

# Palmetto Dunes Short-Term Rental Survey

August 22, 2019

# Methodology

- Every owner was invited via email to share their opinions in an online survey
  - Survey link was also posted on a closed PD Facebook group on May 13
- Data in this report was collected between May 3 through May 31, 2019
- The survey captured 1,115 total completions with 1,024 rent/non-rental cross-tabbed completions
  - Owners that rent: 557 or 54%
  - Owners that do not rent: 432 or 43%
  - Prefer not to say: 35 or 3%
- There is an accompanying set of text answers offering rich qualitative insights—with selected owner responses summarizing 48 pages of verbatims

# Executive Summary: A Tale of Two Communities

- Approximately half of all properties in Palmetto Dunes rent—and half do not
- 41% of homes and 63% of villas are on the short-term rental market
- The dream of “*where visitors become locals*” is in jeopardy
- Those who rent:
  - More likely to own a *villa*—but own homes, too
  - Think of Palmetto Dunes as their *business*
  - Own for *5 years or less*
  - *Not at all* concerned about rentals
  - Tend to think everything is *fine as is*
  - Have a *positive* view of rentals
    - Enable purchase before moving here
    - Introduce people to Palmetto Dunes
    - Support the Resort and Island businesses
    - Increase property values
- Those who don’t rent:
  - More likely to own a *home*
  - Think of Palmetto Dunes as their *home*
  - Own for *11 years or more*
  - *Quite* concerned about rentals
  - Tend to believe changes *are needed*
  - Have a *less positive* view of rentals
    - Decrease the quality of life
    - Disrupt the sense of community
    - Encourage moving from PD
    - Do not increase property values
- Several key underlying causes include:
  - Fundamentally juxtaposed owner objectives
  - Sheer number of people occupying rental properties
  - Lack of visitor education and rule enforcement
  - Growing number of rentals—number of properties and weeks used as a rental

# Executive Summary:

## Mutually Agreed Upon Actions

- Key aspects of a solution include:

### Visitor Education

1. Effectively communicate our key policies and regulations
2. Clearly define bicycle safety rules

### Proactive Enforcement

1. Tactfully engage visitors and owners who violate our policies—educating them
2. Institute warnings and fines for repeat or dangerous violations

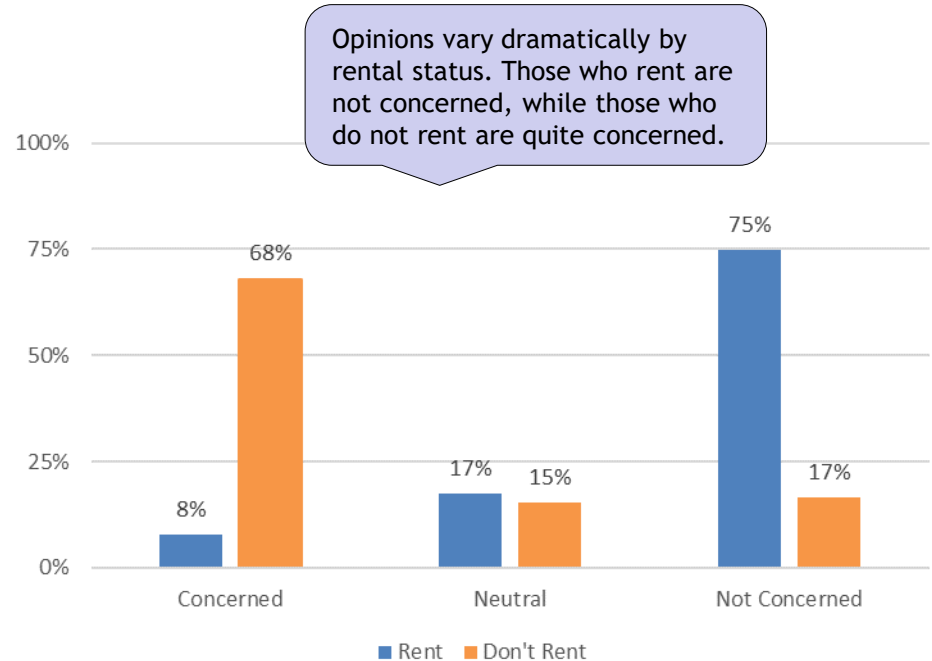
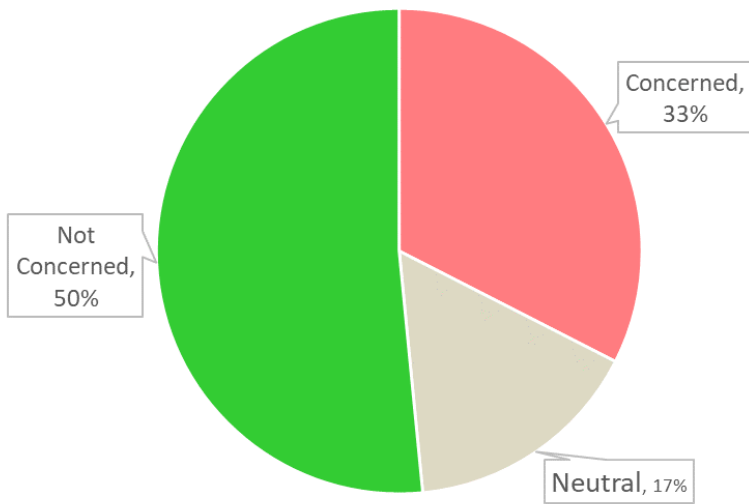
### Rental Property Management

1. Limit the number of people occupying rental properties
2. Require property management firms to share PD policies with guests
3. Institute fine policies to address repeat offenders
4. Require properties to be rented for no less than 7 days—avoiding competition with hotels

