

**Quick statistics**

Survey 856598 'Dana Point Survey on Short Term Rentals'

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Results

Survey 856598

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Number of records in this query:	658
Total records in survey:	658
Percentage of total:	100.00%

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Field summary for q1527180172678

Which best describes you?

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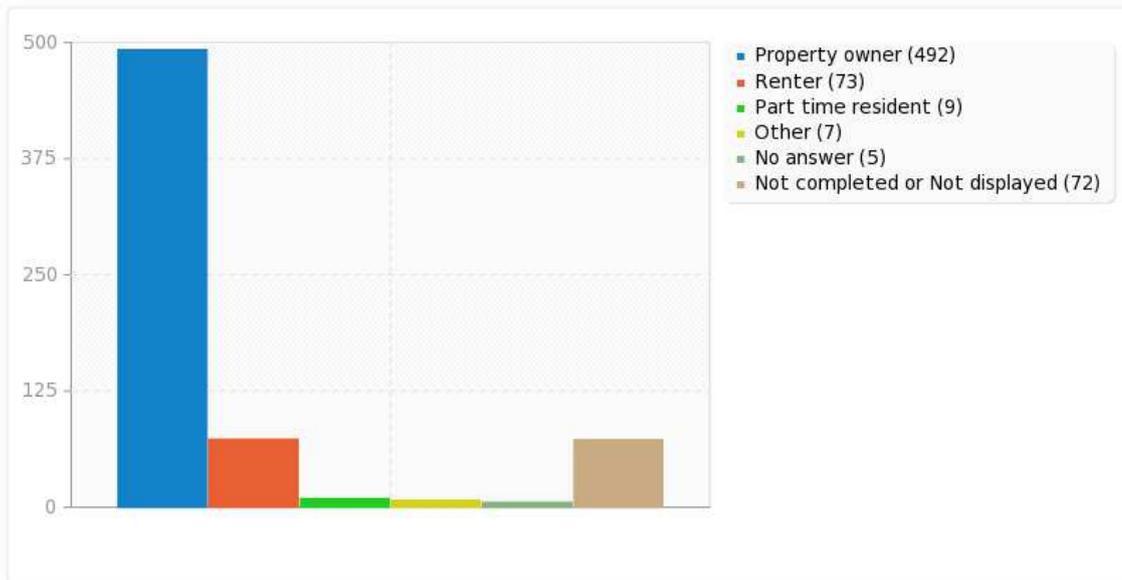
Answer	Count	Percentage
Property owner (A1)	492	74.77%
Renter (A2)	73	11.09%
Part time resident (A3)	9	1.37%
Other	7	1.06%
No answer	5	0.76%
Not completed or Not displayed	72	10.94%

ID	Response
29	Property owner and renter
260	Live with family property
346	Property Manager
502	Property Manager
592	Property Manager
612	Visitor

Field summary for q1527180172678

Which best describes you?

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Field summary for q1527180229180

Do you live near a Short Term Rental (STR)?

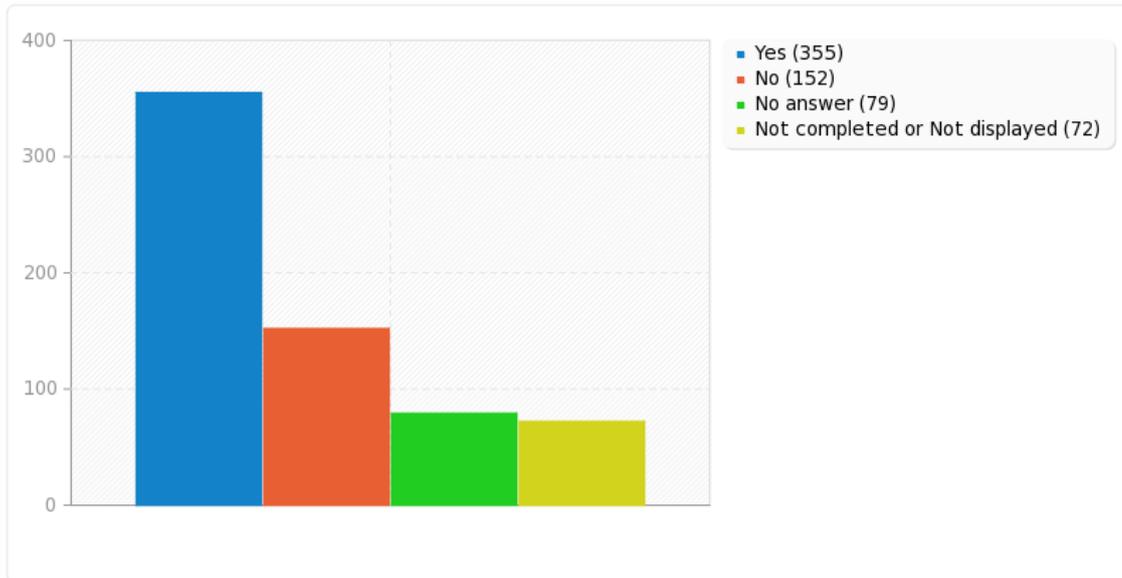
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<b>Answer</b>	<b>Count</b>	<b>Percentage</b>
Yes (A6)	355	53.95%
No (A7)	152	23.10%
No answer	79	12.01%
Not completed or Not displayed	72	10.94%

Field summary for q1527180229180

Do you live near a Short Term Rental (STR)?

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### Field summary for q1527180373138

If yes, rate your satisfaction with the operation of the STR?

Answer	Count	Percentage
Many issues (A1)	98	14.89%
Very few issues (A2)	80	12.16%
No issues (A3)	192	29.18%
Comments	149	22.64%
No answer	216	32.83%
Not completed or Not displayed	72	10.94%

ID	Response
1	There was home in our development that was listed frequently on AirBnB and the short term occupants of that home were consistently good neighbors. No complaints.
8	A few issues with loud noise associated with vacationing as well as smoking on the sidewalk, butts in the street. Property doesn't allow smoking thus the sidewalk is the smoking area. No enforcement and no place to put the cigarette butts.
13	But when there are issues, the visitors seem to be more interested in partying and unconcerned for neighbors
30	It seems most of the STRs are only in town to party. The guests in my complex tend to be loud late into the night and treat the complex like a hotel...leave trash for others to pick up.
32	The tenants have zero regard for the neighborhood and on being neighborly. They create too much noise knowing that they will leave in a day or two, so filing a complaint is not the answer. It is very disturbing to have different people come and go at all hours, never knowing if someone is renting, squatting ,or simply staking out the place.
36	The density of vehicles is already overwhelming. Pride of ownership seems lacking. Noise level has increased, Litter is strewn everywhere. The impact of more 'transients' only exacerbates the issues.
46	They should be licensed to operate and have a permit, as well as taxed accordingly.
55	I don't live near one but i do know that prices go through the roof for summer months making inventory fluctuate drastically for long term renters. :(
54	Renters don't follow community rules. Tend to leave community needing clean up after visit is done
70	Loud, partying often, street parking is taken up more than before. People that are short-term to the neighborhood so they just leave their trash and garbage everywhere with no care for the residence. Noisy all hours of the night. Have witnessed multiple violent altercations because of excessive drinking and I would imagine drug use. Raises the cost of rents in the area.
57	Have lived near in the past and quite possibly do now in neighborhood behind us. There are parties at least 3 nights a week lasting until well after midnight, often waking us up.
50	Noise, late night people walking the streets, trash in streets, police responding to drugs
66	Live next to two plus another one will open up. Too many unknown people coming and going.
74	Too many cars and little parking available. Plus noise and garbage!
65	Most Air Bnb people are extremely respectful. The drug rehab facilities and half way houses however cause a lot of ongoing loud traffic, over doses, and make Dana Point and Capistrano Beach undesirable. We are moving into San Clemente because we do not feel safe from these types transient facilities. We would gladly take short term renters over this.
77	I live in Niguel Beach Terrace condo community. The area is too dense for multiple guests in one community. There is no security on hand to monitor, it is up to the neighbors to police the rentals. We have multiple hotels in the area fully equipped to handle the out of town guests.
101	Parking is biggest complaint. Not enough room on our street for the extra cars. Strangers in the neighborhood driving the wrong direction, lost. Late night arrivals. They are on vacation. We still go to work in the morning. Don't want to have to figure out who is parked across my driveway. We have enough petty crimes in our neighborhood without having to worry about who is showing up late at night. Also affecting property values. Also have a sober living home nearby with a revolving door. None of this is fair to permanent residents.
94	Short term occupants don't value the neighborhood at all.
108	Roudy, inconsiderate, don't observe boundaries
122	Legal one has issues with noise, partying and property is not well kept. Illegal one has been a nuisance. Lots of parties, annoying neighbors. Penalties are not high enough to dissuade

