on a community. Houses that are dark - then filled with visitors - keeps a community from knowing/caring for each other and the property. There are also over 500 entire homes being STRented, which removes them from the long term rental/housing market. My concern is not about owners renting their homes for the Olympic Trials or sabbaticals, since these owners have a vested interest in their immediate community. A more interesting question for non-occupied houses STR's is whether the hosts live on the same block - and whether this influences their neighbors'sense of community. The issue is maintaining the fabric of a community - so a tipping point of short term rentals is important. Towns that limit the number in otherwise heavily impacted areas (like those near campus) should be given some relief and balance - or the sense of community is imperiled.	2/19/2020 10:21 AM
159	Eugene has a large and mobile population of students with a huge variety of rental needs in addition to our other communities. Any attempt to address the rental market should be focused on supporting flexibility and growing our supply of housing generally. I would also encourage the City to consider exempting smaller landlords from regulation while adequately regulating larger landlords to ensure that we can maintain flexibility in our housing market.	2/19/2020 9:44 AM
160	there are many AirB&B in our neighborhood, only one has an owner on site. Guests treat as a cheap hotel, guests can be loud as if they are yelling to their spouse across the Hilton parking lot at 4AM, but they are not. Too many cars for the unit on the street (no permit needed), or parking in front of home owner houses. Does NOT improve the value of the neighborhood :(	2/19/2020 9:32 AM
161	Non-owner-occupied STRs, when empty, have been targets of vandalism. Owners not occupying the STRs have been unresponsive.	2/19/2020 9:22 AM
162	Having enjoyed using short-term rentals here in the US and abroad, I have nothing negative to say about them. I believe that organizations such as AirBnb police their practices effectively, and that the negative examples given by some in this connection are similar to the old "welfare queen" exception to the rule. By the way, many of your survey categories should provide the option N/A for those who are filling this out.	2/19/2020 9:11 AM
163	We rented our 5-BR home for football game weekends one fall, but we had to stop because of the negative impacts on our neighbors. Even renting to someone we had successfully rented to before did not protect us from a loud party breaking out the second time they rented. We respect our neighbors too much to put them through that, burdening them with a revolving door of guests while we profit from it.	2/19/2020 9:08 AM
164	The city might consider doing a statistically valid survey as this survey will be anecdotal. In addition , a survey of under developed property should also be completed, i.e. number of properties in GO zoning that are still single story or single family. I also take umbrage with the idea of "unfair competition with other lodging" -- I pay the same city lodging and state lodging taxes that those other lodgings pay, maybe more if property tax breaks have been given.	2/19/2020 9:07 AM

165	Retired homeowners on fixed incomes experience the burden of increased pressure on property tax initiatives. STR's would supplement their tax obligation potentially making the difference between keeping their home or forcing them to sell. They also would be more likely to support city, county bond issues (LCC, Courthouse) knowing they could supplement their income through STL's.	2/19/2020 8:20 AM
166	If if owners are not required to occupy the property it is essential that a local person/agent be identified to deal immediately with problems.	2/19/2020 8:17 AM
167	I have no complaints with the AirBnB's in my neighborhood. In fact, there is one across the street - No complaints. And there is another half block away that I didn't even know operated for its first 18 months until the owner told me.	2/19/2020 6:32 AM
168	Short term rentals should not be banned. Maybe create a tax like hotels for them, and also fine owners if noise complaints (more than three) continue, etc. Require registration of all short term rentals and limit the number allowed.	2/18/2020 8:33 PM
169	Issues with noise/parties can be addressed through existing regulations. Interfering with the property rights of our community members will not attract growth and could result in lawsuits. It could also interfere with the economic freedom of seniors and people with disabilities and may violate preexisting state statutes in regards to discrimination and constitutional rights.	2/18/2020 8:06 PM
170	Nice to have an international cultural exchange with guests	2/18/2020 6:41 PM
171	We love the cultural exchange with guests and a way to help afford the home and neighborhood we live in.	2/18/2020 6:31 PM
172	We have invested loads of time and energy to give our guests great stays. We bettering neighborhoods and giving visitors from around the world a positive and more person experience while in Eugene (for a myriad of reasons).	2/18/2020 6:25 PM
173	A yearly license fee seems like an extreme barrier	2/18/2020 3:53 PM
174	Eugene is a completely unique environment. I so happy that the council has formed this group to create a solution as unique as our city. Thanks!	2/18/2020 2:14 PM
175	I want to thank everyone who is giving their time and energy to work on this issue. Everyone, on all sides. As an AirBnB host of 4+ years, I have always worked hard to be not just a good neighbor, but the best neighbor I can be. I'm hardly unique in that. Every host I know works hard to be a great host and a great neighbor. That doesn't mean that it's possible to prevent a few bad guests from snaking in occasionally. AirBnB has extremely extensive host and guest vetting and verification processes that weed out the vast majority of bad players. Hotels do nothing like this. Here is some additional feedback to consider. Yearly license fee - For what? You don't require an accountant working out of their home to pay you a fee, they don't get inspections either. I'm not providing food or heal care related services. I've had to stay at "inspected" hotels that are so filthy that it was repulsive and I had to leave. I have hundreds of inspections per year with detailed public ratings, public reviews and private feedback that are far more effective than any inspection "service" that the city has ever provided me in over 40 years of living, remodeling and building here in Eugene. I clean and disinfect every corner nook and cranny, around under over and behind toilet and between every guest like my next one is my first. I don't need someone to tell me if my place is clean enough because my guest's standards and my standards are much higher and more rigorous than any inspection you would have time to do. I meet or exceed any safety requirements because Airbnb already ranks me lower if I don't. I have paid about \$12,000 in transient taxes to the county and city of Eugene in the past few years, in addition to my property and state taxes. I don't see any benefit to paying more for something that is un-necessary yet puts people who have nothing to do with, and know nothing about, what I do. I see no benefit to me, no benefit for our community in adding more regulations when we already have ordinances in place to handle the exact same issues that are of concern (parking, loud parties). I see no benefit in giving the city any sort of "power" over my family's life and financial wellbeing. I'm serving my guests, my neighborhood and this city relationally, culturally and financially. I'm supporting my family and I help others in time and money. The City should asking what it can do to help, not what it can do to shut me down or limit my success. I'm pretty disturbed that this is backwards. It would be great if the city was interested in helping its citizens be as successful as possible (There certainly are a lot of us that could benefit from that), but I don't "need" you to help me succeed, I know how to do that. I need you to not get in the way. If my guests ever cause a problem I'll take care of it immediately or if I can't I'll be the first person to call the police. I've had one "bad" guest out of thousands of	2/18/2020 12:38 PM