# Concern Regarding Short-Term Rentals

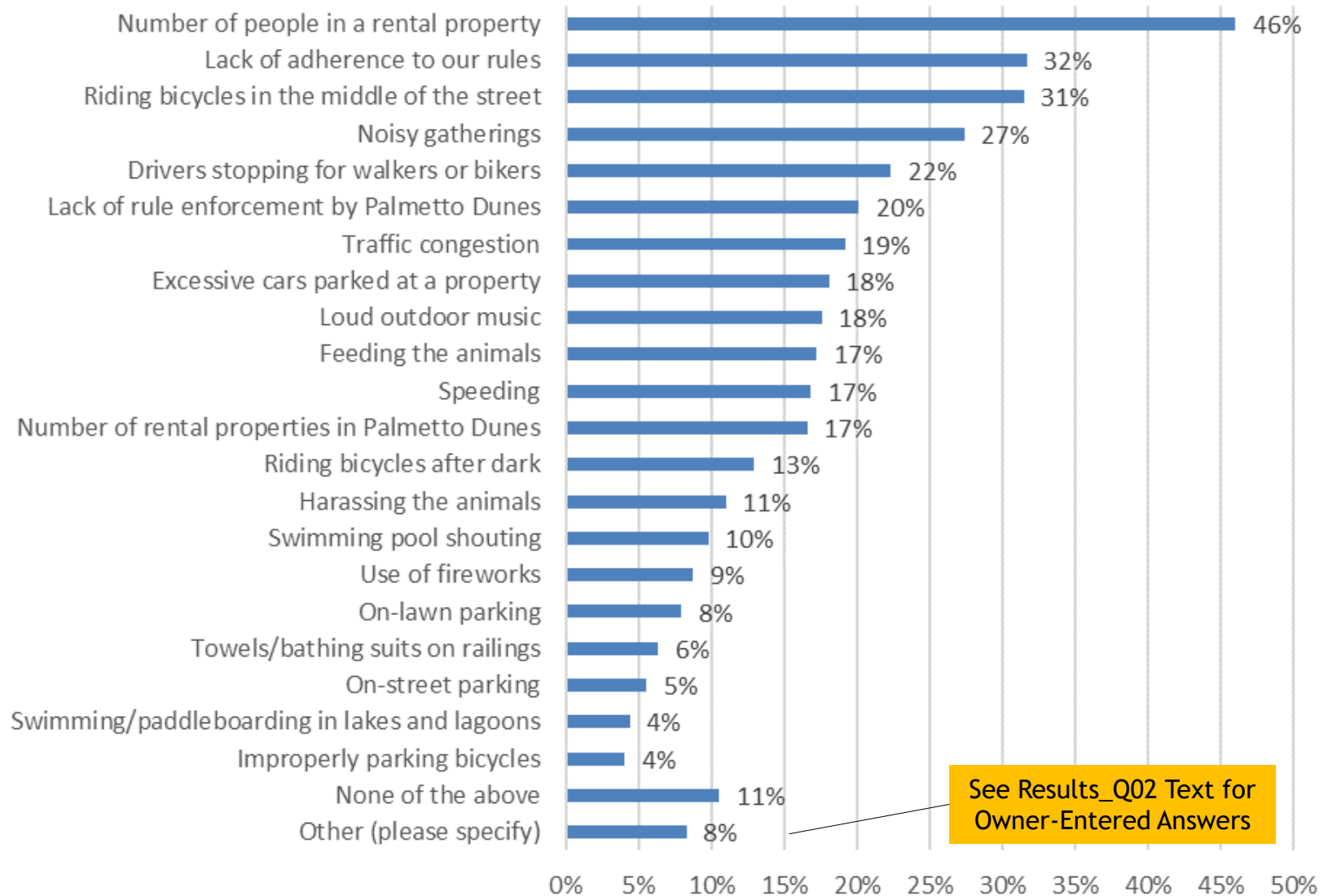
Q1: How concerned or unconcerned are you about the number of short-term rentals within Palmetto Dunes? (Select one)

All Owners



# All Issues

Q2: Which of the following topics, if any, should be addressed regarding short-term rentals within Palmetto Dunes?  
(Select up to 5 answers)



# “Other” Issues

(Selection from 92 comments)

## Those Who Rent

- “Riding bicycles and not stopping at stop signs.”
- “I haven't experienced any [of these issues] as a problem.”
- “Effectively enforcing the rules of PD Association should be the paramount concern to both sides of this issue.”
- “As an owner who rents our house out-choosing a good rental company makes life much easier.”
- “Lack of renters knowing the rules of the plantation.”
- “Outrageous increase in parking pass fees- that are targeted at short term rentals. HHI is a vacation destination-don't make so that families can't afford it.”
- “Rules should be made known to everyone in Palmetto Dunes. It's not just a short-term rental issue.”
- “Provide consistent information/rules to all rentals/ rental companies.”
- “Parking at the beach.”
- “Excessive charges applied to short term rentals.”
- “Same old same old. You keep building more mini hotels- adding weird bike paths- have no beach access and wonder why it gets worse. Make it high end houses and quit trying to be Sea Pines.”

## Those Who Do Not Rent

- “Loud parties/gatherings after quiet time with no regard for others in the neighborhood.”
- “Short term rentals /tenants a welcome attraction/addition to Palmetto Dunes! Critical for our economy/value. Definitely an attraction to own in this plantation.”
- “Rentals of less than a week.”
- “Rental properties not being kept up in the neighborhoods. Houses are dirty- lawns not mowed- debris everywhere from trees. What full time person should live next to that??”
- “Quality of renters.”
- “Short-term rental folks are not going to take care of properties- are noisy- and generally don't care about the neighbors around them.”
- “Mini hotels allowed to be constructed.”
- “Bicycle riders not adhering to rules. Example not stopping at stop signs.”
- “Lights on the beach.”
- “Too many short rental properties for the size of PD.”
- “Not picking up after dogs and not supervising children.”

# Issue Analysis

Q2: Which of the following topics, if any, should be addressed regarding short-term rentals within Palmetto Dunes?  
(Select up to 5 answers)

Issue	All	Rent	Don't Rent	
Number of people in a rental property	46%	38%	61%	Those who don't rent view occupancy, rule compliance and bicycle usage quite differently
Lack of adherence to our rules	32%	27%	41%	
Riding bicycles in the middle of the street	31%	23%	44%	
Noisy gatherings	27%	30%	26%	They also view traffic and lack of enforcement as important issues to be addressed
Drivers stopping for walkers or bikers	22%	14%	34%	
Lack of rule enforcement by Palmetto Dunes	20%	16%	27%	
Traffic congestion	19%	15%	26%	
Excessive cars parked at a property	18%	15%	24%	
Loud outdoor music	18%	20%	15%	A substantial disparity in the perception regarding the number of rental properties
Feeding the animals	17%	17%	15%	
Speeding	17%	18%	14%	
Number of rental properties in Palmetto Dunes	17%	3%	36%	
Riding bicycles after dark	13%	12%	13%	
Harassing the animals	11%	13%	8%	
Swimming pool shouting	10%	8%	13%	
Use of fireworks	9%	10%	5%	Many renters think everything is fine as is
On-lawn parking	8%	10%	5%	
Towels/bathing suits on railings	6%	8%	4%	
On-street parking	5%	5%	5%	
Swimming/paddleboarding in lakes and lagoons	4%	5%	4%	
Improperly parking bicycles	4%	3%	5%	
None of the above	11%	15%	3%	
Other (please specify)	8%	6%	12%	



# Ranked Issues by Group

**Q2: Which of the following topics, if any, should be addressed regarding short-term rentals within Palmetto Dunes?  
(Select up to 5 answers)**

Rank	All	Rent	Don't Rent
1	Number of people in a rental property	Number of people in a rental property	Number of people in a rental property
2	Lack of adherence to our rules	Noisy gatherings	Riding bicycles in the middle of the street
3	Riding bicycles in the middle of the street	Lack of adherence to our rules	Lack of adherence to our rules
4	Noisy gatherings	Riding bicycles in the middle of the street	Number of rental properties in Palmetto Dunes
5	Drivers stopping for walkers or bikers	Loud outdoor music	Drivers stopping for walkers or bikers
6	Lack of rule enforcement by Palmetto Dunes	Speeding	Lack of rule enforcement by Palmetto Dunes
7	Traffic congestion	Feeding the animals	Noisy gatherings
8	Excessive cars parked at a property	Lack of rule enforcement by Palmetto Dunes	Traffic congestion
9	Loud outdoor music	Traffic congestion	Excessive cars parked at a property
10	Feeding the animals	Excessive cars parked at a property	Loud outdoor music
11	Speeding	Drivers stopping for walkers or bikers	Feeding the animals
12	Number of rental properties in Palmetto Dunes	Harassing the animals	Speeding
13	Riding bicycles after dark	Riding bicycles after dark	Riding bicycles after dark
14	Harassing the animals	Use of fireworks	Swimming pool shouting
15	Swimming pool shouting	On-lawn parking	Harassing the animals
16	Use of fireworks	Swimming pool shouting	On-lawn parking
17	On-lawn parking	Towels/bathing suits on railings	On-street parking
18	Towels/bathing suits on railings	On-street parking	Improperly parking bicycles
19	On-street parking	Swimming/paddleboarding in lakes and lagoons	Use of fireworks
20	Swimming/paddleboarding in lakes and lagoons	Improperly parking bicycles	Swimming/paddleboarding in lakes and lagoons
21	Improperly parking bicycles	Number of rental properties in Palmetto Dunes	Towels/bathing suits on railings
22	None of the above	None of the above	None of the above
23	Other (please specify)	Other (please specify)	Other (please specify)

