

Short-Term Rental PPG's FAQs

These frequently asked questions are based upon the comments provided by owners.

What is a short-term rental?

A short-term rental is the sharing of any property for any period of less than 90 continuous days for monetary or other consideration within Palmetto Dunes. Examples include weekly (7 day), weekend (3 day), or monthly (30 day) rentals.

Everything is fine as is, why change anything?

The growing number of short-term rentals and the accompanying traffic, noise, staffing demands and community impact have led Palmetto Dunes, like other residential resorts, to develop policies to help balance the needs of the entire community.

If enforced, why aren't the existing rules sufficient?

Communicating and enforcing the current rules are part of the short-term rental strategy, but additional policies indicated below are required to quickly contact owners/property managers when a guest needs attention, or an incident occurs at a property.

Is this an attempt to ban short-term rentals?

Absolutely not. A unique strength of Palmetto Dunes is the blend of full-time, part-time, and rental property owners.

Why do I need to register my rental property?

Registration provides the necessary owner and property management information allowing the POA to quickly contact the appropriate individuals about property situations and guest needs.

Do I really need to register?

Yes. We have been advised that registering is required to assist with the enforcement of our covenants and Resort Rules & Regulations.

Don't you already have this information?

No. We do not have current email and telephone contact information for all owners who rent or their designated property management company.

Don't you know the properties that rent by analyzing the rental pass data?

The POA can infer, but without owner designation we cannot be sure.

What will it cost me to register?

Registering is free—and is quickly conducted online.

Why do I need to re-register every year?

Every year owners will be required to log-in to view their contact information and that of their property management company to ensure it is accurate and up to date.

Will reminders to re-register be issued?

Yes, reminders will be issued 30 days before the end of the calendar year.

Will a property ever be denied the ability to register?

Properties with chronic issues may be required to speak with the POA. If the POA is persuaded that the issues will be sufficiently addressed, they will be permitted to register for the upcoming calendar year.

Who will receive my registration information?

Your registered contact information, and that of your property management company, will be accessible only by the POA and our third-party partner, Granicus. This information will not be shared with any other entity.

Why am I expected to respond within an hour to any issues?

If security is called to the property and is able to resolve the issue without further incident, you do not need to do ANYTHING. Incidents will be treated the same for all owners (renters and non-renters). As a courtesy to rental owners, PD will notify owners they responded to the property.

However, if security needs to address an issue multiple times without resolve, you will be contacted and the property owner and/or rental management company must return the telephone call to PDPOA within one (1) hour.

After three instances of (3) non-responses, within the required one (1) hour period, the property owner or rental management company shall be required to meet with a representative of the PDPOA. If the PDPOA is not satisfied with the ability or willingness of the property owner to conform to the one (1) hour policy, the issuance of guest and rental passes to that property may be suspended.

Examples:

1. Security is called to a property for a noise complaint and is able to resolve the issue. No call to owner and no action by owner required. Courtesy owner notification will be sent.
2. Security is called to a property for a noise complaint, and the guest does not comply or repeats offense, you or your rental agent will be contacted and expected to respond within an hour. If no response that will be one instance.

Will rental passes really be withheld?

After three non-responses, the POA will request a discussion to understand the lack of responsiveness. If the owner or property management company demonstrates a willingness to change practices, passes will not be withheld.

Why do I have to display the guest rules in my property?

Guests need to know the community rules to have a safe, citation-free and enjoyable experience. Therefore, it is essential that all guests residing at a property can view our most important rules—even if the rules in a welcome packet are not shared.

Why do I have to share www.WelcomeToPalmettoDunes.com with my guests?

An educated guest will be safer and have a more enjoyable experience. Sharing the video is an engaging and complementary method to achieve the results identified above.

How many guest passes can be issued to a property?

This varies based upon the parking space available at the property (or if a Villa, per regime rules). For single family homes, the maximum number is six—unless a lower number is specified by the owner.

Why are there sometimes more cars at a property than issued passes?

At times, families or groups rent multiple properties within Palmetto Dunes. If sufficient parking exists, it is possible that more than six vehicles are temporarily parked at a property—albeit not overnight.

Why do I have to pay for the Dunes Buggy?

As the Dunes Buggy was developed to support rental guests, owners who rent their property pay \$125 annually to support this amenity—with offsetting contributions from corporate sponsors.

Why is the proposed minimum rental duration and occupancy limit not in the final document?

These policies require a covenant amendment. The board will continue to collect owner feedback and address a possible covenant amendment in 2021.

Why are the policies not more aggressive? Why are you not fining?

We are focusing on compliance. We would prefer that owners discuss issues with the association and work to resolve the issue rather than just paying a fine. We can always revisit this procedure in the future if needed.