guests and my neighbors had no idea they were not an ideal guest because I took care of it before it became a problem. I have very happy neighbors and have never had a noise or other complaint in over 4 years with over 1000 bookings and thousands of guests. ALL are 5 star ratings and glowing personal reviews. My guests are nearly universally fantastic people from all walks of life, other than low life. They are happy, friendly, courteous, responsible, kind and just great people. I think they are the “norm” of what STR’s bring into town and I’ve had enough of a verity and quantity to get a pretty good take on that. Owner-occupancy requirement - It’s not really any of the cities business to tell people what to do with their property so long as they are not causing a problem to their neighbors or breaking any laws. Please don’t think it is. Limit on the number of days a unit can be rented - Ummmmm... No. This is my primary source of income. Without it, we would lose our home and become part of the homeless here in Eugene. I have zero support for the city dictating when, how often, or how I can use my private property and zero interest in them telling me that I can only use it to make money 3 months of the year. Zero. Well, I guess if they are willing to only receive one quarter of their income we could talk ;-) Basis for license revocation, including number of complaints per calendar year - As mentioned above, I’m not in favor of any sort of license, but this is the one place where I can see a “possible” reason for some sort of licensing. Maybe if the place is not owner occupied, then those places could be required to have a minimal license fee \$25-\$35 year and if there is a history/pattern of complaints, that location’s license could be suspended or revoked... and this may help with locations where there is no host nearby or even in town (some people may have inherited a home or may be listing the home of a relative who has moved in with them or may have investment homes, which is normal and fine). But the truth is that this will not stop a party house from happening. I’ve lived in Eugene for 60 years. We have always had trouble with party houses, loud parties and wild parties on and near the University campus neighborhoods. Restricting STR’s will in no way make this problem go away. The people what want to party and don’t care about who it impacts or bothers will find another house, likely within the same neighborhood and still party. The answer is walk over and ask them to quiet down or call the host and let them take care of it. No host wants a call like that and will double their efforts to prevent it from ever happening again. If that fails, then to call the police and that is true in every case. AirBnB works very hard to minimize the risk of this sort of behavior. Hosts work even harder. I dare say that it would be worse for those same neighborhoods to have a Long Term Renter who likes to host loud parties with drunk college kids... because there are very few ways to evict such a person and the neighborhood would be stuck with them for months or years on end. This is not a STR problem. This is a campus party problem. Requirements for on-line platforms to assist in regulations – I’m not sure what this means. If you are talking about requiring guests to register with the city before they stay, that is silly. No one does that or would even think of it. And certainly STR platforms are legally required to keep guest data private, they can’t and won’t share it with you because it would be illegal to do so. If someone is suspected of a crime and there is evidence that they stayed in Eugene at an STR then the police can obtain a warrant and AirBnB can provide booking details. Host have zero access to guest’s personal and financial data. As it should be. Parking requirements – I have no problem with the idea that a STR should provide adequate parking. That’s just common sense to be a successful host. It’s also important as a good neighbor... not that my neighbors all seem to follow that thinking ;-) But I would support minimal licensing at minimal cost with the need for parking being included. Affordable Housing – The homeless situation in Eugene is very concerning to us. But it’s important to understand that STR’s are not adding to that problem now, nor would limiting or shutting them down in anyway fix it. For example my property has never been, and never will be, an affordable option for low income or homeless renters. It does however make it possible for my family to remain in Eugene and keep our home. Without the income AirBnB brings, we would actually lose our house and become part of the homeless community here. With it, we are able to pay our mortgage, pay our bills on time and even help other people through more charitable giving, and as we have done all our lives, take people into our home that can’t afford to pay rent or have their own place. So limiting my ability to make STR income will literally add to the areas Homeless problem directly and indirectly. I know of three other host that have told me that without the extra income that STR hosting brings in, they would lose or would have already lost their homes! Most people who get into STR as not wealthy land barons with multiple rentals that they are pricing out of reach of low income tenants. Most are lower income families that are struggling to stay afloat in Eugene. They do it because it lets them keep their homes!

176	would not like this to pass as it will hurt motel business	2/18/2020 9:38 AM
177	If they are not commercially licensed and operating as a STR business for an entire calendar year and paying lodging transient taxes for a full calendar year, they should not be allowed to rent just for a short period to absorb a special event in this city. This is a major unfair	2/18/2020 9:20 AM

advantage. It's hurting businesses that are operating as hotels/motels year round that are there for this specific purpose (to house temporary guests). Residential/Long term properties should not be given special treatment for a short period just to take advantage of an event. They do not pay transient tax or operate as STRs year round, so it's pretty straight forward. The city should favor businesses that pay the taxes,licenses, etc. year round for their sole purpose of housing people year round for their short term stays.