# Additional Topics to Consider

(Selection from 384 comments)

See Results\_Q03 Text for  
Additional Topics

**Q3: What other topics, if any, should be addressed to help balance the needs of owners who rent with those who do not?  
(Please be as specific as possible)**

## Those Who Rent

- “Palmetto Dunes was built and clearly stated as a holiday resort for short and long term rentals. The short term rental issues should not be a surprise to full time residences. All we need is to impose heavy fines on renters who violate PD regulations and rules. Just increasing gate and other fees to an unreasonable price would turn off investors. When the property is not cost justified to keep- the end result would have negative impact on real estate value.”
- “Recognize that short term rentals in condo complexes differ from those in stand-alone properties. There are multiple rules in associations that assist with good visitor behavior in a condo complex. I hope the committee recognizes these distinctions as many of us are renting only until we retire to HH.”
- “The high re-sale prices are backed up in large part by the ability to do short term rentals. Any change in limiting short term rentals would be devastating to prices.”
- “We chose to live in a resort. If you don’t want rentals choose a different plantation.”
- “Need sidewalks throughout the whole complex. You cant help riding bikes in the street if you have no sidewalks ... going to get worse if Yard Arm gate goes through.”
- “I bought in PD precisely because short term rentals were permitted- so I oppose any restrictions to this. Enforcing the rules is a good idea and should always be done.”
- “Perhaps PDPOA needs some sort of approval process for rental agencies and require that property owners either have an agreement with those agencies or adhere to similar guidelines and rules.”

## Those Who Do Not Rent

- “Main issue we have with renters in our complex is parking. Our spots are always taken by those who rent next door. Also keeping our common areas neat.”
- “People who rent their units need to make their renters aware of the rules and PD needs to enforce the rules. Unfortunately- too many Owners who rent are never there and are only concerned about the money they receive from their renters and do not want to alienate them or they won’t return. There are WAY too many renters in PD now and not all of them are considerate of those of us who truly own and choose not to rent.”
- “Obnoxious behavior of renters! Cursing- obscene gestures and throwing empty beer cans in parking lot!”
- “No more mega mansions being built! Housing sizes should be limited to less than 3000 sq.”
- “Noise in all forms and rude behaviors are top issues.”
- “Fundamental issue is over utilization of infrastructure resulting in significant part by an inequitable sharing of infrastructure investment and maintenance costs with a flat assessment for all regardless of occupancy.”
- “Safety: bicyclists not stopping at intersections- riding two and three abreast- weaving when riding on road- dashing out of driveways without looking- . Rudeness of visitors: their language- not picking up after their dogs- littering when riding/walking through neighborhood.”
- “Stop allowing large 10 bedroom mini vacation “hotels” being built.”
- “Respect for others property.”

# Additional Topics to Consider (Continued)

(Selection from 384 comments)

**Q3: What other topics, if any, should be addressed to help balance the needs of owners who rent with those who do not?  
(Please be as specific as possible)**

## Those Who Rent

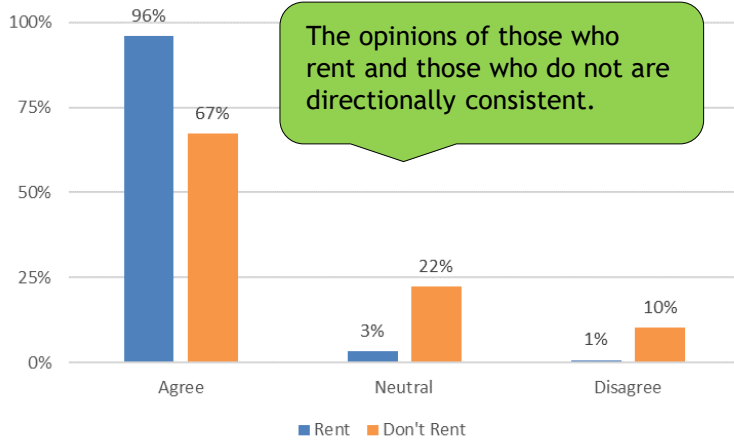
- “I think residents are hostile to owners that rent- and believe they will skew the committee’s output. The large increase in the vehicle permit fee is a prime example pushing expenses unto OTR and their guests.”
- “No concerns. We already have enough rules in place.”
- “I think people need to understand how much money renters bring to palmetto dunes and how much each resident would have to pay if you didn’t have these renters.”
- “How would decreased revenue to PD golf courses- restaurants- tennis facilities- businesses be impacted by decreasing rentals?”
- “Security needs to better enforce the rules.”
- “Number of renters per property is key. Reduce this and you will reduce the problems without affecting the rental community.”
- “Short term rentals are NOT a problem. If permanent owners want an exclusive resort- they should have bought somewhere else. They knew what they were getting into when they bought.. Nothing has gotten worse!”
- “If short term rentals are taken away- I will sell- as will many others. Then property values will drop.”

## Those Who Do Not Rent

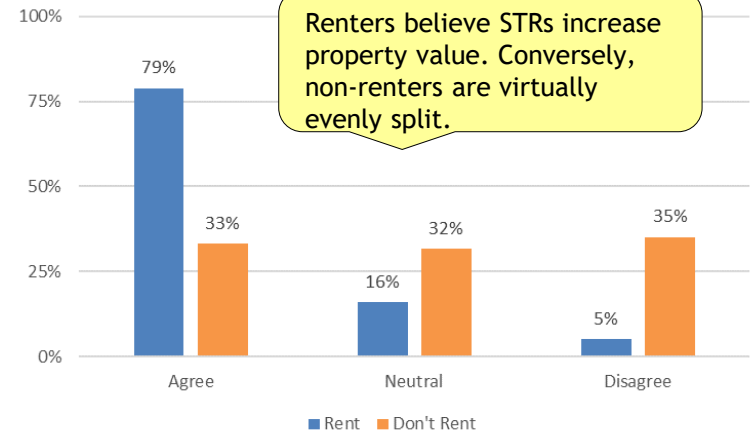
- “PD Needs to have a raffle system to allow short term rentals within each section of PD. Inverness- center Court- Huntington etc.”
- “Excessive noise- especially around swimming pools- is very disturbing. One huge concern for us is the amount of overly-bright outdoor lighting- especially when the lights are left on all night. There should be a policy to control the intensity and time of use of these outdoor lights.”
- “Control of occupancy...Large 8 bedroom home for weekend or weekly rentals are hotels.”
- “1. Limit the size of houses constructed. 2. Limit the number of people/cars allowed at each house. 3. Increase routine patrol between 10 pm and 2 am during the summer. 4. Mandate posting of rules in PROMINENT position in each rental. 5. FINE THE RENTAL COMPANY OR THE OWNER FOR ALL INFRACTIONS. Make it their responsibility to collect it from the offenders...they have the credit cards on file. Tell the renters ahead of time of this arrangement. 6. Be aware That all of these suggestions are already used in many hotels/resorts.”
- “Can a cap be placed on the percentage of short term rental properties vs the total number of properties?”
- “Owners who rent should be charged an annual fee for excessive use of facilities and damages caused by their short term tenants.”

