

Short Term Rental Open House  
February 11, 2020  
6:15-7:45pm

#### OWNER OPERATOR COMMENTS

- The review process for guests and hosts is stringent enough through AirBNB platform
- Extra income allows for hosts to make large improvements to the home- HVAC, roof, landscaping
- Don't make distinction between owner-occupied and non-owner occupied units based on anecdotal evidence- collect data, including long term rentals, and make an informed decision.
- Property stays EXTRA CLEAN!
- Management of non-owner occupied units are not an issue because of having a local contact available.
- STR hosts hire local cleaners, lawn care, maintenance workers which affects the local economy.
- After 1,000 guests this host has only had one bad guest.
- The super host rating on AirBNB is an exceedingly high standard to meet- stringent enough.
- Owner-occupied is a good regulation.
- The City should be transparent with data on how many STRs are in Eugene.
- Hosts who own 3 or more houses should have to put money into a fund for affordable housing.
- Being an STR host is the only way this host could keep his/her home.
- There are concerns over confusion and complication when government steps in.
- This host lives 1.5 miles away and all neighbors have his/her contact phone number.
- Quicker mortgage payoff with STR income.
- Positive guest and neighbor relationships
- This is a lot of time to spend on a small problem.
- 30% of this host's income comes from STR- used for college savings for child.
- Knows neighbors
- Guests support local restaurants and businesses
- Even the best STRs have no neighbors- they are empty houses (with occasional transient occupants). Empty houses do not = neighborhoods.
- The outside of the house must look nice to succeed
- Define what "owner occupied" means
- Whole house rentals vs. owner-occupied rentals should be treated differently
- My STR is critical for my livelihood- woman 60++ years old
- "Wholey positive"
- 400 guests over 4 years
- STR has transformed lives financially and socially
- Register rental with City to capture data on # of units accurately
- Complaints with STRs are low percentage of total
- Largest demographic of STR hosts are women over 60 years old
- Anxiety about the City overreaching
- Security camera requirement as an idea to manage from afar
- Single mom of two and this is how I make my living
- Concern over # of day limit on STR rental days
- Live in Linn County, STR in Lane County
- Require a local contact for STR management

- Lane County owner-occupied STR host in attendance over future County option of regulations (concerned that Lane County will just adopt City's regulations so wants to participate in this process)
- Local responsible party available for renter (name and contact information)
- Local responsible party for maintenance and nuisance complaints should be required
- Require registration for hosts
- Close by to respond, but not owner-occupied- defining this term will be helpful
- "Vengeful neighbor" can call in complaints and shut down STR- find a way to make complaints more fair
- How will HB2001 affect STRs?
- Fantastic guests- lots of diverse reasons and folks
- All housing issues are related- STRs are not separate from housing planning
- Renting rooms is different than renting entire houses
- Mixing LTR (9 months) and STR (3 months) is appealing- how best to do this?
- STRs and guests are better than renting to 5 college boys!
- There are different laws between STRs and LTRs- how best to bounce between the two?
- Hosts want to keep house nice- not a party house
- Parking [on private property] for LTRs is a greater concern than parking for STRs

#### HOUSING COMMENTS

- Commercialized STRs of whole houses removes houses from family rental market
- Unintended consequences putting people out of their homes not adding to rental market
- STRs where the owner rents out a portion of the home are great, or the whole home now and then. But houses that are reserved just for ST renters take homes off the market for full time renters
- A limit of 90 days rental would result in the loss of our income needed to afford house
- Tenants don't make for good neighbors
- Affordability, availability
- Want neighborhoods to have homes for owners and long term renters
- STR host able to afford his home from income and small increase in quality of life
- I check my STR everyday- signed a host
- Impact to neighborhood
- Need owner residency at property
- Availability of homes for long term renters and buyers is important
- We need more homes for long term renters
- Homes offered as STRs are not affordable for low-incomes
- Impact of STRs on housing affordability- concrete data needed
- As an AirBNB guest I only look for stand alone STRs. I'm not comfortable in someone's personal space.
- Mid-term rentals? More than 30 days, but zero lease. Enough time to save up for a LTR. STRs are a potential resource for this need- facilitated by social workers.
- Whole house rentals are vital to tourism
- Leave STRs alone and start building ADUs, etc.
- Shut down STRs = more hotels. That doesn't work for a lot of people.
- Ask VRBO, AirBNB to provide itemized list of TRTs collected PER PROPERTY