178	STR are a great Thing to have in our community and help bring visitors to the region. This bring in outside dollars that are needed.	2/18/2020 8:56 AM
179	Short term rentals provide a second income for many families. Airbnb provides guidelines that allow us to feel confident in renting to other families coming to visit Eugene. Spend more time fighting real issues like mental health and housing costs!!!!	2/17/2020 9:51 PM
180	If hotels and other operators are concerned about competition from STR's, perhaps the hotels should be more responsive to customers' requests (such as truly allergen-free rooms), and should provide fully equipped kitchens to make traveling more affordable.	2/17/2020 8:56 PM
181	Short term rentals keep money in this community. We send guests to locally owned businesses instead of the national chains they would typically go to, we pay local cleaners, local lawn care services, local repair people and contractors for improvements. The money we bring in stays local, as opposed to huge hotels. We are ambassadors of Eugene, we share our favorite hiking spots, or places to visit with our guests. We show people how amazing this city is. We also provide accommodations for people they cannot find in hotels. My cottage is totally allergen free, including chemicals that many people are more sensitive to. For those like me with chemical sensitivity staying in hotels can make them feel very ill, from harsh cleaning agents, fabric softeners, pest control chemicals, etc.	2/17/2020 12:48 PM
182	I'm concerned about the impact on longterm rentals in a city that's already short on housing: would the city consider regulations that would deem non-owner-occupied STRs a commercial use not allowed in areas zoned as residential?	2/17/2020 12:27 PM
183	I frequently travel for work and stay in AirBnBs almost exclusively. I love the effort that owners put into their properties, the value and quality of the properties versus hotels and the great information I receive from the hosts about local businesses. I also live on a street with an AirBnB. In the two years that it has been in operation, there has been a noticeable improvement in the property with nice landscaping and some exterior paint and finish work. Additionally, the owner is a really nice guy who has made sure that all of the neighbors are aware of the property. Though there has never been an issue with any of the guests, it's nice to know that he is available and I appreciate his efforts at being a responsive owner.	2/17/2020 12:01 PM
184	Let me place a tiny house in my backyard so I have a place to stay when I visit Eugene and my place is rented out	2/17/2020 11:28 AM
185	A yearly license fee seems excessive; fee, if any, should be limited to one-time registration	2/17/2020 10:45 AM
186	I believe STR are not the problem or solution to homelessness, and housing crisis. 1.) Eugene was in an affordable housing crisis prior to Airbnb/VRBO, etc. 2.) STRs would not all convert to LTR, for example, ours would not be a LTR because we like to have personal use of it also. 3.) STR are not going to add AFFORDABLE housing solutions to Eugene market not increase competition enough to balance out the high cost of living young families/professionals/college students/retirees are faced with. 4.) The STR market will naturally correct itself, if there becomes less demand, less people with do STRs, but at this time there is a demand for it so it is successful. 6.) Our guests would not rent hotels, they are families with kids looking for kitchen and bedrooms together (Different niche than hotel industry). 7.) STRs are good for local Eugene residents (increase revenue to hosts, and tourism services). 8.) If we are concerned with AFFORDABLE housing then developers should be the focus. There needs to be development of low cost apartments/housing (not half million dollar condos). If we don't care about affordable housing in development then why care about it in the homes that already exist, with mortgages already determined (I would never rent my house for less than the mortgage). The real estate market effects the rental market more than the STR market affects pricing in LTR market. ***This problem is FAR more complex than STR influence, and there are other factors than STRs. To restrict STRs we cut down on tourism, and positive cash flow into Eugene's middle class residents (my impression is that most STR hosts are middle class, and it only helps our local economy to help them have more money in their pockets to spend). The poorly managed STRs should be reported just like LTRs, and the city should track and create statistics on complaints between STRs vs LTRs. We need more information before making a	2/17/2020 9:59 AM

decision off emotions surrounding a few poorly managed STRs. It is also possible Ward 3 (if this is where party houses are) needs to have its own restrictions given it is higher density Airbnb area, and attracting more partying guests? It is not fair to impose same restrictions across all wards if one ward is the one with all the complaints. I don't like my next door neighbor's way of renting his house, but I prefer the STR over the LTR. I do understand the impacted neighbor view, but I also understand the pros outweigh the cons of STRs when we take out the problematic outliers. Thanks for reading (and hope this makes sense as it's difficult to look back and view the whole thing to edit). Thanks

187	I believe STR are not the problem or solution to homelessness, and housing crisis. 1.) Eugene was in an affordable housing crisis prior to Airbnb/VRBO, etc. 2.) STRs would not all convert to LTR, for example, ours would not be a LTR because we like to have personal use of it also. 3.) STR are not going to add AFFORDABLE housing solutions to Eugene market not increase competition enough to balance out the high cost of living young families/professionals/college students/retirees are faced with. 4.) The STR market will naturally correct itself, if there becomes less demand, less people with do STRs, but at this time there is a demand for it so it is successful. 6.) Our guests would not rent hotels, they are families with kids looking for kitchen and bedrooms together (Different niche than hotel industry). 7.) STRs are good for local Eugene residents (increase revenue to hosts, and tourism services). 8.) If we are concerned with AFFORDABLE housing then developers should be the focus. There needs to be development of low cost apartments/housing (not half million dollar condos). If we don't care about affordable housing in development then why care about it in the homes that already exist, with mortgages already determined (I would never rent my house for less than the mortgage). The real estate market effects the rental market more than the STR market affects pricing in LTR market. ***This problem is FAR more complex than STR influence, and there are other factors than STRs. To restrict STRs we cut down on tourism, and positive cash flow into Eugene's middle class residents (my impression is that most STR hosts are middle class, and it only helps our local economy to help them have more money in their pockets to spend). The poorly managed STRs should be reported just like LTRs, and the city should track and create statistics on complaints between STRs vs LTRs. We need more information before making a decision off emotions surrounding a few poorly managed STRs. It is also possible Ward 3 (if this is where party houses are) needs to have its own restrictions given it is higher density Airbnb area, and attracting more partying guests? It is not fair to impose same restrictions across all wards if one ward is the one with all the complaints. I don't like my next door neighbor's way of renting his house, but I prefer the STR over the LTR. I do understand the impacted neighbor view, but I also understand the pros outweigh the cons of STRs when we take out the problematic outliers. Thanks for reading (and hope this makes sense as it's difficult to look back and view the whole thing to edit). Thanks	2/17/2020 9:54 AM
188	I have friends who meet their own income needs by hosting and I have no problem with that. However, if the need for affordable housing and transitional housing for people in crisis is not met, the quality of life for all and the appeal of this area to visitors will be reduced. Our mutual interest lies in creating a more universally just and prosperous community. First things first: housing must be affordable and available to local residents..	2/17/2020 9:27 AM
189	Need more (short/long term)housing for family and visitors	2/17/2020 8:03 AM
190	The market will restrict supply. There is already a hotel tax. No need to waste city resources on extra regulation. There do need to be some BASIC rules in place, most of which can be pulled from hotel rental regulations.	2/17/2020 7:56 AM
191	Multiple complaints should lead to closure, any fines or fees should include restitution to neighbors, owner should have to live on site	2/16/2020 9:41 PM
192	Perhaps the STR's would provide the city with income to help homeless with housing costs?	2/16/2020 8:57 PM
193	Please follow the example of other cities that regulate this issue. Let's take care of our local community first and address our housing crisis. Thank you	2/16/2020 8:19 PM
194	I feel short term rentals are good for the community.	2/16/2020 7:56 PM
195	In Question 5, "Impacts to neighborhood character and look or feel of the area," it is unclear if you mean a positive or negative impact. I have hosted an STR for the last three years, and I can say that my property is much cleaner and better maintained than the LTRs on my street. In Question 6, it's unclear what you mean by "complaints," Complaints from whom? Neighbors? Guests? Other? If you mean neighbors, I have had zero complaints. I have lived on the same street for 25 years, and I know my neighbors well. When I talk with them, their complaints are	2/16/2020 6:38 PM