# Owner Attitudes

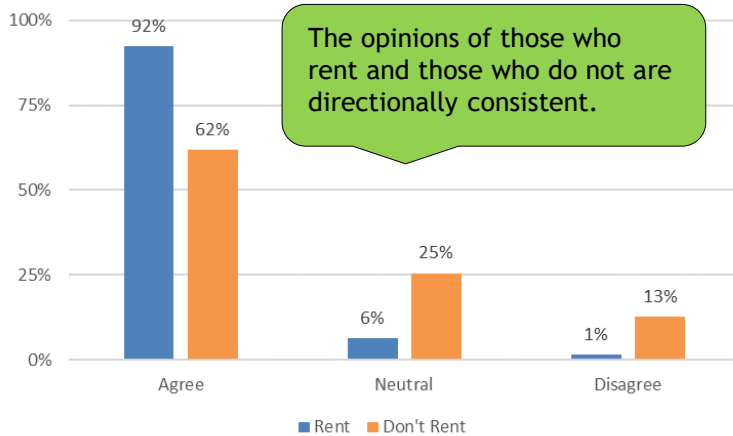
**Q4-A: Short term rentals introduce new people to Palmetto Dunes**



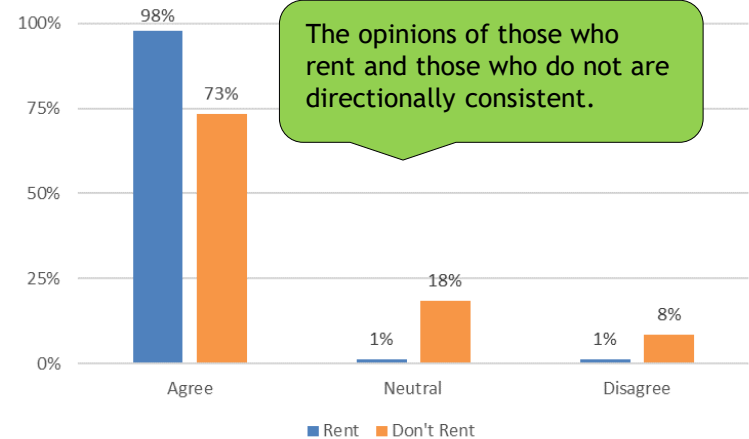
**Q4-B: Short term rentals increase property values in Palmetto Dunes**



**Q4-C: Short term rentals allow owners to purchase before moving here**

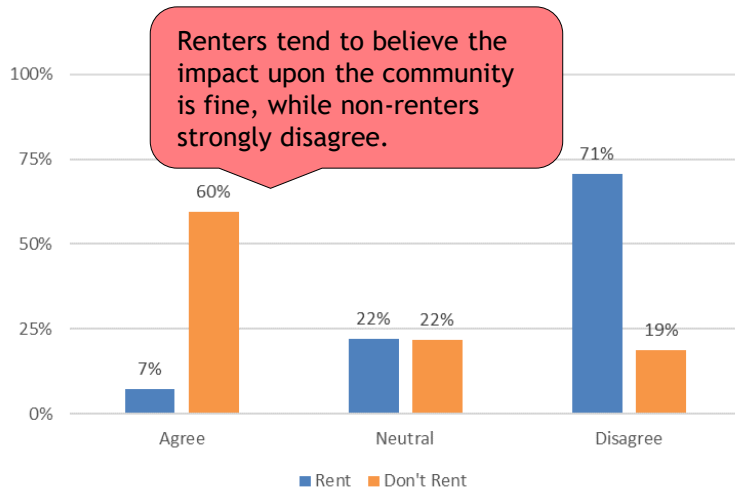


**Q4-D: Short term rentals support the Resort and Island businesses**

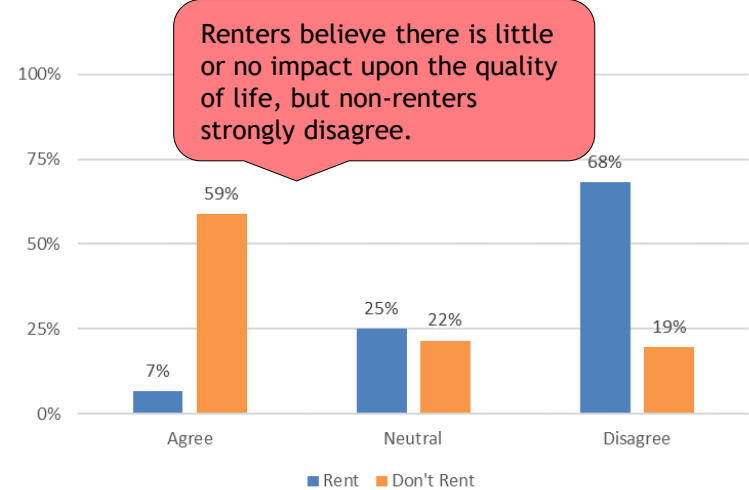


# Owner Attitudes

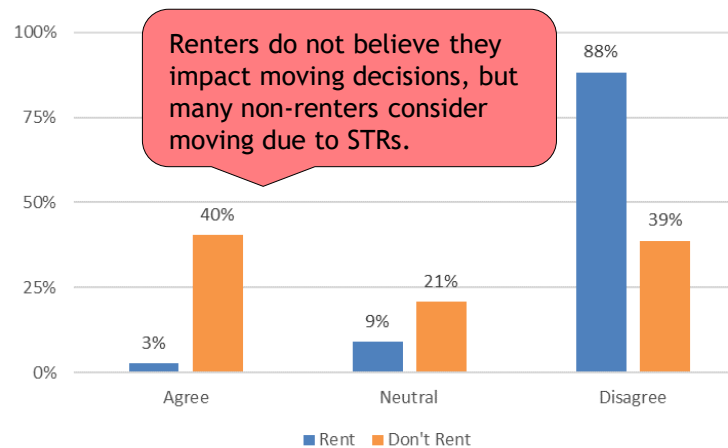
**Q4-E: Short term rentals disrupt a “sense of community”**