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116	illegal rentals. STRs are not permitted by our CC&Rs, but over 20% of the 368 units are said to be STR. Non have permits from the City, they are all illegal. Our association does not site the illegal STRs because our board majority are all STR owners. The City has not appeared to do much against the violators either. Our complex is not set up to have STRs. Renters ask where is the office, where is the ice machine. They fill our trash bins, park in reserved spaces, have too many occupants as well as visitors. They come in and go out at all times of the day and night with their suitcases. the cleaning people come in as soon as the STR leaves, bringing in the vacuum cleaners, etc. We never know who will be coming and going. We don't know who is supposed to be living next door.
121	Parties were large and loud. Since the City changed the short term rental length , problem solved.
113	We live in a condo Monarch Hills and our HOA does not in force our CCR on short term rentals. We have no way to recoupe the wear and tear they bring to the community. I worked hard on a committee and put something together and presented to the board, everyone thought it was great, but several years later still the same. I wish the city could get involved.. STRdo not care about your property. Let them stay in one of our beautiful hotels, not where people have their private homes.
129	No issues of concern at the present time other than one does not know who the next guest will be,
143	From drunken fights to open street sex.
128	We have a landlord who CAREFULLY SCREENS her tenants  And only rents to those who are responsible. The problem with short term rentals are the landlords, not the renters. Irresponsible renters will always be irresponsible. Consider:there are 325 million people in the U.S. If only 10percent are irresponsible, that means 30 million can be potential renters and most seem to gravitate to California due to liberal rules in favor of the renters compared to the restrictions imposed on landlords.
136	Already impacted street parking negatively affected. Additional noise from partying late into the night and early morning hours. Having to contact police (Sheriff's Dept) because of noise and other disturbances.
149	I am not aware of any STRs in my immediate area.
145	Constant noise from them coming and going, parties, Jacuzzi, hanging out in the driveway etc. We watched as one group had an all night drug party as Uber dropped people off and picked them up until 5am...5 feet from our bedroom.
155	My friend has. Short term rental and I know his neighbors, they say everyone is peaceful and respectful and they enjoy their company on a nice day during BBQs. The short term Rental provides income for my friend to take care of his two daughters.
159	Awful existence to be near one. Exactly like living in a Cheap Motel with Transcients coming and going.7
152	Allowing 14 people in a 3,500 SQ ft house on a street where Max in rest of the houses is 2-5 is totally unfair. It is like living next to a frat house. With so many adults it is used for drinking parties. Music, loud noises, late nights, extra guests so up to 30 in the house sometimes. Despite multiple calls to police and reports to code enforcement there permit was renewed. Luckily they haven't rented in quite awhile but we dread the day when they resume. The city used totally unfair requirements when permitting these places. 14 people is fair to the neighbors?
164	unaware of STR in our area
165	Often they have very loud guests. This is in contrast with an extremely quiet neighborhood. Sometimes the guests drive their cars (one time a motorcycle with loud pipes) extremely fast on our street. Mostly transient people in the neighborhood make you feel unsafe.
170	No problems at all
182	Noise & strangers in the neighborhood!
168	Tends to be noisy with multiple residents and numerous guests coming and going.
173	It is extremely disruptive living next to a STR. There are people coming and going constantly, too many cars parked on the street because of this, and alot of noise. People using a STR are on vacation and act accordingly. They are not respectful to the people living around them who have to go to work. They stay up late, are loud, and many times keep us awake. I would urge the city of Dana Point to outlaw STRs.
174	I do not think there are any STRs in my area at this time.
180	We've never had any problems with Short Term Rentals, if anything they've added value to our community.

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183	I am very concerned that the city does not have an ordinance regulating short term rentals.
199	14 people in a medium size house in a residential area is not fair to the rest of the neighborhood. We have complained to the city and have called the police on numerous occasions. We have CCRs that prohibit this but the city, knowing this, gave them a permit anyway. The couple that lives next door are in their 80's and their bedroom is adjacent to a room that the neighbors installed a beer pong table. Nice neighbors huh. There is no reason for this and the city should honor the CCRs that we have in place.
202	Too many strangers coming and going. We are all set up for robberies. Also we have had folks leave dogs in the car to bark all night, loud parties, trash in the parking lots and just general lack of concern or respect for those that live here and pay the builds.
203	they are horrible and have no business in residential areas
206	sometimes loud activities are annoying as they are always on vacation
211	Short Term Renters don't respect or take care of common areas as owners do. I've seen them take advantage and cause property damage. This is very frustrating to owners that now have to pay for those common area repairs.
212	Extra vehicles and parking problems Renters unaware or disrespectful of community rules Noise Smoking
214	We live in a tourist area, enjoy the perks.
230	Always parties with noise going on until late into the night.
220	I don't think that using it as a venue was the intention of this program
223	Building is not kept up on the exterior potential items not up to code Lots of strangers in and out of the property all the time
228	Increased traffic and parking; more noise; more people on the beach; more trash
236	As a group the STRenters are disrespectful of the property they are renting and the surrounding properties. They are inconsiderate of permanent residents with regard to being too noisy, having loud parties, and disrupting quiet neighborhoods.
264	I feel we have no privacy when on our deck, noise and voices carry up to put home when Windows are open, we don't have air conditioning so Windows are open in warm weather. This home next door to us could have been sold to a young family not to satisfy the greed of current owners. This is a residential neighborhood, not hotel row. Dana Point has many fine hotels to accommodate vacationers. We don't like the idea of strangers constantly invading our privacy.
256	Tenants walking around streets drinking alcohol and dropping their bottles, cans, cups and debris. Causing extra parking issues by all arriving in separate cars and then all staying in the same unit which does not appear to provide any parking. Loud activities all night. Unknown people wandering around the neighborhood all hours late at night.
244	My husband and I are opposed to any short term rentals or hosted stays in neighborhoods that zoned RESIDENTIAL. That is what Laguna Beach does. STR can only be done in non residential zoned areas. That makes sense to us.
257	I live in a neighborhood with many rental units. Some of them may be STR, but I have no idea.
260	Cars and parking in front of residents homes.
276	I have been informed that the only reason there has been a change of order is due to the group "Capo Cares" who obtained over 2,000 signatures. According to the code inspector I spoke with, there were very few complaints when it came to short term rentals. I believe the bulk of the problem are the multiple sober living homes throughout Dana Point, particularly in Capistrano Beach.
277	Until seeing the map I had no idea that I lived very close to a short term rental
282	I have in the past but not now. I had no issues as most visitors spend most of their time away.
299	People who rent have little interest in cleanliness of surroundings. Leave trash on streets and in plant beds. Leave their animal waste in plant beds or on street.
287	I want to know where the STRs are located
311	Never had an issue!
293	STR's single's party too much and are loud. Families from Europe are quite nice
313	Trash, parking, lots of people coming and going.
305	My condo complex won't allow rentals unless they are a minimum of 30 days.
321	Irresponsible owners using bad property managers.
315	Short term rental and investors are driving a lot of sky-high property values. I also see that these STR renters do not show consideration for rules/laws or respect for the community.
320	They were banned - I WANT SHORT TERM RENTALS IN MY AREA!
319	It brings need income for business in the area and people are able to get their homes with the rising cost of housing.

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327	I am not aware if I live next to one.
329	This is a rehab house that turns its "guests" over every couple of weeks. Not a real neighborhood improvement by any means and one that we have had to just deal with.
331	parking on streets illegally, trash thrown in yards and street loud and disrespectful to area and neighbors.
333	While I don't live near one now, I have in the past and don't have a problem with them as long as they follow the rules and adapt to the neighborhood they are in.
354	Dana Point should allow new short term rental permits.
342	I lived in Desert , I prefer STR because I stay in my home at the same time.
343	I do not have any objections to STR whatsoever.
367	The one on my street was shut down because it was illegal but it changed the feel of the street. Very loud constant parties. Lots of extra cars on an already crowded street
407	Drug rehab homes residents have interacted illegally my underage daughters and their friends. Too many cars and people overcrowding in small units Not a safe stable family oriented area because high turnover, no cohesion among neighborhoods. Strangers/drifters with possible criminal history puts a danger to my 5 children.
364	This is a very quiet condo development. Some short term tenants are very noisy. Talking loudly or yelling all night. Combing and going at all hours. No concern for neighbors as they are only here for a few nights! In a resort community like ours this could completely destroy the appeal of living here. Could easily cause me to move.
390	I Live near several vacation units. They are managed amazingly - never an issue. It is great due to the fact the vacationers have less vehicles than long term renters alleviating parking issues. The property owners of the vacation rentals take better care of the property than property owners who have long term tenants. The management screens guests carefully. There are noise meters in each unit alerting management of any excessive noise, there are also cameras installed on the properties to watch for inappropriate behavior, etc. When managed carefully it is a wonderful thing. You should contact Oceanrentals to have the manager/owner share with you strategies and how to properly run properties. 949-388-7129.
374	except parking
377	Some of their renters are good but others are not. messes, dogs off leash, trash outside ect.
395	Parking
389	As with any resident, short-term rentals depend on the people in the home. Short-term rentals should be fully allowed. Proper steps can be taken if there are problems with noise, behavior, etc.
397	Never had a problem with any short term renters
408	I am against str
416	I don't know if there are short term rentals in this complex, but I suspect there are.
432	I think there is only one house on my block that may be a vacation rental.
433	Usually the issue is loud parties lasting way into the early morning hours of the night.
450	The issues arise when the renters have no respect for the full time residents. When they are too loud, too many people.
425	Owner occupied home renting out a portion of their home. In six years there has never been any issues with visiting STR's. To the contrary, it has been a very inspiring and universal experience for all neighbors and visitors to Dana Point, the new world wide destination.
440	Parking, noise, car break inns
434	Illegal drugs, damage to my property by renters dog, damage my unit by renter
427	STR is a 'Hosted Site'. With owners present, very few issues.
430	I know of no STR properties nearby.
431	Very loud, leave trash, disrespectful to owners, bring numerous guests that are not permitted, no onsite management, do not follow rules
437	Great renters weather a week or month. Keeps home occupied
445	The house is empty all winter long and no interest in making the outside look good. Plants half dead and trash dropped by passers by
494	Too many people allowed to occupy the home and causing parking and trash and noise problems
456	STR's for a major problem. They are the main reason, along with unregulated sober living homes, why I'm highly considering moving out of Dana point. I live immediately next-door to both of these type of housing units, despite having a very expensive home with an ocean view. My dream home, has become a nightmare. Things need to get under control real soon. Otherwise there needs to be a major change with City counsel. Are there any code enforcement people working on weekends and nights to control they STR's? It is a joke. They are destroying my neighborhood