about the long-term renters on our street who do often create noise and whose spaces are much less maintained (garbage and junk in yards, lots of extra cars on the street, lawns that are unmowed, etc.) I would like to add that I provide off-street parking for my guests. My biggest challenge is finding space to put out my garbage bins on the street every week due to extra cars from the long-term renters next to me. I sincerely ask you to research how much noise, garbage, lack of maintenance and excess parking are caused by LTRs, rather than STRs. I'm not opposed to LTRs at all, but on my street, they are much more of an issue in these regards than my STR..

196	I have never had complaints.	2/16/2020 5:41 PM
197	I have never had complaints.	2/16/2020 5:40 PM
198	Short term rentals do more good than harm. I think the city should focus on actual problems. This doesn't rise to the level of the crisis it's being treated as. People need to be able to make money. This town has a shortage of living wage jobs. Short term rentals allow people to stay housed, use their asset(s). Not that much different from long term rentals a I	2/16/2020 5:16 PM
199	Short term rentals are necessary for new home buyers if there is a small gap between when the sale of their house closes and the purchase of their new house closes	2/16/2020 5:04 PM
200	I have used AirB&B myself while traveling, but I prefer to stay in owner-occupied properties. Their original purpose was to enable tourists/travelers to meet locals at home and to give locals a chance to meet travelers and make some extra money. I think such short-term rentals should be limited to owner-occupied properties. Allowing anything else removes long-term rental properties from the very under-supplied long-term rental market.	2/16/2020 4:52 PM
201	I think they have improved Overall property appearance And have never experienced any problems with them.	2/16/2020 1:01 PM
202	Short term rentals are an important revenue source to supplement our retirement.	2/15/2020 10:16 PM
203	Leave us alone. I own it, let me do what I want with my property. Stop over reaching, stop wasting time on bullshit like this and put your noses to the grindstone and actually accomplish something needed like lawless and homeless issues,instead of criminalizing straws and rentals! We don't have enough rooms for tourism, you cut number of rooms, you cut \$\$\$ for business owners in this community. Start working with local businesses instead of against us!! Stop taxing the fuck out of us!!!!	2/15/2020 9:47 PM
204	Please don't assume that all STRs get complaints. Many never do.	2/15/2020 3:17 PM
205	The home that is currently being used as a STR will eventually be my parents retirement home. The home is in a nice neighborhood and was previously known as a "drug house" but the owners could not get the long term renters out because of the change in the rental laws of this state. The neighbors were more than happy to see the new home owners have short term renters in the home that are not a nuisance.	2/15/2020 2:06 PM
206	As a STR Host, home owner, and real estate agent, it has been a blessing to provide short term solutions for my clients that have sold their home before they are able to find or occupy a new one. Many have pets and can't stay in local hotels. Nearly 100% of my guests, whether clients or through AirBNB have been very respectful to the house rules. I have had zero complaints from neighbors. We are in the hospitality business first and foremost. No STR Host wants their home to become a party house. We also have our STRs professionally cleaned between guests and the interior and exterior are very well maintained. There are more issues with long term tenants then with short term tenants since the homes are rarely checked and often have a great deal of deferred maintenance.	2/15/2020 7:46 AM
207	I feel that as a kind community, our long term residents should be more of a priority than visitors to Eugene. Especially when it come to housing. We should follow communities like New York City and not allow whole unit vacation rentals. Even if property owners bought to invest in vacation rentals, they would still make money/profit as landlords and/or could choose to sell and would profit for the sale because our inventory is still low after several years and our housing prices are at an all time hi. Please be a kind City and put the NEEDS of our lower income residents that can't buy before the WANTS of our affluent property owners.	2/15/2020 7:33 AM
208	I believe that a property owner does have rights to use and profit from their property but we need some thoughtful guidelines to mitigate the impact on neighborhoods and other owners impacted by the STR's. This is complicated and needs careful studying and consideration.	2/15/2020 7:11 AM