**Q4-F: Short term rentals decrease the quality of life for residents**

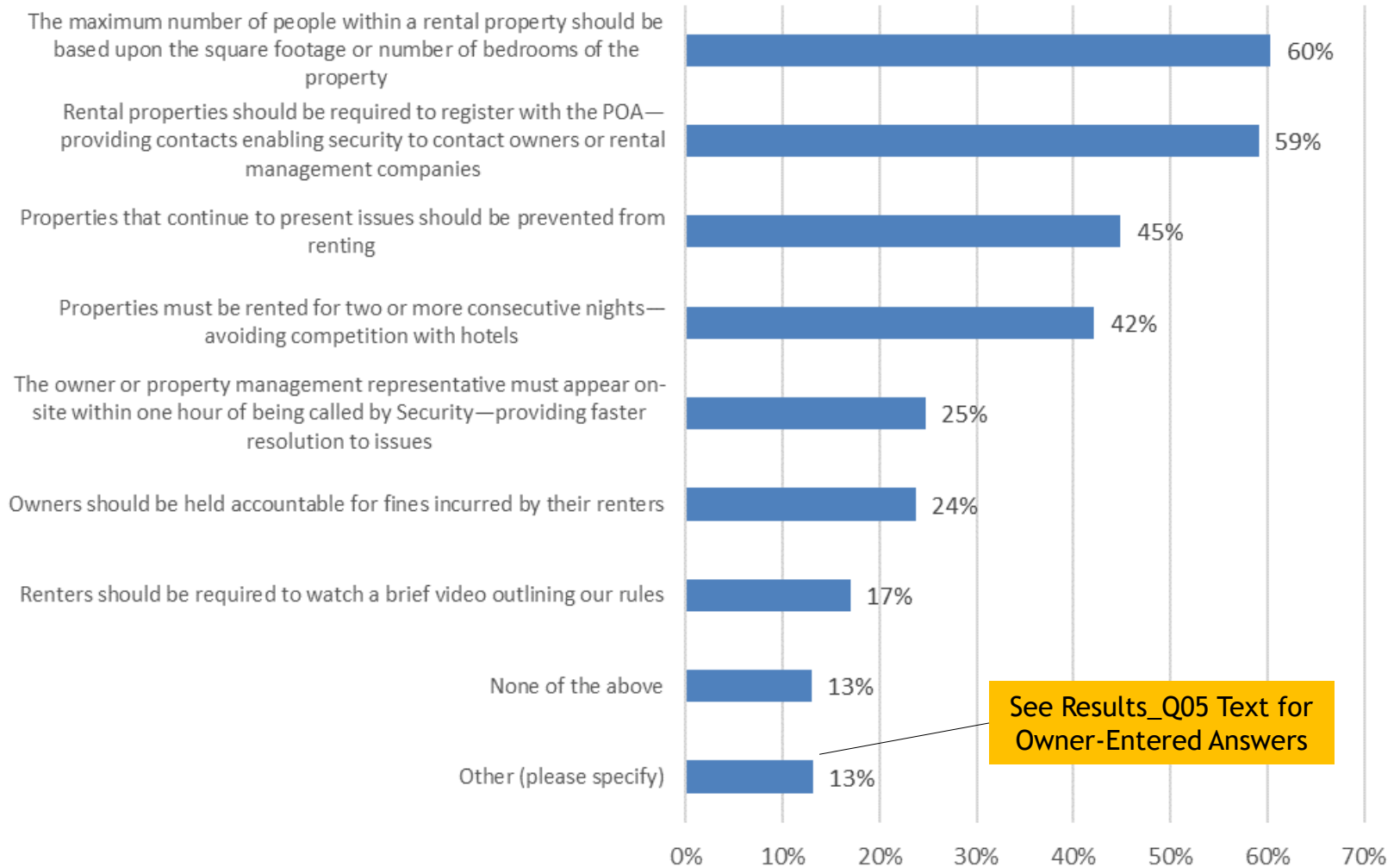


**Q4-G: Short term rentals make me think about selling or moving out**



# Solutions

**Q5: Which of the following policies do you believe Palmetto Dunes should consider adopting?  
(Select up to 5 answers)**



# “Other” Solutions

(Selection from 139 comments)

## Those Who Rent

- “There should be a maximum house size and a maximum number of persons based on the house size.”
- “Renters should be provided with a printed booklet by Palmetto Dunes Association with rules and regulations that need to be adhered to and all amenities that are available to them.”
- “Stop trying to over regulate. Things are fine the way they are. Don’t let a few people mess things up. Things are fine the way they are!!”
- “I rent my villa. I do not like renters who are poor neighbors- or worse; but- some of these proposals are lawsuits waiting to happen!”
- “Problem properties should have a progression of correction- probation and final of no rental if they continue to not comply to rules.”
- “Regarding new construction- limiting number of bedrooms/persons that can occupy as we understand some new construction is geared strictly for rentals.”
- “Limit the number of rental properties in PD. Register with the POA as a permanent home- 2nd or vacation home- or rental home. Then decide on the maximum of rental properties.”
- “Is it possible to change the covenants to limit number of people and cars at any house regardless of size?”
- “Shortest rental period should be week long rental.”

## Those Who Do Not Rent

- “Enforce a reasonable number of vehicles for rental properties.”
- “More instruction should be included with the parking passes--alligator safety, traffic rules- etc. A special warning that any ticket here is a valid SC State ticket.”
- “Security must be more proactive regarding enforcement of rules eliminating the need for owners to report rule violations. This will improve our quality of life.”
- “Properties should be rented for min of 1 week. Lights should be required to ride at night.”
- “Strong reiteration on rule that pet owners must pick up pet waste. (I am a pet owner).”
- “No more than one car per bedroom.”
- “Rules should be emailed to renters in advance of check-in. Upon check-in their signature should be required stating they have read the rules and agree to abide by them before being given the pass.”
- “Limit number of management Companies. The PDPOA should have guidelines for management companies.”
- “Investment property owners should be required to purchase a rental license from the PDPOA.”
- “Stop granting permission to owners obviously building mini hotels!”

# Solution Analysis

**Q5: Which of the following policies do you believe Palmetto Dunes should consider adopting?  
(Select up to 5 answers)**

Solution	All	Rent	Don't Rent	
The maximum number of people within a rental property should be based upon the square footage or number of bedrooms of the property	60%	54%	72%	There is general agreement on this topic
Rental properties should be required to register with the POA—providing contacts enabling security to contact owners or rental management companies	59%	48%	76%	Those who don't rent seek compliance and greater control over rentals
Properties that continue to present issues should be prevented from renting	45%	32%	63%	
Properties must be rented for two or more consecutive nights—avoiding competition with hotels	42%	48%	35%	
The owner or property management representative must appear on-site within one hour of being called by Security—providing faster resolution to issues	25%	16%	36%	VRBO renters cannot appear on-site quickly
Owners should be held accountable for fines incurred by their renters	24%	7%	46%	Renters do not want to be held accountable for their clients
Renters should be required to watch a brief video outlining our rules	17%	11%	26%	Non-renters seek education for guests
None of the above	13%	19%	3%	Many renters believe no additional actions are required
Other (please specify)	13%	11%	17%	



# Ranked Solutions by Group

**Q5: Which of the following policies do you believe Palmetto Dunes should consider adopting?  
(Select up to 5 answers)**