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- 470 I have not heard of any problems. Tenants can be a problem at any length of stay. I have had many problems over the year with long term renter.
- 460 Lost community feel is the biggest issue. No true ownership and neglected properties (money making machines vs homes)
- 461 We have an AirBnB behind us. This should not be allowed in a residential zone. It is basically a mini-hotel with loud guests who do not live in our community nor do they respect the residents nearby. They are typically in "party mode" in the back yard until late at night.
- 479 but it's changed the character of our development, brought added cars, noise
- 485 They are maintained by professional companies and their clients follow the rules often better than the permanent residents.
- 490 Any number of unknown people in the neighborhood. Aren't we all supposed to know our neighbors so we can help and be helped. It's hard to build a sense of community when your neighbors change weekly or daily? Do they have guns, drugs. ...Are they kind, respectful? Will they bring pets? Is there a limit on how many people stay in each room? Some many unknowns .
- 491 The people are always very respectful.
- 493 Always on edge because I never know who my neighbor is.
- 501 I used to live near a short term rental. It was horrid, police were called for excess noise. Marijuana and drugs were found at the residence. prostitution was going on. Loud music and disruption to the entire neighborhood. The Gargden Grove police told us to call them anytime noise or activities disrupted our neighborhood. They moved out without paying the owner rent. It was a terrible experience for our entire neighborhood
- 502 - too many occupants in the STR  
- too many vehicles taking up the street parking  
- loud noise from partying and celebration (just about every Fri/Sat night thru the summer  
- excessive trash - much more than the trash barrels can hold
- 505 We had short term rentals in our condo complex until it was discovered it was against our CC&Rs. Short term renters were noisy, took over our pool & jacuzzi were inconsiderate did not abide by rules. They threw trash around. Too many late night parties. Owners of the short term rentals did not live on site so did not care that it impacted the quality of life for those of us that do live here.
- 506 STRs are here for a few days and here to party. I have counted as many as 50 people spending the night. They are loud, leave beer bottles and cigarette butts in my front yard, take all the curbside parking, etc.
- 507 A homeowner in our community offers STR. They are not allowed in our HOA. Homeowner ignores and seems our HOA has not been effective in stopping. Not sure if they have a city permit but seems the city can't stop it.
- 517 So far I haven't been personally impacted by the STR issue but many neighbors in Dana Point have.
- 529 We actually enjoy the people who come and stay. It can be very quiet without neighbors.
- 534 My family have owned this property since 1967? and have NEVER had a problem with short term renters. I believe the City simply wants to make more money off of the homeowners.
- 533 We don't live immediately adjacent to any (closest is 2 houses away), and they can be loud / treat it as a party house, but most of the short term renters are polite. I would feel much differently if I had a STR next door. In other areas in the neighborhood, parking seems to be a common issue as STR's generally have a lot of people staying in one home with many cars being parked as a result.
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Because of STR, unit occupants aren't familiar with condominium rules and practices. Neighborly ambiance of community is lacking.

- 542 At this time I do not know if I live near a short term rental, although we did have a sober living home on our street with short term renters. It is no longer a sober living home. However, when it was in operation, we had drug buying and use on our street nearly daily. The police made frequent visits to the home. They also, at one point, violated the maximum number of beds/people permitted in the sober living home.
- 550 You have to live near one to understand the problems they create.
- 551 The easiest thing to do is call the property owner when an issues arises. Never has been the case that my committee paint wasn't taken seriously.
- 589 My neighbor at 35121 Beach Road is a builder/developer that made a choice to not obtain a STR permit and go ahead and rent his home for \$18,000 per week without paying taxes. Now he wants a permit yet cannot get one and the crazy thing is why has the City of Dana Point allowed this and not monitored this all these years. How many other rentals are operating without permits and not paying taxes. Why does the city not do anything? There are also others doing this on Beach Road and within the City of Dana with the city staff not doing anything about it. It just keeps going on and on!
- 560 We live in a beach community that people love to visit. It is UNREASONABLE to make it harder for them to visit. We rented for a week before we bought in the area. We have family that come and rent a week every year and try different places in around the DP area. We should not change that accessibility for others.
- 596 Parking guests are not allowed to park at rental, and many have multiple vehicles. Smoking is not allowed at rental property So the renters cross over to my property and my neighbors and precede too smoke.
- 563 Exceeding fire code for occupancy is a regular occurrence with multiple families sharing cost of pricey beachfront rental units. This creates a parking overload, often exceeding the parking capacity of the rental unit. The overcapacity creates unsightly trash buildup exceeding the capacity of trash bins. Noise issues in violation of noise abatement ordinance requiring loud parties, music , etc to cease after 10 pm. Loose dogs on the beach is also a regular occurrence in violation of city codes as people seem to be unable to part with their pets even to go the hardware or grocery store, much less vacationing on the beach. Wood burning on the beach as a bonfire experience is a problem. The worst issue is absent or very remote property ownership that renders them effectively, unresponsive to full-time residents. Another big issue is the city's enforcement office hours being M-F during normal business hours, when the biggest issues occur starting Saturday afternoons after the 3 pm check-in hour and Saturday and Sunday nights. By the time the city responds the incident is well in the past and the enforcement officer has no way of seeing evidence of these issues. The 24 hour hotline "leave a message and we'll get back to you" system is not effective for "real-time enforcement".
- 570 Very satisfied with the on going operation and the cooperative renters adjacent to my property.
- 576 Awful Idea to subject residents to Transient activity typically found in Motels. We purchased our home in a residential neighborhood and trust the City not to look at profit making as their primary goal. Shame on anyone who brings this type of activity to our neighborhoods.
- 569 I have been doing STR for over ten years and the last couple years three of the eight units in my complex are doing STRs. I am a former HOA president and the only owner that lives local and take pride in showing guests from around the world what a beautiful destination South

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- OC can be. We have one new owner in the complex who wants to eliminate STRs in our complex. He has complained to the mayor and other officials yet we have never had a code violation. In my 20 yrs of experience at this property I can say guests of the owners ignore the the rules and are far more troublesome than STR guests
- 566 For first question, no option for an owner who rents my property short term for part of the year, which I am. For this question, I am concerned that future decisions to disallow STR will be imposed. I am also concerned that some, other than we 177 registered owners who rent short term, are violating the rules, jeopardizing the current situation.
- 567 They lower the value of our property. Our home would never be a rental, it is too valuable, and future owners won't want to drive past tourists. Tourists behave differently on beach road. Too many cars per house, parking and speeding issues. We want homes to be bought and improved, not kept in a less attentive and undesirable state.
- 568 We have only owned our home for 3 months so we have seen very few issues. This may change as he summer brings more people into the community.
- 572 Vacation Rentals are not bad for a community.
- 587 Great way for families to afford a vacation in Dana Point!
- 600 Actually "some" issues. One close str is ok. The other next door there have been many noise issues
- 599 I would like to see code enforcement crack down on violators, like if you are a rental owner and you don't screen your renters and they are disruptive to the neighborhood, then that rental owner, if he get's three bad rentals in a year and then their permit is pulled. I'd like to see all rental owner's take an interest in making sure their rental company is renting their home to quality people who realize they may have community's that have rules & regulations that they must abide by.
- 605 There are parties where music is very loud and go late into the evenings. We also have cars parking in our private parking places. We had to put up a chain to stop renters from parking in our spots. Renters use our trash cans without permission when their cans are full. They have fires on the beach and there isn't enough room on the beach to do so. Smoke is a problem as it goes into the house. Road rules are not followed including speeding which is a major problem. You can't combine a vacation rental with a residential neighborhood. We own our home and are very proud of it but renters come on vacation and don't really care how they act or treat those around them. Homeowners and renters just don't mix. We live here full time and pay the taxes and mortgage on our property and still have to tolerate some renters who are very disrespectful and make it difficult for those who live here.
- 625 Vacation short term rental should be regulated differently than rehab houses. Usually vacation short term rentals do not create problems within the communities and generate additional business to the area by attracting business and tourist people. Rehab homes by nature attract problems to the communities and should be strongly regulated.
- 607 weekly renters are loud and disrespectful
- 621 I have found that vacation rentals are managed very professionally, more so than long term rentals.  
I believe the current rules and regulations are fair and protect all sides whether pro or against vacation rentals.
- 656 Short term renters show no pride in ownership and do not follow association rules
- 629 My family has done short term rentals since 1996 with one in Carlsbad and two in Dana Point. Our family also resides at these homes for at least 3 months a year. We have never had a complaint filed against any of our vacation rentals. We have had terrific guests, mostly families, and these guests are thrilled to be able to stay at a super clean, upgraded home that is affordable and close to the beaches. We have also had many business people also stay at our homes for extended periods for their work.