209	This survey is maddening. It does not even acknowledge the concerns of housing advocates! Regulation of STRs is fundamentally an issue of housing policy, not neighborhood livability. The City of Eugene is handling this issue in completely the wrong way. It is disrespectful to the 51% of residents who rent that you persist in having no clue about the obvious unsuitability of this industry in a town with an acute housing shortage; it is also alarming, as it seems City has no interest in protecting us or in preserving its housing for residents, despite having spent much time and money on the Housing Tools + Strategies report. Please communicate with City staff concerned with housing asap, and/or reach out to the Springfield/Eugene Tenant Association, which should have been represented on the STR committee and at the Open House.	2/15/2020 5:34 AM
210	Owners of an adjacent property offer their large house as a short-term rental. It is occupied perhaps 7 to 10 days per month. It has several bedrooms so can house up to maybe 10-12 people. I've experienced numerous groups coming to Eugene and staying at this house for weddings, football or other sports events, and even a crew in town for temporary work. All have been delightfully respectful of me and other neighbors, and seem to have a wonderful time being able to share a single accommodation rather than be scattered about the city. I've had opportunity to meet and interact with the guests on many occasions, and always found them to be respectful, courteous to the neighbors and neighborhood, and delightful. Visitors and the non-resident owner/operator have always been very conscientious about trash, recycling and maintaining a neat and clean appearance of the property. The only problem has been increased demand for on-street parking, but I and other neighbors have always found this to be a minor inconvenience and (of course) short lived. I'm really happy that visitors can find this sort of opportunity to stay in our neighborhood.	2/15/2020 5:27 AM
211	Thank you for going slower to gather more input. I own 2 sfds that have been longterm rentals for 50 yrs but have been waiting four years for one to become vacant to try it as short-term, so I could have option of using it myself at times, and do major and minor work in home and yard without disrupting renters or losing currently (way below market now) monthly rent .	2/15/2020 1:09 AM
212	From an operator point of view, there were so many STRs available that it drive the price way down and it was no longer financially advantageous to do. The market addresses the oversupply problem in this way.	2/14/2020 11:00 PM
213	short-term rentals benefit the economy, especially with the restricted housing opportunities in this community	2/14/2020 9:00 PM
214	The fact that STR numbers are rising should be a very clear warning signal to City Council. Property owners are willing to accept the risk of intermittent rental income vs long term rental income because the pendulum has swung too far in favor of deadbeat renters who destroy property without any fear of eviction. The market is speaking loud and clear: it is less risky to engage in STR rather than conventional landlord/tenant arrangements. Trying to regulate your way out of this will result in owners converting their property into owner-occupied homes. Frankly, I'm baffled that this is so hard for Council to understand.	2/14/2020 7:10 PM
215	The fact that STR numbers are rising should be a very`	2/14/2020 7:01 PM
216	<a href="https://www.kezi.com/content/news/Eugene-Airbnb-party-bust-has-neighbors-calling-for-regulation-567095431.html">https://www.kezi.com/content/news/Eugene-Airbnb-party-bust-has-neighbors-calling-for-regulation-567095431.html</a> this happened next door to my house while my 3 children slept inside. It was absolutely terrifying.	2/14/2020 1:22 PM
217	We are in a massive housing shortage. I understand and support people adding to their income by doing STRs with their property, but I also want to see more regulation. I think someone living out of town and owning a house that they use as an STR should not be allowed. Either live here and rent a portion of your home, or let the rental be available to people who really truly need a place to live here. Rents are ridiculously high in Eugene and it's hard to find a place to live. I don't believe that STRs should be banned, but more regulated. There are two on our street that are non-owner occupied and used as income for the owners.	2/14/2020 12:48 PM
218	submitted in writing on survey along with lots of other comments on survey (Allie plugged in this survey)	2/14/2020 12:37 PM
219	the ability to share out home with visitors to Eugene has been a very rewarding experience. not only is it monetarily necessary for us to manage the cost of our rent, but we love sharing info about this wonderful town with visitors and people transitioning here as permanent residents.	2/14/2020 12:34 PM
220	our experience has been 95% positive. we take pride in our properties and our clients ("guests" in airbnb words) have overwhelmingly enjoyed the experience. overall it has been a positive win-win.	2/14/2020 12:31 PM

221	I believe STR are fine if they are monitored by the owner of the property or property management company. Many people depend on STR to make ends meet. I don't believe it creates that much of a housing shortage compared to college rental companies.	2/14/2020 12:27 PM
222	submitted in writing attached to survey (Allie plugged in this survey)	2/14/2020 12:16 PM
223	STRs are good for community. Need to support their contribution to the local economy and tourism.	2/14/2020 12:15 PM
224	submitted in writing attached to survey (Allie plugged in this survey)	2/14/2020 12:05 PM
225	My friend is an impacted neighbor and reasonable person and has been fighting a long time to get the city to control a short term rental in her neighborhood. I am astounded that after 2 years she hasn't gotten results. Permanent residents shouldn't have to suffer over short term rentals.	2/14/2020 11:26 AM
226	garbage storage screening requirements, blockage of mailbox/recycling service vehicles by parking on street	2/14/2020 11:24 AM
227	Please make clear that STR's pay taxes, not all people know this. Be aware that "increased revenue" does not necessarily translate to profit. It costs money to stay competitive: lawn care, a rich cable package, upkeep and continued enhancement of property, etc. A \$28,000 gross revenue can result in a year's profit of just \$5,000 (though enhanced cash flow during the year is great for paying college tuition and other big ticket items). I have no problem with the city finding ways to discourage or prevent STR entrepreneurs who buy up various properties and operate them like hotels. This isn't good for the city (though I'll also note that it doesn't really pencil out to acquire properties entirely for STR use). Definitely push on AirBNB and Vrbo to provide property by property breakdowns of taxes collected -- it's ridiculous you don't get that, and neither do we as owners! Lots more I could say, but I'll also invite you to call me with questions: Ellen Wojahn, 541 729 0870.	2/14/2020 11:18 AM
228	Short term rentals are needed ! It also contributes to the local economy and helps family in need of an income or to be able to retain their home because housing in itself is beyond expensive in Eugene OR	2/14/2020 10:49 AM
229	Please limit how many there are. Housing is hard enough to find already.	2/14/2020 10:40 AM
230	I like Airbnb and other short-term rental opportunities to stay somewhere and experience the community. I think a week minimum occupancy cuts down on a lot of the issues, but not all. When we rent we must be careful about whom we rent to and address situations when they arise.	2/14/2020 9:36 AM
231	I think they should be permitted, but with oversight so as to not further induce housing shortage.	2/14/2020 9:33 AM
232	I think non-owner occupied STRs should be very limited.	2/14/2020 12:17 AM
233	Absentee STR hosts are less responsive and less responsible "neighbors"	2/13/2020 10:20 PM
234	I think they fill a niche. With the numbers growing, obviously this niche is needed and favored by certain visitors. B&B's meet a certain need, but the short term rentals meet a different need for folks who don't care to share in a "rooming type house" and have breakfast with owners/other guests.	2/13/2020 10:19 PM
235	A short term rental works best when the host lives in the area and can manage the property directly. It's a challenge when an owner isn't around. Also having cameras and noise sensors curb any big issues because guests know they are being monitored for major problems. I've had 1 issue with a guest and asked them to leave the next day. If I weren't living in the area the outcome would've likely been very different.	2/13/2020 8:27 PM
236	Short term rentals are a huge benefit to our community!	2/13/2020 8:14 PM
237	This is a poison in our neighborhoods	2/13/2020 8:07 PM
238	We need to stop regulating the hell out of hard working people. Our city council already intervenes in to many situations.	2/13/2020 7:18 PM
239	STRS ARE IMPACT RENTALS AVAILABLE READY IN LIMITED SUPPLY. Many restrictions should be put on them OWNER occupied mandatory pls. thx!	2/13/2020 6:48 PM
240	There is a place for STRs. I don't believe I could afford as much travel or have the quality of travel experience I desire without STRs.	2/13/2020 6:37 PM