Rank	All	Rent	Don't Rent
1	The maximum number of people within a rental property should be based upon the square footage or number of bedrooms of the property	The maximum number of people within a rental property should be based upon the square footage or number of bedrooms of the property	Rental properties should be required to register with the POA—providing contacts enabling security to contact owners or rental management companies
2	Rental properties should be required to register with the POA—providing contacts enabling security to contact owners or rental management companies	Rental properties should be required to register with the POA—providing contacts enabling security to contact owners or rental management companies	The maximum number of people within a rental property should be based upon the square footage or number of bedrooms of the property
3	Properties that continue to present issues should be prevented from renting	Properties must be rented for two or more consecutive nights—avoiding competition with hotels	Properties that continue to present issues should be prevented from renting
4	Properties must be rented for two or more consecutive nights—avoiding competition with hotels	Properties that continue to present issues should be prevented from renting	Owners should be held accountable for fines incurred by their renters
5	The owner or property management representative must appear on-site within one hour of being called by Security—providing faster resolution to issues	The owner or property management representative must appear on-site within one hour of being called by Security—providing faster resolution to issues	The owner or property management representative must appear on-site within one hour of being called by Security—providing faster resolution to issues
6	Owners should be held accountable for fines incurred by their renters	Renters should be required to watch a brief video outlining our rules	Properties must be rented for two or more consecutive nights—avoiding competition with hotels
7	Renters should be required to watch a brief video outlining our rules	Owners should be held accountable for fines incurred by their renters	Renters should be required to watch a brief video outlining our rules
8	None of the above	None of the above	None of the above
9	Other (please specify)	Other (please specify)	Other (please specify)

# Enhancing the Guest Experience

(Selection from 330 Comments)

See Results\_Q06  
Text for Responses

## Q6: What suggestions might you have to enhance the experience for those visiting or vacationing in Palmetto Dunes?

### Those Who Rent

- “The greatest way to enhance the experience of those visiting or vacationing here is to be welcomed - for the residents to show a positive and helpful demeanor.”
- “Post Palmetto Dunes rules in rental units- better communication of rules- working with bike rental companies on rules.”
- “Using a Property Management company from the Island alleviates most issues. They are able to respond quickly and know all the local laws/rules within different communities.”
- “Short term rentals are great for PD... lets not shoot everyone who hangs a towel over a railing or parks in the wrong area... lets let common sense prevail- embrace new people and welcome those who are new to PD... Security will deal with some minor infractions as they see fit...”
- “Add more sidewalks. The plantation is known for STRs. STRs increase property values - look to Port Royal to see the difference in property values between locations that allow STRs and those that don't.”
- “Greenwood needs to invest in the community. We need to somehow encourage them to invest or sell.”
- “The most pressing issue is that cars have the right of way. At security check-in- the agent should tell our guests this. Cars having the right of way is opposite from what most people think. If guests understand they must yield to cars- traffic flow could get much better. I mention this in my guest welcome letter hoping to help them have a better experience.”
- “Community swimming pool/ beach house.”

### Those Who Do Not Rent

- “Tell our residents to LIGHTEN up! They scream at bikers- are rude to renters. OMG I get very embarrassed and find myself stopping my car and apologizing. They are on vacation and picked OUR community and we need to extend our hand!”
- “People visiting Palmetto Dunes need to be aware that Palmetto Dunes has many permanent residents and that they are “visitors” and need to respect the fact that people do call Palmetto Dunes their home- and for the week or weekend that they are “visiting” they need to be respectful of the residents who live there.”
- “Designated shuttle stops with shuttles running more often.”
- “Enhanced investment in and maintenance and landscaping of Greenwood provided amenities.”
- “More information for renters about the dangers of alligators and need to avoid excessive noise and parties.”
- “Control over the further construction of monster houses now being advertised with 10 bedrooms- which could easily end up with 30 or more occupants- lets at least see what is sensible to apply to reduce the impact of over crowding.”
- “None. It's a great spot. I guess it'd be nice to remind people to be kind/respectful when visiting....but I don't think it's PD's job to teach manners.”
- “I think it is imperative that visitors understand that this is not just a vacation place like a resort in the Caribbean might be. It may help if they respected that we live here and act like they would in their own neighborhood. If they want to be where they will not be judged for losing control they should go to a resort that does not have full time residents or stay in a hotel.”

# Enhancing the Guest Experience (Continued)

(Selection from 330 Comments)

**Q6: What suggestions might you have to enhance the experience for those visiting or vacationing in Palmetto Dunes?**

## Those Who Rent

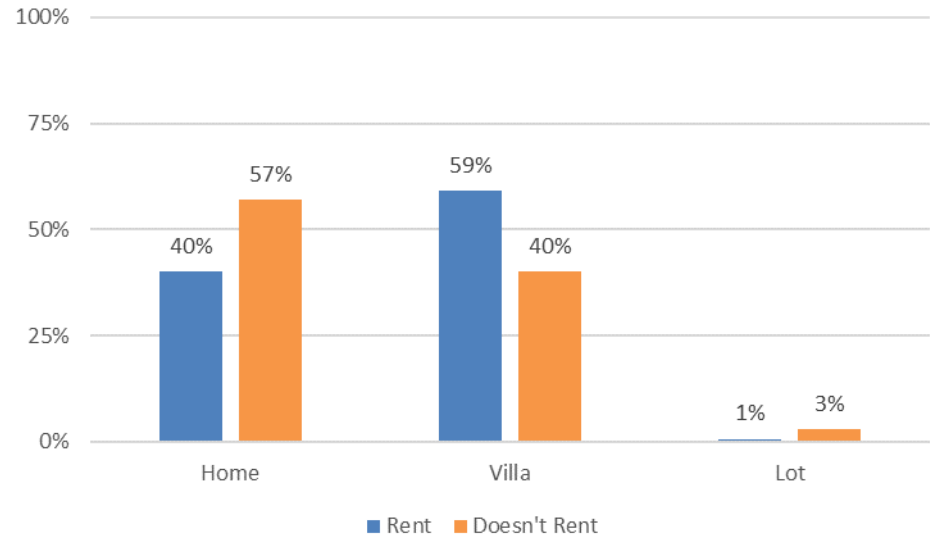
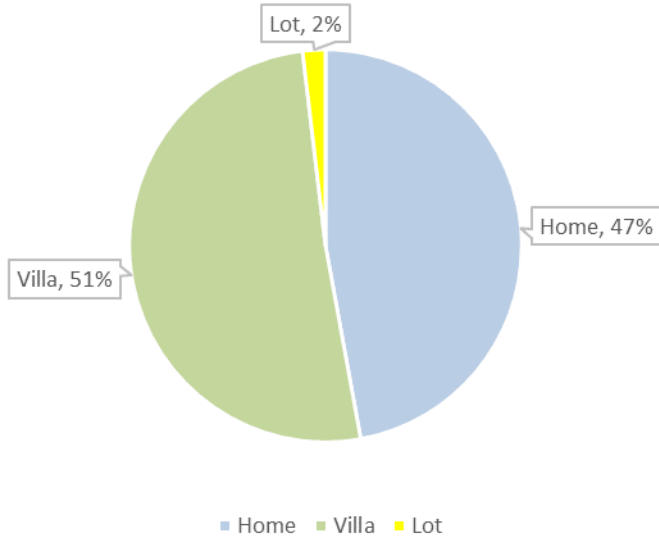
- “We need to keep our grounds beautiful and keep adding amenities to keep the resort top notch. Owners who purchase in this community do so knowing that it is a strong vacation property which brings many happy people looking for rest- relaxation and lots of fun. We could use a nice coffee shop- park/play ground and place to meet and greet for all ages.”
- “The control of bikes on streets must be improved for everyone’s safety and if the quality of the resort -infrastructure and facilities were improved the quality/ behavior of renters will improve.”
- “The price of golf is too high. Should be a bigger discount for owners and their friends. They may be the next owner.”
- “Limit the access of bicyclists and pedestrians to Palmetto Dunes with security stopping those who do not rent in Palmetto Dunes- just like Sea Pines and Shipyard Plantations.”
- “TV Channel in PD like hotels do.”
- “More beach access and parking.”
- “Add additional benches on the beach walkway paths for people to wipe sand off their feet- to help with children or to wait for a Dune Buggy or car rendezvous. Add bike racks on beach paths. Provide public access to toilets for beach goers Provide a few small beach side snack stands for sodas- ice cream- etc.”