Our properties are NOT the eyesores of any neighborhood. We constantly put a portion of our rental income back into the property every year. In addition, we demand that all guests are good neighbors and are courteous and respectful of others and NO events are allowed and ONLY guests listed on our rental contract are allowed to use the property.

When we travel with our family, we also use short term rentals so our family can all stay together and have family style meals together without spending a ton of money. That allows us to spend excess money in the community we are visiting. Plus, with small children, a family vacation in a house is beyond convenient.

I implore the City of Dana Point to allow/license short term rentals and NOT to succumb to the demands of an unreasobale group of residents who are only focused on their perceived needs and are not well informed about short term rentals.

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In closing, not everyone can afford to own a home in Dana Point BUT everyone should have the option of enjoying a home in Dana Point and experiencing the culture and beaches in a family environment.

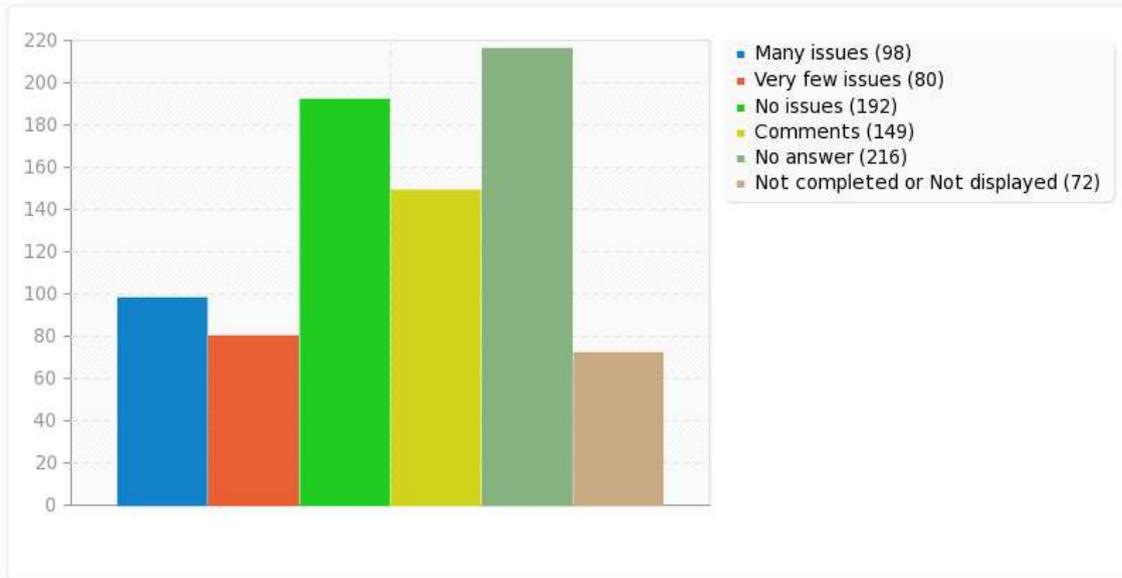
I trust the Coastal Commission would agree.

Sincerely,  
Nancy Warner

- 633 Ted Harris and the City of Dana Point are wonderful! They work very well with the property owners and renters! I would also like to add that the City of Dana Point also does a wonderful job with the summer concerts/traffic control-it is a pleasure to live in Dana Point! The downtown area looks great too-Thank you!
- 635 Vacation rentals are beneficial for many people! With true and pure intention of respecting others, it is fantastic for tourism for the city, helping visitors experience all of the wonderful things Dana Point has to offer, all while helping first time buyers afford the mortgage. It has been such a great blessing in our lives and all of the lives of our guests!
- 639 We purchased our property in 2014 to use as a part time second home and rental income property knowing that STRs were legal and regulated. Having grown up in So Cal I know how important lodging and access to our beaches is. The fact that STRs are regulated and encouraged by the Calif Coastal Commission was appealing to us. We have a manager that lives one block from our property and is there to deal with any issues that may occur.... Here in Sun Valley ID we had the " next door neighbor from hell" for over 10 years..Late nite parties, dogs barking, illegal outside lights left on all night illuminating our sleeping quarters... note to anti STR advocates-" watch what you wish for..a STR tenant will be gone in a short period....  
STR regulations are there to protect tenants, owners and neighbors.
- 643 I support short term rentals.
- 648 -hotels, motels that pay city taxes should be encouraged and supported  
-lack of renters' personal accountability (for behavior, care of properties, etc.)  
-offsite owners who do not exercise the same level of care as onsite owners  
-profit motive that often transcends what is best for the community; e.g., upgrades, maintenance, beautification  
-noise,  
-trash,  
-parties,  
-traffic from parties,
- 650 Noise is my biggest complaint. The backyard has a pool and the renters on vacation make good use of it day and night Monday-Sunday.

Field summary for q1527180373138

If yes, rate your satisfaction with the operation of the STR?



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Field summary for q1527180439645

Are STRs an issue in residential neighborhoods?

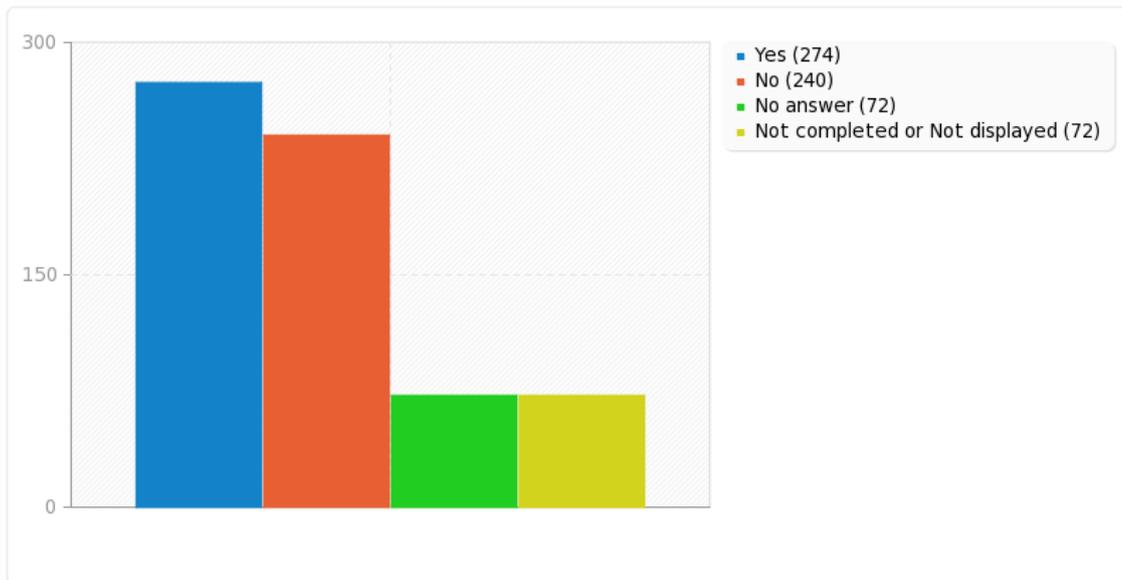
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<b>Answer</b>	<b>Count</b>	<b>Percentage</b>
Yes (A1)	274	41.64%
No (A2)	240	36.47%
No answer	72	10.94%
Not completed or Not displayed	72	10.94%

Field summary for q1527180439645

Are STRs an issue in residential neighborhoods?

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Field summary for q1527180529081

Would some or all of your issues with STRs be addressed with the contact phone number of a STR property owner/manager that would be available 24 hours a day and on-site within 1 hour?