241	If I were in charge, I would only require the units be owner-occupied. Further regulation would be just another layer of government intrusion.	2/13/2020 6:29 PM
242	STRs are basically hotels run in residential neighborhoods. As such, they require licensing, inspections, on-site personnel and immediate response to any issues. This is not happening. The City is not enforcing their own occupancy rules. The police department does not respond. As an impacted neighbor, I do not feel safe in my own home. Listen to homeowners who have experience with STRs. Enforce the regulations and institute a complete permit process with inspections and enforcement.	2/13/2020 6:10 PM
243	I'm not opposed to regulations on STRs run by investment groups or out-of-state owners as I feel those are against the spirit of the STR idea. I don't think owner occupancy is a terribly helpful requirement, but perhaps limiting it to Oregon residents?	2/13/2020 6:09 PM
244	Only owner occupied	2/13/2020 5:46 PM
245	They're negatively impacting availability and pricing of rentals.	2/13/2020 5:10 PM
246	Three years ago, I arrived in Eugene to determine whether I wanted to move here permanently. I didn't know a soul and wasn't sure if this would be a good fit. I wouldn't have been able to explore that possibility if it hadn't been for my access to STRs -- hotels were way too expensive for my small budget and getting a lease on an apartment would've defeated the need I had to live in and explore various areas of the city. I would've had to moved on. But because STRs were available, I stayed in several STRs all around Eugene, which enabled me to determine which area I might want to live in and learn whether Eugene was for me. It turned out to be a good fit; I purchased a home here after a 5-month search while using STRs. Without the STR experience, I wouldn't have had the time I needed to wisely choose Eugene as my new home. I believe STRs are a valuable part of the rental market.	2/13/2020 4:52 PM
247	I love staying in short-term rentals when I travel and love hosting guests here. It is not a space that we would ever rent full time but we love being able to host people visiting the U of O, relocating to Eugene, or working here part time.	2/13/2020 4:45 PM
248	I don't know why all STRs shouldn't be regulated and taxed exactly like existing STRs - B&Bs and hotels, etc.	2/13/2020 4:45 PM
249	Given the rental shortage, it makes sense that units that can be full-time dwellings be used for that purpose, and not sold to corporations such as Expedia, AirBnB, etc. Please help house the people of Eugene who need affordable housing.	2/13/2020 4:38 PM
250	This was a confusing survey.	2/13/2020 4:36 PM
251	Please allow only residents of Eugene to operate a very limited # of STR's, preferably owner on site. Include a % cap on the whole city and on each neighborhood. I moved here from a place that was ruined by STR's. I have also seen it work when controlled. Please get out in front of this, it's very hard to rein in once out of control. It can take the fabric of a community apart, I've lived it and would hate to see that happen here.	2/13/2020 4:30 PM
252	My neighbors two houses over rent their house out for several days at a time a few times per year. I think this is completely reasonable and hope that they will be able to continue doing this.	2/13/2020 4:29 PM
253	My rental and the apartment building is better kept up then when it was a long term rental. There used to be complaints about the long term tenants making too much noise and having too many cars parked and those aren't happening now. There is no hotel lodging in my neighborhood and guests appreciate the convenience especially since it's near a lot of shopping.	2/13/2020 4:18 PM
254	Please don't limit my ability to temporarily rent out my home during popular weekends.	2/13/2020 4:07 PM
255	I have used STR's worldwide and it has enhanced my travel experiences because of personal touches and being immersed in a local neighborhood. We strive to offer that here by offering a room in our home to visitors from around the world, seeking that same personal touch. We only offer availability a few times each month; imposing fees for this type of STR would make our rental unviable.	2/13/2020 3:57 PM
256	Please don't get too regulate-y! :)	2/13/2020 3:46 PM
257	I think AirBNB is great. It's not the problem it's been made out to be. The city council should leave it alone and focus on actual problems. There are already ordinances in place to deal with	2/13/2020 3:27 PM

parking and noise. Parking and noise, garbage, neighborhood livability are more affected by long term rentals than by STR's. Stop scapegoating STR's and go deal with the real issues behind the housing shortage.

258	As a home owner with a STR I do not allow parties on my property. When one occurred I called Airbnb right away and they called the person i had rented to and told them to stop the party or they would have to move out. It took 2 calls from AirBNB then the party broke up and the renter had to forfeit their deposit of \$300 for breaking the house rules. In the 5 years I've had a STR this has been the only problem and AirBNB dealt with the incident quickly. ,	2/13/2020 3:24 PM
259	I'm a single mom and want to rent out part of my home as a short term rental. This income allow me to continue to afford my mortgage, without this income me and my two children will likely need to sell and become renters.	2/13/2020 3:22 PM
260	it is a wonderful option for visitors and beneficial for the economy	2/13/2020 3:03 PM
261	They fill a need for less affluent travelers. They help keep less affluent homeowners on their homes, especially seniors who can't find employment outside the home. They make better use of existing housing.	2/13/2020 2:52 PM
262	Locally based evidence on impacts, not unsupported opinions or conceptual issues wit STRs should drive any regulation.	2/13/2020 1:28 PM
263	STR owners should pay for the privilege, the same as any hotel or motel owners -- I support fees that are high enough to give the City true enforcement abilities. Right now I have no recourse to resolve problems, especially with neighbors I don't feel safe with in the first place. STR owners are in it for the money, nothing else -- I challenge them to convince me that this is "for the good of the neighborhood" in any way.	2/13/2020 1:11 PM
264	Before making decisions on STRs, the city must collect data on their use, contributions to the community, and any negative effects--actual data, not anecdotes.	2/13/2020 12:48 PM
265	my concern is if a ST rental customer becomes noisy or brings too many cars which clogs up our cul-de-sac	2/13/2020 12:42 PM
266	My mother-in-law lives in an attached unit on our property. We want the option of renting this unit out on weekends and having her stay with us. This property otherwise would not be able to be used as full-time housing, so it makes no sense to ban this type of use of short term rentals. Please consider this type of situation in your decision making.	2/13/2020 12:06 PM
267	As a traveler, I love renting STR's to go away with friends and for travel with my partner to a place that suits our needs and pockets. They always contribute significantly to our traveling experience. As an owner of an STR, I love the supplemental income, I love interacting with my guests who have very interesting and diverse backgrounds. I think their experience visiting Eugene is enhanced by staying in our unit and you can see this from all the great comments they live on the rental site as well as our guest book. I strongly believe that Eugene needs to offer STR's that suit travelers needs as part of being a community that seeks visitors to improve our economy. I also believe in providing affordable housing as a community, but I think this problem needs to be addressed from different angles. It is a systemic problem of the United States, the lack of better and more social programs and governments that need to address these issues through different alternatives. For instance, both Mexico and France's governments have built tons of units for low-income families that are financed at very low rates and managed by the governments. These initiatives have allowed very low-income families to own their own spaces. The US just does not do enough of this type of social programs to help its citizens and it benefits those that already have a lot. It is a systemic and cultural problem and I don't think STR's are contributing substantially to impact this problem. I do believe in sensible regulations that benefit the community as a whole after all the facts, good facts, are on the table and a cost-benefit analysis of our community is done. Thank you.	2/13/2020 11:50 AM
268	There have been serious problems with a STR in my neighborhood showing me the need for rules and enforcement, especially when the STR is not owner occupied. I'm also concerned that all the STRs are making it harder for the people who need long term rentals.	2/13/2020 11:39 AM
269	I own/operate 2 short term rentals in cities where I do not live. In 2 years I have not had any problems, no neighbor complaints, happy guests. Both of my houses are highly maintained (interior, exterior) generating income for local house cleaners, gardeners, contractors, handymen. I pay lodging taxes and business taxes. These properties are investment properties for retirement and a side hustle I love. I'm a 5 star host attracting 5 star guests to the cities	2/13/2020 11:31 AM