## Those Who Do Not Rent

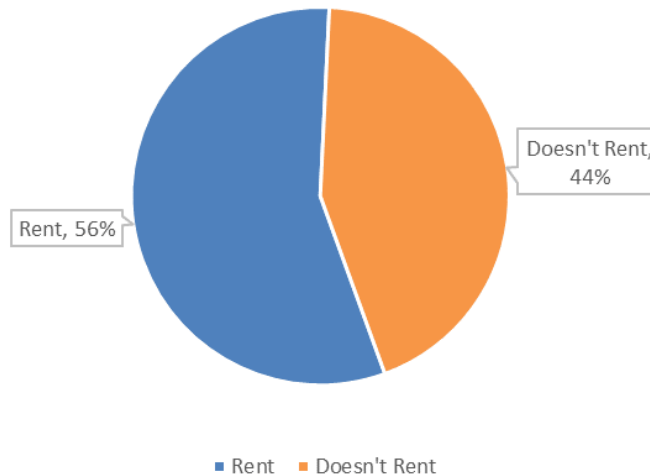
- “My concern is that PDPOA is enhancing the renters' experience at the expense of the full time residents. This is not PDPOA's responsibility. Leave that to rental agencies or owners who rent. PDPOA should primarily be representing full time residents' interests.”
- “Volunteer PD bike patrols to help welcome tourist and provide information - especially on Saturday and Sunday.”
- “Property managers could call renters' cell phone to make sure accommodations meet their needs- plus ask if they have any questions or concerns about the rules they must follow. Include a reminder that full-time residents are their neighbors in this residential neighborhood and to respect them as if they were visiting your own neighborhood.”
- “We want visitors to become residents so maybe encourage residents neighboring homes on rental market to stop and introduce themselves to the renters- welcoming them to PD. Develop ways to remind renters that this is a residential neighborhood and that they should act like they'd want visitors to their neighborhood at home to act.”
- “Owners' and rental agents' welcome packages need to be complete with all the rules and regulations- alligator safety and the PDPOA-produced video of the rules.”

# Demographics

**Q7: Which of the following do you currently own with Palmetto Dunes? (Select all that apply)**

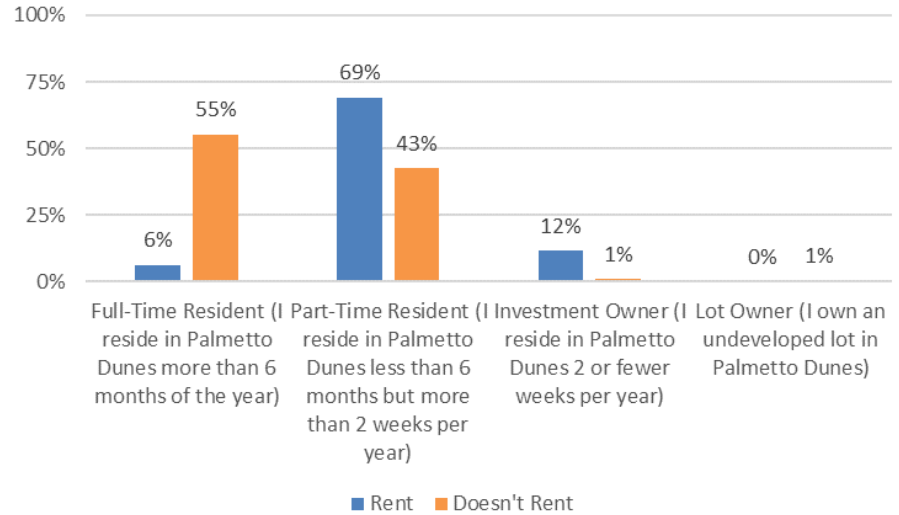
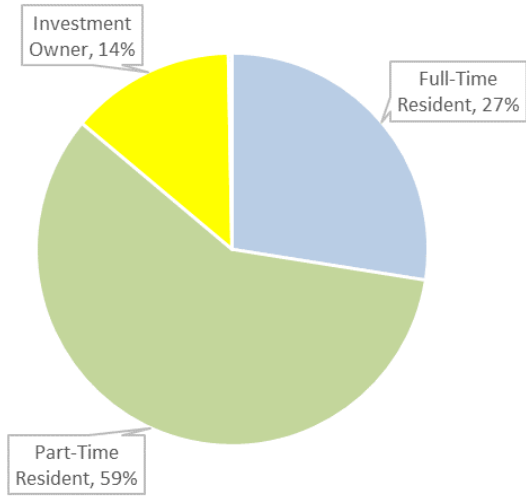


**Q8: Do you rent any of your properties in Palmetto Dunes on a daily, weekly or monthly basis?**

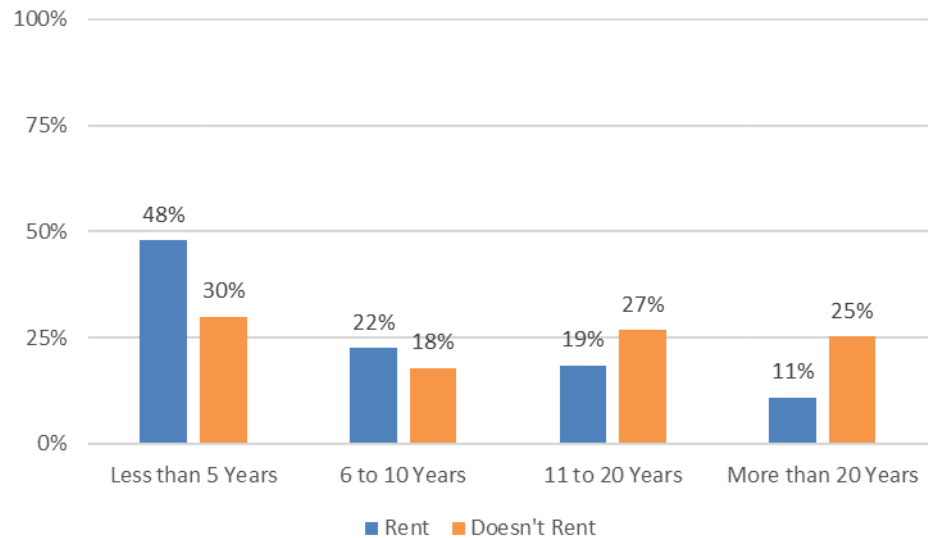
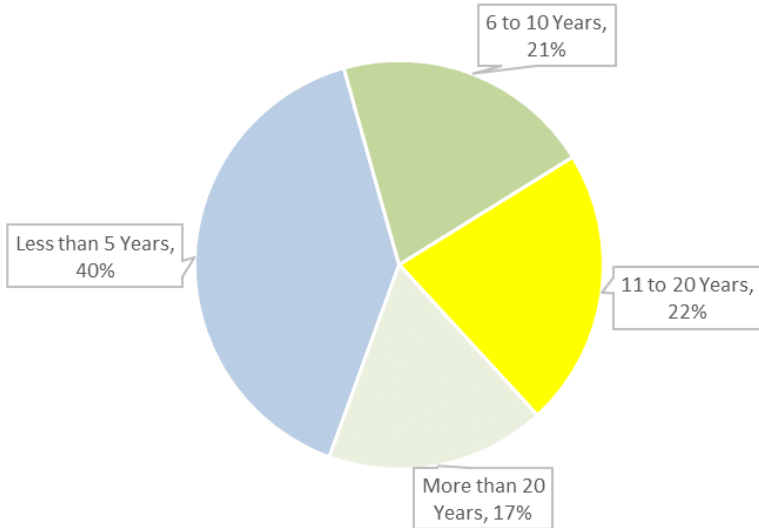