- How are we using TRTs? Can they help with homelessness, affordable housing? If no, why not?
- Eugene ends up being the only large to mid-sized city in the region that does not have an owner-occupancy requirement for STRs. Over time we will likely attract more investors who own the property strictly as a business. Over time this can erode even farther the availability of housing for LTRs/residents.
- If you want “data” be sure to include research on what other west coast cities have decided to do for regulating STRs and the basis for their decision making.
- Whole house STRs remove housing stock from the market and families
- Whole houses should not be STRs
- Either we have a housing availability crisis in this city or we don't. If we do then we are wrong to take hundreds of whole houses off the market to be used as small hotels
- STRs are a small part of the housing problem
- 9 month LTR, 3 month STR benefits to students and tourists
- If you are expecting residents of close in neighborhoods to grin and bear the effects on their neighborhoods of increased density in the name of improving the long term housing shortage then I expect you also to be willing to disappoint those who hope to profit from the loss of LT housing in those same neighborhoods by turning homes into STR businesses.
- The only way to fix the housing issue is to reduce restrictions to build ADUs and multi-family units below \$650/month.
- Get data on how many houses are being used as STR- break AirBNB's silence around this
- Homeless are being sent to Eugene because we offer services.
- Housing stock is being depleted by companies coming to Eugene and buying up houses to use as STRs.
- STR hosts care about the homeless situation, we just believe there are better solutions.
- Address misinformation about external companies buying up “the town” for STRs.
- STRs are 1% of entire rental inventory.
- 58% of households are mortgage-burdened- STRs help us pay our mortgage and stay in our homes.
- Loss of my STR income would equal loss of my home.
- Small house without kitchen earns income so we can afford mortgage. Loss of STR would not equal LTR.
- Complex issue
- Single mom of two and am able to afford my rent because of job cleaning AirBNBs
- Keep housing for our residents. This open house is not how we should make decisions.
- If you eliminate STRs you may create more homelessness because hosts depend on that income for survival.
- Hosts who own 3 or more houses should be required to put money into a fund for affordable housing.
- Only had two bad guests in my STR since 2008
- My site is retirement income
- As a traveler I prefer AirBNBs 100%. They are cleaner, fit your needs and are more affordable.
- The more data we have the more info we will have about problem properties.
- Back in 2008 I saw hotel rates were too expensive. I turned my daughters apartment into a STR. I keep my rates low and I get repeat guests.
- Fine owners who continue to not follow rules
- Sensible regulations based on good research, good reasons, not based on emotional responses.

## OTHER COMMENTS

- Want a safe neighborhood for everyone
- Brought a lot of positive tourism to whiteaker neighborhood which does not have a lot of hotels
- Guests should be supervised by hosts
- Having part of a home rented out is great, but entire homes reserved for STRs is basically a hotel without regulations. They need inspection, registration fees, etc.
- Enriching experiences for us, our neighbors, and our guests.
- STRs are a nice way to travel, usually cleaner, more affordable. For me 100% better than hotels.
- Don't create regulations for issues already covered by other laws- such as party houses, etc. These are exceptional to STRs- less likely to occur at an STR than a student rental.
- Travelers with food allergies and special diets
- Whole house STRs destroy neighborhood fabric and remove stock from family housing market.
- Parking issues in already tight neighborhoods
- STR host by City request for City ???
- Only 11% of AirBNBs are rented at any time- don't like bedroom limits
- Concerned that we will prohibit AirBNBs
- Unregulated absentee owner-operators of STRs have the potential to decimate, over time, close-in neighborhoods. Reduced # of regular residents, intermittent vacancy, price inflation due to investor competition (especially in light of HB 2001).
- I believe that it is appropriate that people who have an extra room or two in their homes or an additional unit on their property to rent it out, or for a homeowner to rent out their entire home a few times a year for a special event. It is not appropriate to take units out of inventory to convert them to mini-hotels in residentially zoned neighborhoods.
- Operators of "Regular" BnBs must be licensed, provide services and supervision to their customers and ensure that operations/guests are not disruptive to the neighbors. Full time short term rentals are defacto businesses and should be regulated as such.
- People are welcomed, they are safe, especially women.
- Safety is an issue at parties, traffic near campus
- Concerns about safety, weapons, drugs, etc. especially with a non-resident owner
- STRs add value to community. Nice to stay at, serve different market than hotels.
- People want to come back after seeing what are our offerings for outdoor activities.
- Need more data from AirBNB and VRBO on where fees are coming from, which properties, #of nights, etc.
- Transit tax from STRs should go to affordable housing trust fund along with CET
- Referrals to local restaurants
- In my experience far more issues with parties and noise in LTRs
- What is real agenda LTRs allowed to destroy property
- No owner-occupied requirements