where my properties are located. I'm interested in purchasing in Eugene (my son attends UO). I'd love the opportunity to provide quality lodging, pay RE taxes, upgrade/maintain "best house on the street." Thank you for considering allowing investors like me to invest in Eugene and provide tourists an exceptional Eugene experience. Go Ducks!

270	There's significant owner confusion about short-term rentals and single unit hotels (short-term rentals with significant services provided). Many owners offer a rental plus significant additional services. This business area deserves additional education and regulation to ensure public safety.	2/13/2020 11:27 AM
271	It is hard to convey how extraordinarily challenging it is to pay rent in Eugene; it seems way out of an average range for low income persons which I am (and even "middle income")	2/13/2020 11:25 AM
272	In a city with such a low vacancy rate, we should not allow potential long term rentals to be taken off the market	2/13/2020 11:15 AM
273	We need to support basic needs, such as long term housing, not work trips and weekend get always.	2/13/2020 11:08 AM
274	I think there needs to be a different, more stringent set of criterea for non-residential owners of STRs who have multiple listings than "mom and pop" operatoins.	2/13/2020 11:07 AM
275	As a short-term rental owner and a frequent renter of short-term rentals, I think it would be a disservice to the community to impose overly-strict regulations in Eugene. My husband is an incredible host and a great ambassador for our city. Our property is always perfectly maintained and we've always had direct and clear communication with the neighbors. I understand there is anedotal evidence of problematic short-term rentals, but it is critical the city closely look at the countless benefits these rentals provide.	2/13/2020 11:05 AM
276	Owners of STR must make sure their guests do not negatively impact neighbors whether through noise, disruptive behavior, parking issues, and more. Owners must be completely responsible for any problems created by their renters. I believe there should be a taxation program that assists with the development of affordable housing since STRs are removing many longterm rental properties from the rental pool in Eugene. And shouldn't STR owners have to be licensed or pay for a business license? All other business owners have to abide by these basic rules. I also believe that all STRs in Eugene should be owned and operated ONLY by Eugene residents. Several that I know of are owned by people in Portland and other parts of the country who are uncaring about quality of life in Eugene neighborhoods. Developers are wealthy property owners from out of the area are snatching up properties and operating them with little or no concern for neighborhood issues. Eugene owned and operated only. Owners should be available to address problems right away and those who live out of town simply aren't and don't seem to care because there are no repercussions and no accountability. It also would be wise to track which STRs continuously cause problems and they should be denied permission to operate any longer. There's one particular problem STR that I'm aware of that the owner has been verbally abusive to his neighbors when they complained. He resides in Portland but owns a business here plus an STR. He rents to party groups who are loud all night and leave the property in a shambles for the neighbors to deal with. His renters bring in far more vehicles than the neighborhood can bear and has absolutely refused to address things. And why should he? He can keep making money with no consequence. Since STRs are a growing industry and with the two big track events coming up in the next two years, Eugene must see it as an imperative to control these businesses. Especially in light of the shrinking pool of reasonable, affordable housing.	2/13/2020 10:53 AM
277	I'm an owner of a long term rental property (in Portland). I also previously rented the property as a short term rental. I have had more complaints about long-term renters than I ever had about any of the dozens of short term renters at the same property. For any complaints, I worked to resolve them immediately. The problem is not whether the renter is a short term renter or a long term renter, but whether there is accountability for the owner of the property. I support reasonable regulations on short term rentals and 100% support a local lodgings tax or additional fee that is collected to support long-term rental housing initiatives. Additionally, I support limiting the number of short-term rentals per owner or per management company so that the original intention of short term rentals through platforms like Airbnb is maintained. I do not support parking limits (streets are public amenities, not privately associated with any one property) or limiting the number of short term rentals city wide.	2/13/2020 10:21 AM
278	My STR is technically in a separate tax lot from my primary residence, although is about 30' from my door. I have had nothing but positive experiences as a host, renting my guest house.	2/13/2020 10:13 AM