# Demographics

**Q9: Which one of the following best describes you? (Select one)**



**Q10: How many total years have you owned property in Palmetto Dunes? (Select one)**



# Final Thoughts

(Selection from 405 Comments)

See Results\_Q12  
Text for Responses

**Q12: If you have any other thoughts or comments regarding short-term rentals in Palmetto Dunes, please share them below.**

## Those Who Rent

- “Short term rentals help maintain and increase property values. I have no problem having sensible and responsible regulation. Other than preventing one night rentals- please do not place further restrictions on what can do with our homes. These purchases were made in Palmetto Dunes because it allowed weekly rentals.”
- “PD is successful now because of short term rentals. I became aware of PD because I was a short term renter. Short term rentals is a bridge between part time and full time residence. It has to be controlled though so as to maintain an equilibrium between rentals and ft residence. That equilibrium will be upset if we allow the new large construction houses to rent to 15 or more people. That level starts to upset the equilibrium.”
- “Most of the vacationers are happy families and I am happy to see them. Some of the owners drive way too fast on these residential streets.”
- “I would sell my property if onerous regulations were imposed. These Villa developments were planned with rentals in mind and have been in PD for decades.”
- “We purchased a property because of the ability to rent it when we are not there. We plan on using it 5 months a year.”
- “Do not put the onus on the property owner if a guest was disruptive. It should be directly sent to the rental agency since they are the ones screening the people to rent and can best make improvements.”
- “We love owning in Palmetto Dunes. We take exceptional pride in our house and maintain it well. We have a local property manager. We inform our renters of the PD rules and highly promote PD services- facilities and businesses. If short term rental rules were to change significantly- we would have to re-evaluate our investment in Palmetto Dunes.”

## Those Who Do Not Rent

- “Maybe the residents need to be educated on good behavior towards renters. Honestly- I’ve seen OWNERS scream out their windows for bikes to move over. Seriously?”
- “I feel the renters disrespect our rules and regulations and are not held accountable as we home owners are. There are simply too many renters these days. These monster homes are being built that accommodate too many tourists and should somehow be limited. I feel the ARB has the right to regulate how many bedrooms/baths a house may have. These are not single family homes- they are mini-hotels.”
- “Rental capability is an attraction for perspective retirees to invest in property here before eventually relocating- but owners who rent need to be accountable for communicating to their renters the need for respect of residents and community rules.”
- “I realize that rentals provide revenue to the PDPOA that helps cover costs and keep assessments and dues low. A balance needs to be found to allow investors a return and non-renters peace and quiet. Many communities are limiting the number of short term rentals by neighborhood. Perhaps PD could look at limiting the numbers.”
- “We should provide amenities that will enhance our community and attract more full-time residents.”
- “I believe we should work towards lowering the percentage of short term rentals overall. Perhaps a defined percentage limit- that would have to be gradually reduced over time to a more balanced number compared to homes not rented. Once that number has been realized- new buyers would have to apply to allow their home to be rented- and possibly be on a waiting list.”
- “We were fully aware that the Palmetto Dunes community included a mix of owners and renters when we bought our property. We do not rent our house today but like having the option to rent should we choose to.”

# Final Thoughts (Continued)

(Selection from 405 Comments)

**Q12: If you have any other thoughts or comments regarding short-term rentals in Palmetto Dunes, please share them below.**

## Those Who Rent

- “Why make this an issue? Palmetto Dunes is popular because villa vacation rentals are available. I would have never bought had I not had the opportunity to stay here prior to buying to experience the island. I have never had an issue with short term renters.”
- “The mini hotels / houses are a real problem. When you have three to four families with 4-8 cars in one house our community is no longer a desirable neighborhood.”
- “We have always had very positive experiences within Palmetto Dunes. We have not had issues with guests or visitors causing problems that impacted us- personally.”
- “We are at a tipping point where short term rental properties are crowding out the residents. A balance is necessary to maintain the current character of Palmetto Dunes. We are considering moving to Leamington to escape.”
- “I think a mix of short-term rentals is good for the resort because it gives new owners an opportunity to experience the PD neighborhood. However we may want to enforce a limit on the total rentals beyond a certain percentage. What that number is should be a topic for discussion among the current owners. The current 50/50 may be okay but 80/20 (rentals/owners) would vastly change the character on the community and may not be desired.”
- “It is important to balance the needs of full-time residents with short term rental owners- but it is also important to remember that HHI is a resort island and we need to be careful that we do not drive away visitors to the island by making it too difficult to stay in short term rentals.”
- “Be grateful for the "short term renters" and those of us who need to continue to work and not live on Hilton Head. Without us - YOUR taxes will be very high!”

## Those Who Do Not Rent

- “When we moved here almost 20 years ago there were rentals but more year round residents. It has grown worse each year with traffic and bicycles and number of people. I think the road race was a bad idea that only attracts vacationers. You have trouble leaving the neighborhood on some Wednesday mornings. We have our house for sale and plan to move out of this place that we enjoyed and called home for many years.”
- “I feel that Palmetto Dunes cares more about tourism than full time owners . Give more to the full time owners than the renters. Please look at all other plantations and see what the full time owners get verses the renters.”
- “I think short term rentals help fuel the islands economy in a positive way. I also believe that the majority of these renters are rule abiding vacationers. I also think if owners are made aware of the renters staying in their property breaking the rules posted then they most likely wouldn't rent to them again.”
- “Our guests provide great diversity to our community. We need to be willing to resource our staff to allow better enforcement. Limit rentals to minimum of 4 days or only renting to families will help ensure we prosper as a residential resort community.”
- “Any renters near us have never posed a problem when we have been there.”
- “Resident owners need to "pack their patience" during the busy season. The Dunes Buggy needs to be promoted more as a way for the renters to get around and take more of the traffic congestion away.”
- “We bought in PD knowing it was a "resort" community. We welcome short term rentals. The rules already in place should be followed and enforced.”

# Committee Information

- The Committee was founded in March, 2019 to take a proactive perspective given:
  - The growing use and often unnecessarily harsh community reaction to short-term vacation rentals across the United States
  - Historical concerns regarding the impact of short-term rentals within Palmetto Dunes
- The Committee’s objective is to:
  - “Balance the economic needs of owners who rent with a quality of life expected by owners who do not—ensuring the behaviors of one group do not adversely impact the other.”
- The objective is not to ban short-term rentals within Palmetto Dunes
- The volunteer Committee members are:
  - Gayle Cleaveland
  - Ian Cohen
  - Pattie Courtney
  - Joe Homa
  - Doug Luba
  - Lee Smith
  - Bill Watkins
  - Jim Griner
- For additional updates and information, please visit:  
<https://pdpoa.org/owners/resources/short-term-rentals/>