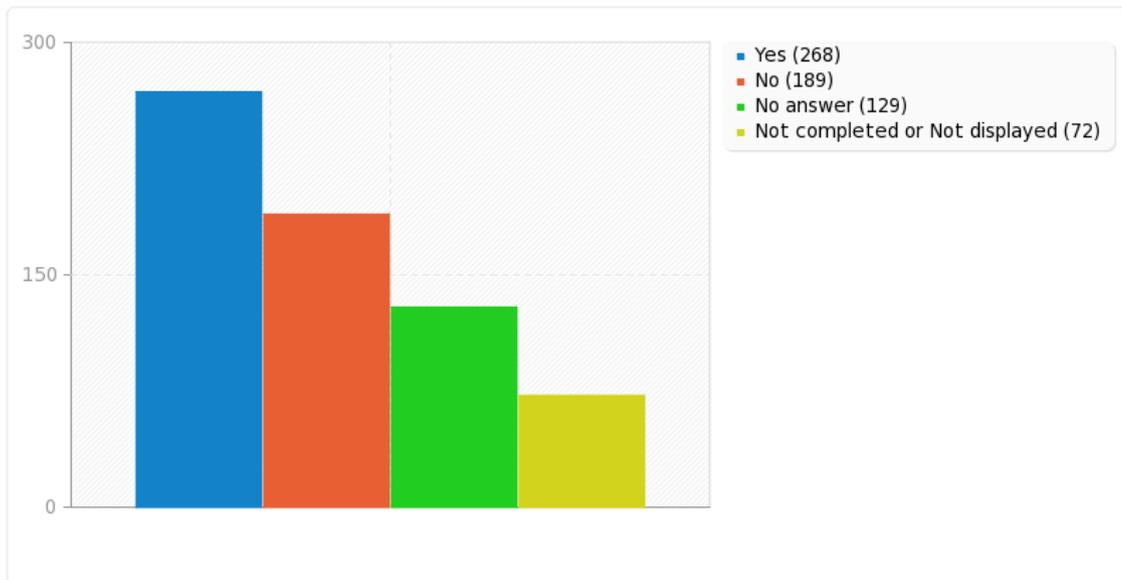
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<b>Answer</b>	<b>Count</b>	<b>Percentage</b>
Yes (A1)	268	40.73%
No (A2)	189	28.72%
No answer	129	19.60%
Not completed or Not displayed	72	10.94%

Field summary for q1527180529081

Would some or all of your issues with STRs be addressed with the contact phone number of a STR property owner/manager that would be available 24 hours a day and on-site within 1 hour?

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**Field summary for q1527180649197**

Should STRs be allowed in residential neighborhoods (e.g. Single family, duplex, triplex, etc. neighborhoods)?

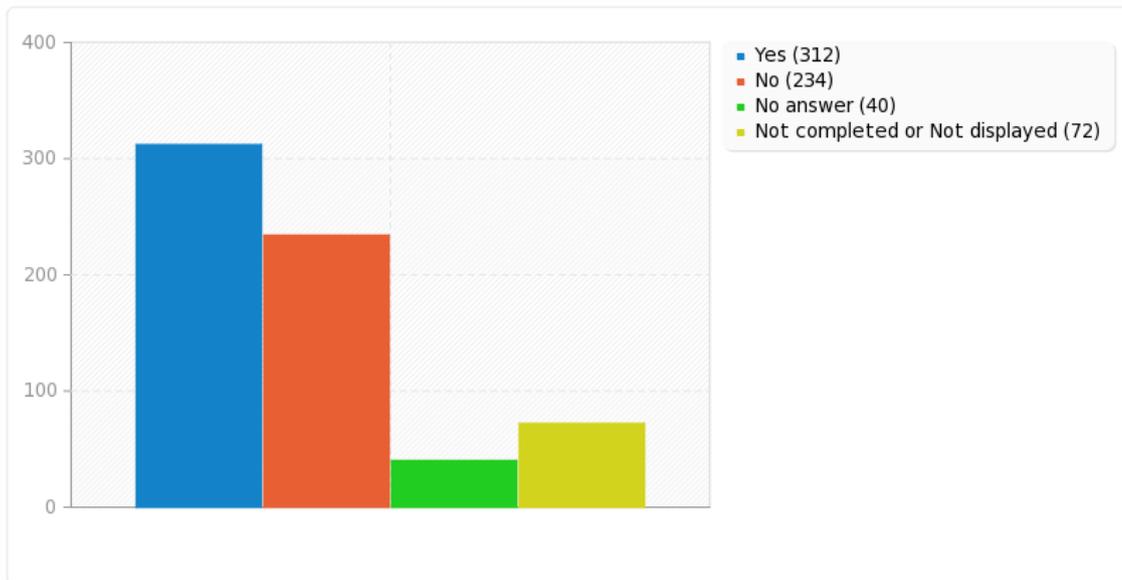
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<b>Answer</b>	<b>Count</b>	<b>Percentage</b>
Yes (A1)	312	47.42%
No (A2)	234	35.56%
No answer	40	6.08%
Not completed or Not displayed	72	10.94%

Field summary for q1527180649197

Should STRs be allowed in residential neighborhoods (e.g. Single family, duplex, triplex, etc. neighborhoods)?

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### Field summary for q1527180725236

What is your primary concern with STRs? Select all answers that apply. Additional answers can be added in the Comment Box next to "Other".

Answer	Count	Percentage
Noise (SQ1)	194	29.48%
Parking (SQ2)	171	25.99%
Strangers in the neighborhood (SQ3)	161	24.47%
All of the above (SQ4)	264	40.12%
Other	179	27.20%
Not completed or Not displayed	72	10.94%

ID	Response
1	limts on STRs make no sense. STRs may be a wonderfully for homeowners to maximize the value of their property. They should be free to do so.
27	Residents should be made aware if there is an STR on their street, the address & contact number.
18	Drugs and theft
35	Trash, parties, cursing, drinking, drugs
28	Disregard for neighborhood characteristics. SFR zoned areas are not hotel zones.
30	Trash
26	Cost of rent would go up
43	property safety
40	Inability to create consistent safe neighborhoods or even know who is on your street at any given time. Children playing safely or even walking past strangers whose background we can't check. Even in real estate sales, you can check Megan's Law database but STRs is make those protective laws senseless.
47	Partying/drinking/no respect for others and property
61	Increase in crime
59	Safety of the children in the neighborhood. Proximity to elementary school.
55	Price and availability for long term renters.
54	They take away business from legitimate hotels in town
76	Safety, destruction of property, theft
62	None
74	Garbage on the street
73	No concerns
82	Late night noise
79	Kids having wild party's such as spring break
68	Quality of life. Do you want a new neighbor every week. Many being partiers who don't care about your neighborhood.
84	None
85	Lack of respect for things around area.
101	Can't expect customers to know local laws regarding smoking street cleaning parking, etc.
95	None
111	Rehab centers that are run unethically
119	That Is a baited question. You have suggested that there is a problem. The survey taker cannot ignore your inference. Don't be Biased.
122	Changes the nature of residential
123	Also narrows down available rental service to residents whom want to raise their families here.
113	Plus property value, you may have a very nice property but because you live next to a STR you have a hard time selling it.
132	None
135	No concern
137	Tax Short term rentals at same rate as hotels/resorts
140	None
145	You can't mix residents who get up early to go to work with people who are on vacation and here to party.
155	None
160	Property values

## Quick statistics

Survey 856598 'Dana Point Survey on Short Term Rentals'

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152	Towels hanging from balconies, unruly children in the street, too many people in one house, trash
169	None
184	Not upset about it
165	Trash, disrespectful renters
170	No problems
167	damage
172	None
175	underage drinking
174	Safety
183	No city regulations and oversight applied.
188	Limit the number of STR's
187	safety
192	No issues
203	crime
204	none
208	Too many people per house
211	Common Area Property damage
214	I am not concerned. I enjoy meeting visitors.
221	None
227	No experience to comment
234	None
261	No problem
244	Renters are not aware of HOA rules and regs
251	None
260	Please have them go to a hotel
276	none
274	Safety of children
277	Just have a strike policy and if violated multiple times than the property is unable to rent further.
279	No issue
282	Irresponsible owners
287	crime
302	I don't have any issue with them
311	Nothing has ever bothered me.
290	Shortage of real estate to purchase
314	No respect for property
308	I am in favor of STR
316	I have no issues if we have a contact no one would have problems
320	NONE - NO ISSUES
324	None. We live in a beach town and we always have "strangers" or tourists in and around
329	No issue as a vacation rental as these types of patrons are generally screened and qualified by being able to afford at all. Its the gray area of rehab where the tenants can be unsavory to say the least
354	none
332	Overcrowding
342	My area does not have this problem
335	That investors buy properties for short term rentals and locals can't afford to live here. It's hard enough already.
343	Nothing
349	Crime, Drugs, Litter, lack of accountability
350	none
356	None
357	Too many persons at the same time
364	I have a home in another city which has any short term rentals. Huge impact o the neighbors. Many loud parties, no regard for neighbors. Changing neighborhoods from quiet residential to commercial use. Different large groups almost every weekend. Terribly disruptive. They are only there for a short time so have no regard or concerns for neighbors. Very disruptive
390	I have no issues whatsoever this question is misleading and should state an option of no issues.
389	None other than with our neighbors
392	none
397	none
405	I have not had an issue w/any of the above
402	STRS should be allowed when the home is within 1,000 feet of the shoreline

## Quick statistics

Survey 856598 'Dana Point Survey on Short Term Rentals'