279	In 7 years not a single action has helped stop the renters of the airbnb next to me from disrupting the neighborhood. And since the owner barely comes by and basically tells the neighbors Tough Beans - it has destroyed the fabric of the neighborhood. Especially since it is on a cul-de-sac. This has been a terrible experience and unbelievable that the city has not been able to do a single thing. It feels like being victimized by the homeowner and the city.	2/13/2020 10:04 AM
280	ve on siteA STR on this block has taken on "thorn in the side" proportions. The owners appear completely uninterested in forming a mutually cooperative and respectful relationship with neighbors and have ignored diplomatic requests for better oversight. I am strongly in favor of an owner occupancy requirement. I am also strongly in favor of limiting the number of STRs, due to the degradation to the livability of our neighborhoods. I am concerned, too, about the impact of STRs on the availability of long-term housing in Eugene. Please create standards that protect neighborhoods; there are other ways for people to earn income that don't degrade the livability of their neighborhoods. Thank you.	2/13/2020 10:01 AM
281	Short term rentals create affordable means for people, especially families, to travel and visit friends and family. Hotels are too expensive and unaccommodating. Likewise, owning a small rental will allow me (a single parent) to earn some additional income to support my family. Thank you	2/13/2020 9:32 AM
282	STRs help Eugene residents earn income which helps them stay in their home and pay their bills. STRs also support many small businesses through hired help (cleaners, maintenance etc) and through referrals to restaurants/businesses. There may be a few problems with STRs, but there are many many benefits that out weight them.	2/13/2020 9:18 AM
283	A review of the available data shows no significant correlation between the rise in rents with the presence of STRs in Eugene, as shown in the City supported work of Strategic Economics. STRs, in most cases, are providing supplemental income to a small percentage of Eugeniens barely making their financial commitments. An unintended consequence of crippling the existing STRs would be to add to the issue of affordability in Eugene.	2/13/2020 8:24 AM
284	Short term rentals are not a solution to housing situation. As AirBnB are not a solution. Bed and Breakfasts are highly regulated, owner / occupied with plenty of parking. Ward 3 has a disproportion of STR compared to other wards. Neighbors are under represented in makeup of Committee. Where are the economic numbers of how STR make housing available to low and under privileged. Short term rentals take away the quantity of affordable rentals.	2/13/2020 8:21 AM
285	The issue for me isn't whether we should have short term rentals, but how. Why not allow owner occupied buildings to rent one room. Anything else should be registered as a bed and breakfast or hotel.	2/13/2020 8:19 AM
286	Our STR has been the temporary home of; families here for college graduation, construction workers staying for a long-term project, a couple who were able to start their family through surrogacy, needing a home to establish a bond with their baby before flying home, and so much more. Detached single family STRs fill a niche that hotels can't. Responsible hosts are good neighbors even if they don't live in the neighborhood. We screen our renters, check in with the neighbors, and keep the home and yard clean. As far as STR impacting available long term housing options, we don't have enough data for the answer. Non-owner occupied STRs have a place in Eugene.	2/13/2020 8:18 AM
287	We would like to offer transitional housing to qualified clients of social programs. This could be a win-win-win: the City and County provide a valuable social service, the unhoused person gets safe housing for a period of time to save up for a long-term rental housing situation, and we get fair compensation. Our unit is similar to many other STRs that would never comply with LTR requirements. Current City Code makes it impossible for us to build an ADU on our lot, but if we could afford to do it, then we would pursue the opportunity. For example Los Angeles has a program to provide property owners with assistance with design, permitting, and financing if they agree to rent their ADU for Section 8 housing for five years: <a href="https://www.mas.la/affordable-adus">https://www.mas.la/affordable-adus</a>	2/13/2020 12:56 AM
288	STRs provide a valuable option for travelers. Hotels and traditional BnBs do not meet our family's needs, so we typically book a guest house. It is our preferred way to travel. We have hosted many guests who have chosen our guest house for a variety of reasons. To date, we have not had a complaint from neighbors, and they are grateful to have a nearby place to host their relatives. Our experience has been a win-win for our immediate community members.	2/12/2020 8:55 PM
289	I am very concerned that you are focusing on "owner" in residence. We are retired and travel	2/12/2020 5:49 PM

extensively. I have adult "children" who live with me. I think that such adult members of my family should be fully recognized as surrogate hosts-part of the family in residence. Also our ward has one of the largest aggregates of Airbnbs in Eugene. We also have some of the largest homes. We should not be unduly penalized in terms of our ability to accommodate guests. We fill a very special niche.

290	I have had over 200 guests and haven't had any negative incident never one complaint. I have hosted people from all over the world. And local people needing a home while in transition from one home to the next. I have hosted My neighbors family Visiting from out of town and family in town for a funeral.	2/12/2020 4:33 PM
291	I think STRs are extremely beneficial to Eugene. It not only provides TRT revenues to the City, but it also provides people with a place to stay who have a need for a space that hotels don't provide. Also, with Eugene's major events and attractions we need these rooms for guests to our area. Even with all of the Airbnbs we have, it's still difficult to find accommodations for Football games. And with the Trials and World Games coming up, we NEED this type of housing.	2/12/2020 4:05 PM
292	What problem are we trying to solve with any new regulation? Change is not a problem it is a fact of life. Issues with parking, garbage and noise should be taken care of by current regulations.	2/12/2020 2:54 PM
293	I am becoming a STR owner for several reasons. To have additional income as my profession does not offer retirement income, to have additional space for out of town family, and to have a place for my mom to live when she needs it. I have stayed in many airbnb's over the years and have had great experiences meeting the hosts and learning about their cities. I look forward to doing the same on my end. I plan to have my STR professionally managed. In response to the argument that each STR is a unit not available for affordable housing, if I were to rent my place, it would be for market rent which many view as unaffordable. The newly passed rent control bill has made long term rentals unappealing to me as a landlord as it is too burdensome. As a STR owner, my property will be in the best possible condition at all times so as to be attractive to guests and to warrant good reviews. Any behavior outside of my stated rules will not be tolerated and that guest will receive a negative review which will affect their future rental opportunities. Thank you	2/12/2020 2:07 PM
294	Many of the arguments against STRs are not based on facts or data. Converting STRs to LTRs would have little to no impact on the availability of adequate number of rental units. They only account for about one percent of the inventory in the city. Far more noise and party complaints filed with the EPD are associated with LTRs and students than STRs. It seems that STR owners are being targeted for the lack of affordable housing while developers aren't required to allocate any portion of the thousands of units they build for affordable housing. Many of these development interests are not local and even receive huge tax subsidies while local citizens who pay income and real estate taxes are being scapegoated.	2/12/2020 10:55 AM