## NEIGHBORHOOD COMMENTS

- Supporting neighborhood relationships- dedicated STRs can disrupt that connection
- Having unknown persons arises safety concerns for neighbors, especially domestic violence survivors

- Non owner occupied is a concern
- Small homes being turned into STR instead of small family homes
- Guests are rude to neighbors
- Seems like owners are unresponsive to neighbor complaints
- Don't want to have "neighbor-less" neighborhoods
- STR for business isn't a permitted use
- Room rental is fine with owner occupancy
- Don't take away housing or neighborhood
- Concerns about it being next to a school
- STRs can help in other ways- snow storm rental
- Security concerns don't feel like they will be addressed without owner occupancy
- Owner occupancy does not equal irresponsibility (??)
- Allowing both with parameters
- Property managers/someone who can be on the property and respond to complaints- require 24/7 local rep
- Non owner occupancy should have time limits
- Parking issues- worked out by talking
- Registration for who to contact for issues
- Don't paint with broad strokes- addresss problems with comm.
- Stopping STR can also hurt finances of owners/renters
- Price range can impact who rents STR
- Trying to create a solution to a problem that is a lot smaller (slum lord, poor property management)
- Shouldn't be a difference in long vs short term rentals
- Issue is UGB, years of not providing affordable rental housing
- Remove party houses
- Require exterior security surveillance system can be accessed by owner or property owner
- Record of responsiveness of owner to complaints- how to do this objectively?
- Good response by AirBNB from some, not others
- Require photo ID
- Companies buying houses as STRs, tax companies not just owners
- Strong regulations
- Limit how many people can have
- Visitors are enriching to the neighbors
- Rental agreements to mitigate bad apples
- Whole house allows whole family
- Use some of TRT to support policing
- Neighborhoods becoming more diverse- should be to house our community not for others out of town to purchase and do STRs
- Eugene not having housing restrictions on who can host owner occupied STR without other community's regulating them, eugene could become a larger draw to have non owner occupancy
- Easier to remove STR for poor behavior
- Worried regulations are being created for problems that don't yet exist
- Most hosts also don't want people ruining their houses

- Good experiences by and large from owners, only bad ones were damage to house, not impactful to neighbors
- Certain parts of city (UO) may be more prone to parties
- Eugene more welcoming from hosts “everyone welcome” postings- transgender guests, etc.
- People who own more than 1 should need to put into an affordable housing fund
- I am able to live in the University area due to employment from AirBNB hosts
- Of all STRs only 200-250 are non owner occupied
- STRs represent only about 1% of entire rental inventory
- Parking
- Small hotels do not belong in any single family neighborhood
- Neighborhood residents have been asked to accept livability impacts of increased density in the name of increasing the availability of affordable, long term housing which is fine. I expect non owner investors in STRs to be denied what they want for the same worthy reason.
- Limit number of rental days if not owner occupied
- Registration of STRs
- Resident owner host or someone who can be reached
- Register annually with city for oversight
- Hosts who own 3 or more house should be required to put money into a fund that goes for affordable housing
- Please regulate STRs- non owner occupied
- Fabric of community is at risk with STRs
- Need limits on number- want an annual registration fee (maybe 250)
- A non owner occupied STR is an empty house- there is no neighbor there. Houses without neighbors shred the fabric of the neighborhood.
- Do not permit our housing stock being use as STR- this creates homelessness
- Registration for STRs- yes
- Tax people who have more than one AirBNB- especially companies