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411	Property damage
497	None
432	Partying
422	None
423	Potential noise
450	Over crowding.
425	Irresponsible owners/managers
426	over crowding, not being considerate to full time residents
427	Late and loud noise and excessive vehicle parking (which would be more than 2-3 vehicles) . Hosted stays would help direct compliance.
428	Total effects my quality of life
431	no onsite management
437	No issues. Never been problems
438	No issues
444	Lack of manners and respect for the community
453	Security, impact to city costs, owner being away/not in area, negative impact to businesses (hotel, restaurants, etc), ability to enforce
455	upkeep of premises
456	Safety of our children!!!
463	I think STR's are a great source of income for families as well as for the city to bring in tourism
464	Renter Displacement
465	I do not have a problem with str's
467	None
474	blurs the line between residential and commercial, negative effect on property value
484	No issues
487	none
485	Respect for the property
488	property value
492	party like atmosphere/vibe of some vacationers
493	Drugs
512	reduced business for hotels
501	Illegal operations
502	trash, smoking
514	Potential Drug Use
508	We have not had a problem with these
519	Neighbors tend to blame ALL issues on STRs regardless of who may be the cause
516	Strange repairmen wondering the neighborhood. One was inmy back yard. Noise from parties. Garbage cans in sgreet all week orfull and nat taked to streen on proper day. Overflowing.
527	Sober living/rehab
522	None
528	Drug use, crime, etc
597	No Issue
534	None of the above. We are able to police Beach Road on our own.
555	Using my trash cans
536	None
546	See previous comment
538	Toys being thrown in yard and and as many as 12 to 15 people at one time in 1 house
542	drug use, liter, unkept property
550	Crime
547	None
551	Late night noise
553	none
557	No problem
561	I have had no issues
560	Summer is Summer!
596	Party, drugs ,alcohol
657	None
563	Loose dogs, excessive trash, loud parties
570	Allowing future STRs to exist
566	No issues, I like the current situation
572	No issues
571	Proper Code enforcement
574	None

## Quick statistics

Survey 856598 'Dana Point Survey on Short Term Rentals'

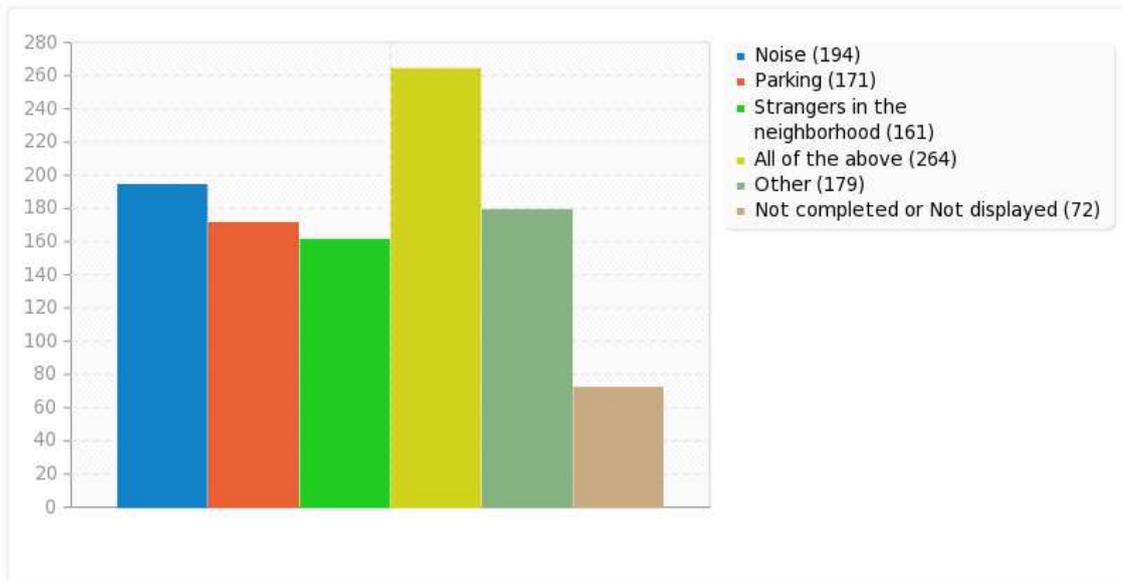
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577	None
581	Not any issues
579	No Concerns
582	no issues
587	No issues
588	No issues
592	Lumping them in with sober living homes as they are not the same
599	Renters who feel entitled to behave however they please!
601	None
602	none
604	no concerns
605	speeding, using our trash cans without permission,
612	Overcrowding
620	I've experienced no issues
615	makes no difference , all rentals have cars visitors make noise , the STR are better managed,
618	Most renters are great. The system just needs to be able to deal with the occasional bad group
662	None
633	None
635	None, as long as everyone does their best to be respectful of everyone and follow the rules we already have in place.
639	I have no concerns..any of the negative issues can be dealt with through local city regulatios
641	None
643	None
642	None. I like the friendly visitors. They love our city
648	-lack of renters' personal accountability -offsite owners who do not exercise the same level of care as onsite owners -profit motive that often transcends what is best for the community; e.g., upgrades, maintenacnce, beautification -noise, -trash, -parties, -traffic from parties,
645	none
646	enforcing 7 days

Field summary for q1527180725236

What is your primary concern with STRs? Select all answers that apply. Additional answers can be added in the Comment Box next to "Other".

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### Field summary for q1527185350353

Where do you believe STRs should be located in the City? Select all areas you believe STRs should be allowed. Additional areas can be added in the Comment Box next to "Other".

Answer	Count	Percentage
All residential areas (SQ1)	239	36.32%
Only multifamily areas (duplex, triplex, etc.) (SQ2)	97	14.74%
Commercial areas (SQ3)	181	27.51%
Town Center (SQ4)	137	20.82%
Beach Road (SQ5)	143	21.73%
Other	94	14.29%
Not completed or Not displayed	72	10.94%

ID	Response
4	If they are allowed, it should be everywhere. Not just on the streets below La Cresta (which can be mixed homes).
8	Where people live...
35	Condos/townhomes only, no single family residence short-term rentals
32	hotels/inns
42	Hotels
44	Anywhere as long as property owner lives on site.
36	Only in hotels/motels.
40	Hotels and multifamily buildings only if owner is in one of the other units. Don't allow distant owners to put people in our neighborhoods where they themselves don't have to deal with the negative fallout.
48	No area
56	none
59	Support hotels
54	Existing hotels and motels
57	Not at all
73	Only where CC&R's allow
68	No place. This is why we have hotels. People with STR don't care about our quality of life.
101	A long with sober living houses.
96	None
106	This is the wrong question.The issue is not WHERE, but one ofsupervision.
116	Hotels we have plenty
121	Hotels, Motels
113	It in the city of Dana Point. We would not be the first beach city to band STR
145	None. It's ruining the community and our neighborhoods.
152	Only places with on site owner
171	Certain sections
183	CCRs for HOA's can preclude STRs and this is why we live and choose to pay dues in a highly regulated HOA!
225	throughout, but specifically limited in number in each area
214	Anywhere
220	The above areas, but limited.
227	No comment no exposure
231	hotels
237	Where allowed by ccr
239	Only where owner full time occupaint.
264	Hotels,motels,B&Bs
256	Not allowed
266	Hotels, Motels, B&B's Only
260	Hotels
276	How is it fair for certain residents to have the right to an STR and others not. Most people prefer a SFR for an STR so they don't have to stay in a sterile hotel. They want a home to share a vacation experience with their families
274	Licenced hotel/motel
278	any area
281	HOAs may further regulate

## Quick statistics

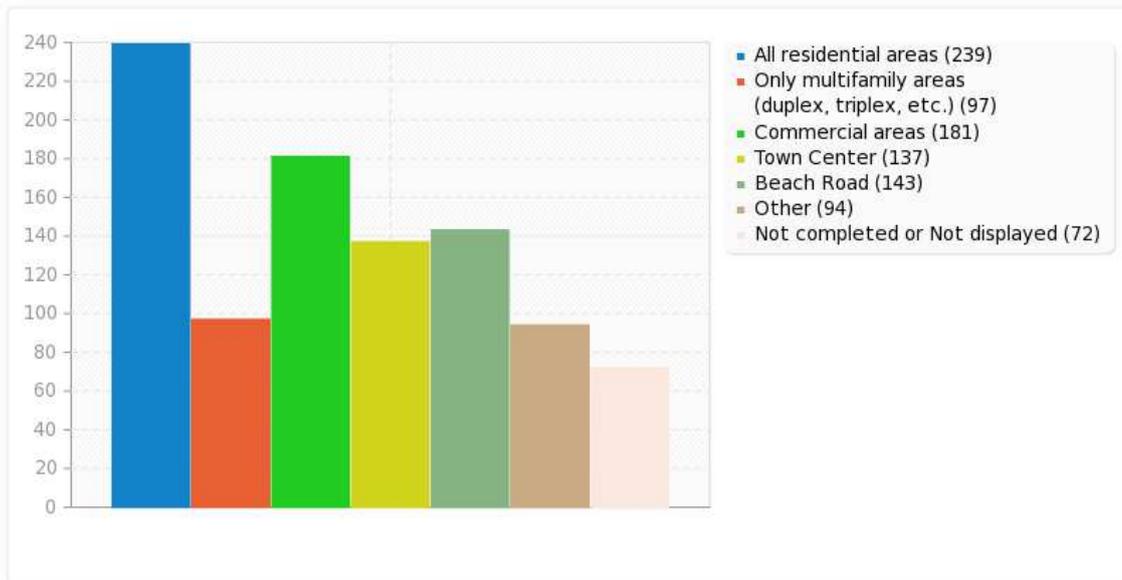
Survey 856598 'Dana Point Survey on Short Term Rentals'

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282	Strands Beach and other areas in the Coastal Zone
306	Nowhere
290	Those with easy access to the beach, popular tourist areas
304	none
297	None
293	Apartment complexes
300	there are plenty of hotels
313	None
312	None, should be zoned specifically to address the issue. People should know what type of neighborhood they are buying into
315	None
319	condos
328	Close to beach access
337	Within close proximity to community attractions
338	Southside of PCH - Beach access areas
355	Hotels.
347	no where
414	closer to the center of town - not in the neighborhoods where long time standing families have chose and invested to make their home
383	none
402	They should be allowed within 1,000 feet of the shoreline,
408	No where
409	Dana Strand Rd
410	Outside of Dana Point
450	Near the Beaches, walking distance to downtown.
425	Any property owned privately, commercially by responsible owners.
427	Multi-family zoned areas are OK, and other single family residential by permit.
453	Areas zoned for STR
454	Condos near Strand Beach
456	Areas zoned for Hospitality
460	if we do allow STR then it should be available for everyone, cannot limit based on location or property type
486	Anywhere just need to follow rules
480	none, unless the area owners agree
474	only in designated area, NOT residential
493	None under 30 days
518	Niguel shores and anything beach side of PCH
505	None - short term rentals should be handled by only by hotels/motels
516	They should be restricted to mltifamily areas in the costal zone. Not outside the costal zone. Residental R1 zones are NOT the placfe for STRs (motels) . It is not a business area and was not zoned for such use. Residential does not mean business!
526	Single family homes only. Apartments are needed for long-term renters like me. If you own a home and want to rent it out short-term, that should be the homeowners choice.
598	Mixed Use areas
533	Multifamily areas that are generally used as time shares rather than primary residence
546	Apartment buildings
538	put all beach rentals together and not by home owners that live full time in their homes. When purchasinf our home we had no idea that in the summer we would be in the middle of total strangers every week.
542	no short term rentals anywhere.
550	Only in those areas designated for the exclusive use of STR's.
596	One per continuous street
570	Unrestricted zoning
569	Coastal Zone
572	Beach area on the west side of PCH
579	Everywhere
605	If we are talking hotel type residences, they should be located near hotels but not in residential areas.
621	Coastal Zone
637	Nowhere
640	Beach close properties
648	hotels, motels
652	Hotels

Field summary for q1527185350353

Where do you believe STRs should be located in the City? Select all areas you believe STRs should be allowed. Additional areas can be added in the Comment Box next to "Other".



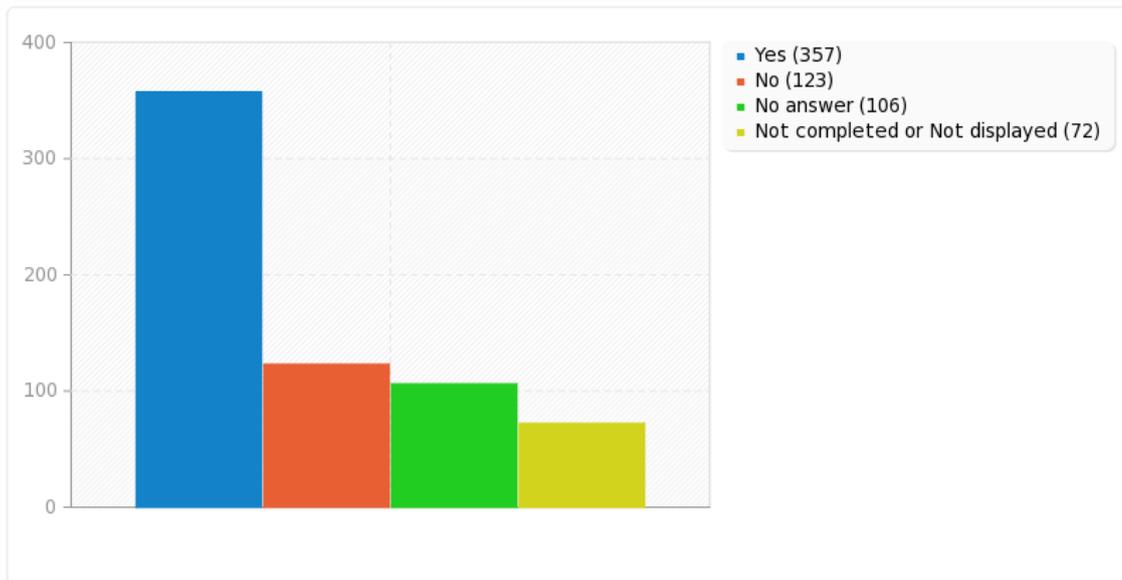
## Field summary for q1527185396151

Would you attend a forum to discuss STRs?

<b>Answer</b>	<b>Count</b>	<b>Percentage</b>
Yes (A1)	357	54.26%
No (A2)	123	18.69%
No answer	106	16.11%
Not completed or Not displayed	72	10.94%

Field summary for q1527185396151

Would you attend a forum to discuss STRs?



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Field summary for q1527185436903

Should the City consider allowing hosted stay STRs (where the property owner is living/present at the property and they rent out rooms or other units, if it is a duplex, triplex, etc.)?

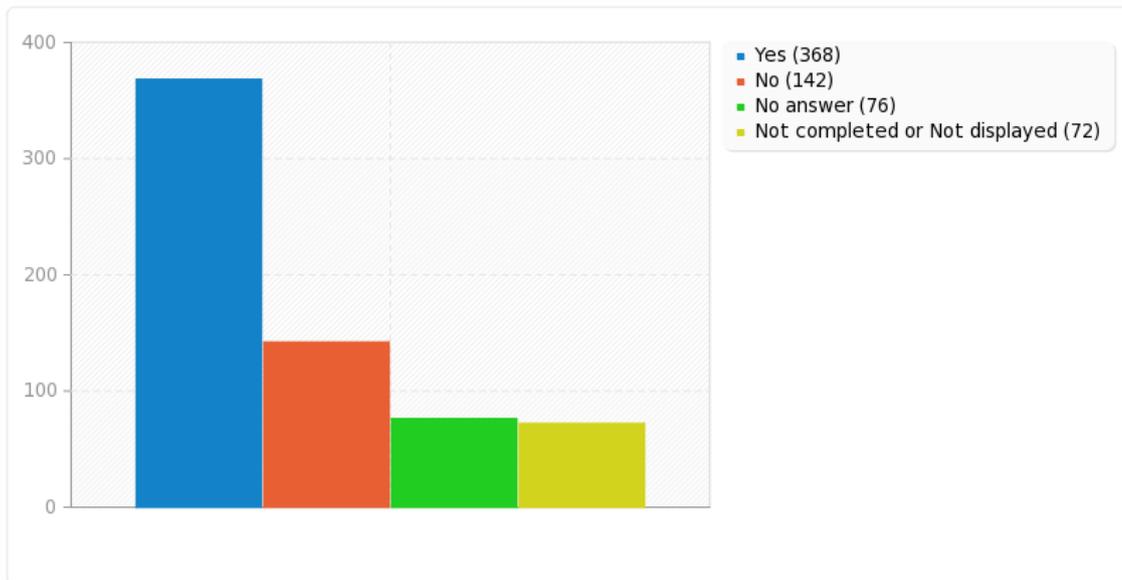
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<b>Answer</b>	<b>Count</b>	<b>Percentage</b>
Yes (A1)	368	55.93%
No (A2)	142	21.58%
No answer	76	11.55%
Not completed or Not displayed	72	10.94%

Field summary for q1527185436903

Should the City consider allowing hosted stay STRs (where the property owner is living/present at the property and they rent out rooms or other units, if it is a duplex, triplex, etc.)?

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Field summary for q1527185533738

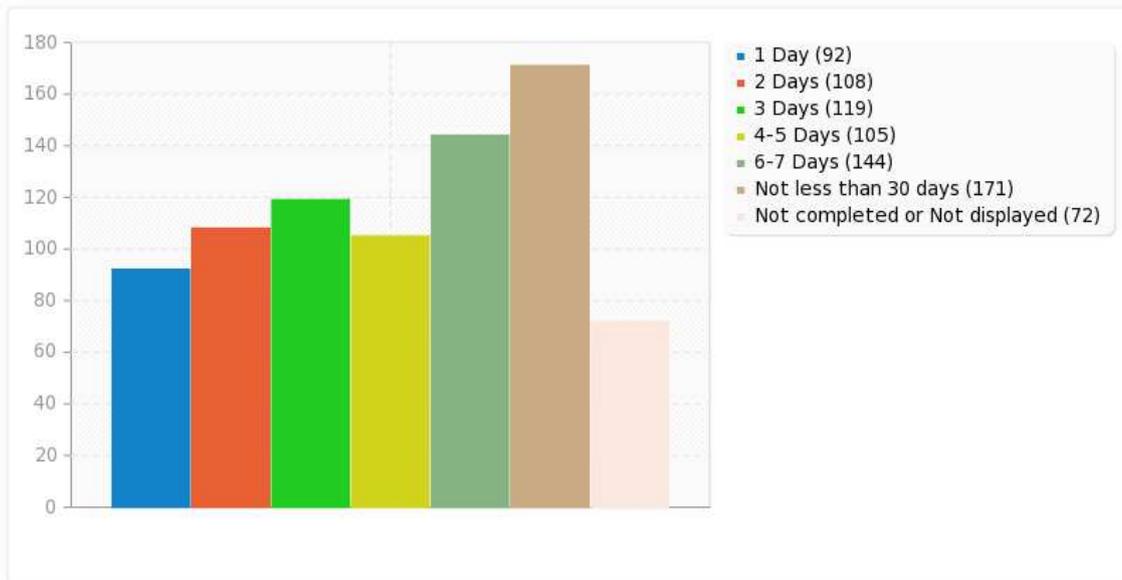
What would be an acceptable minimum stay for a STR (hosted and non-hosted)? Select all answers that would be acceptable.

---

<b>Answer</b>	<b>Count</b>	<b>Percentage</b>
1 Day (SQ1)	92	13.98%
2 Days (SQ2)	108	16.41%
3 Days (SQ3)	119	18.09%
4-5 Days (SQ4)	105	15.96%
6-7 Days (SQ5)	144	21.88%
Not less than 30 days (SQ6)	171	25.99%
Not completed or Not displayed	72	10.94%

Field summary for q1527185533738

What would be an acceptable minimum stay for a STR (hosted and non-hosted)? Select all answers that would be acceptable.



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Field summary for q1527185574822

Have you ever submitted a complaint to the City on issues with a STR?

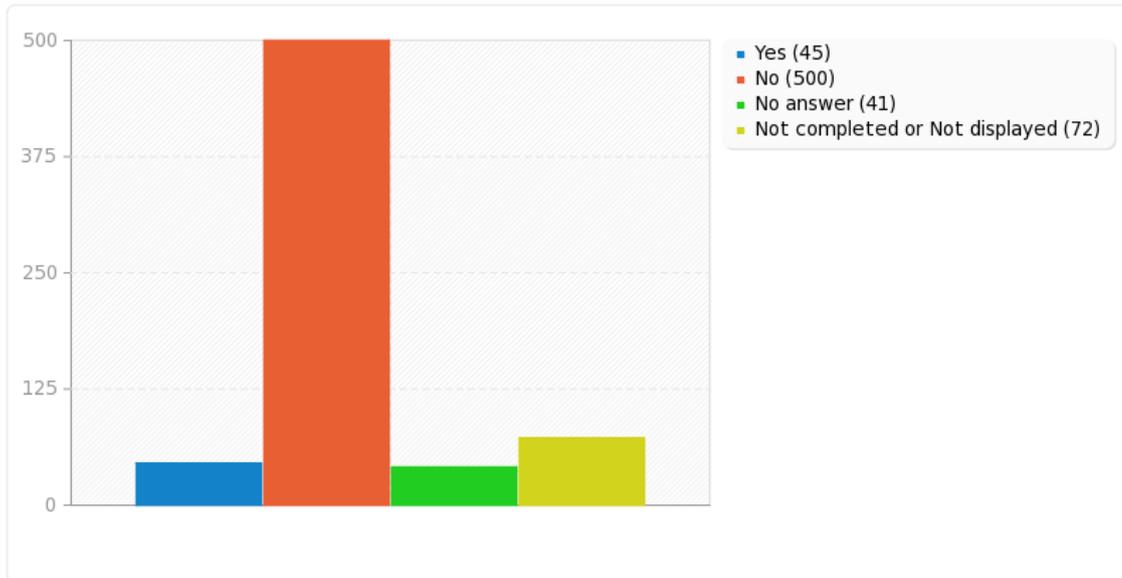
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<b>Answer</b>	<b>Count</b>	<b>Percentage</b>
Yes (A1)	45	6.84%
No (A2)	500	75.99%
No answer	41	6.23%
Not completed or Not displayed	72	10.94%

Field summary for q1527185574822

Have you ever submitted a complaint to the City on issues with a STR?

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Field summary for q1527185598044

Have you ever addressed your complaint with the property owner of the STR?

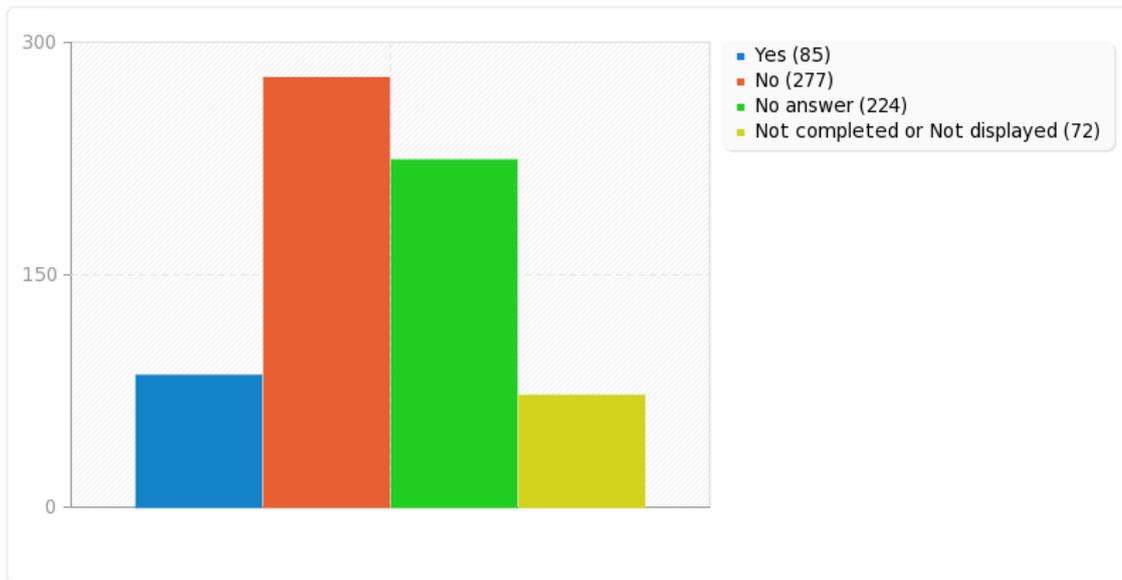
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<b>Answer</b>	<b>Count</b>	<b>Percentage</b>
Yes (A1)	85	12.92%
No (A2)	277	42.10%
No answer	224	34.04%
Not completed or Not displayed	72	10.94%

Field summary for q1527185598044

Have you ever addressed your complaint with the property owner of the STR?

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## Field summary for q1527185622185

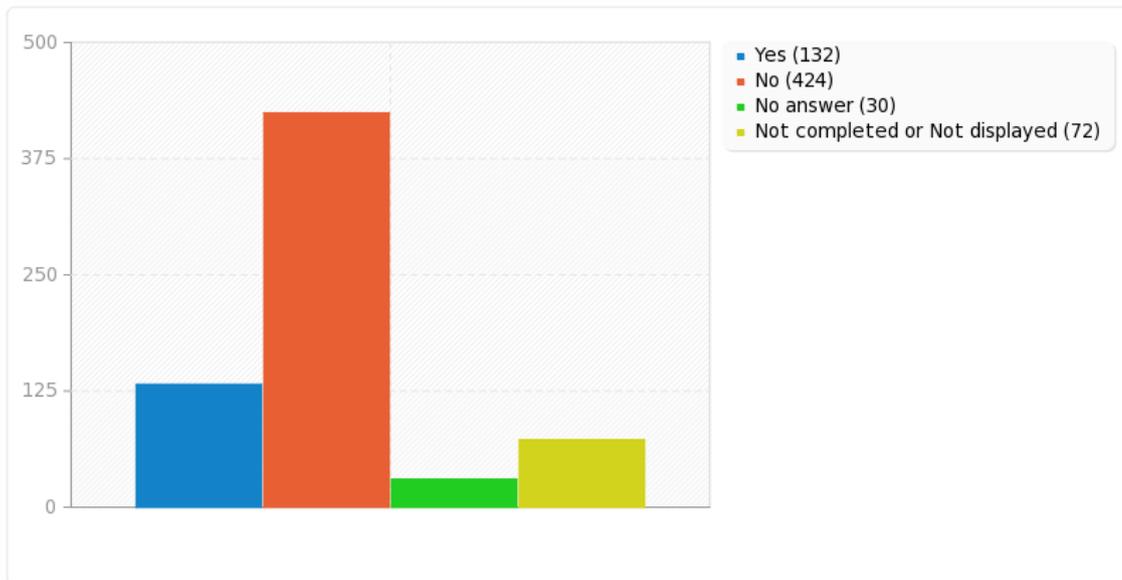
Were you aware the City has a 24 hour complaint line for STRs?

<b>Answer</b>	<b>Count</b>	<b>Percentage</b>
Yes (A1)	132	20.06%
No (A2)	424	64.44%
No answer	30	4.56%
Not completed or Not displayed	72	10.94%

Field summary for q1527185622185

Were you aware the City has a 24 hour complaint line for STRs?

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Field summary for q1527185655216

Should there be a cap for the number of STRs permits issued by the City in a specific area?

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<b>Answer</b>	<b>Count</b>	<b>Percentage</b>
Yes (A1)	276	41.95%
No (A2)	168	25.53%
Don't know (A3)	96	14.59%
No answer	46	6.99%
Not completed or Not displayed	72	10.94%

Field summary for q1527185655216

Should there be a cap for the number of STRs permits issued by the City in a specific area?

