

**Short-Term Residential Rental Registry Public Comments, and
Comments Submitted Online**

October 17, 2017

7:00 PM – 9:00 PM

Charles Houston Recreation Center

- 1. Visit Alexandria supports the collection of the lodging tax from homestay properties, the use of a Voluntary Collection Agreement with AirBnB and the establishment of a registry. We believe this is the best option to accomplish four goals: 1) Ensure a level playing field that does not give an unfair pricing advantage to homestays over hotels 2) Maximize net revenue to the City for taxes it is legitimately owed 3) Minimize the cost of collection and enforcement 4) Practically ensure the highest and most consistent level of compliance.**
- 2. Although I am the current Chair of the City's Human Rights Commission, I am submitting these comments on my own behalf. It would seem that as a prerequisite to doing any business in the City, that owners who provide any rental property opportunity be required to post their compliance the City's Human Rights Code, and attach a contact where a guest can report either a disabilities or discrimination violation. Thanks for your consideration.**
- 3. So, if you meet all the requirements (of being liable for BPOL tax), it's still only \$50 per year?** [Staff: Yes, if your gross is between \$10,000 - \$100,000, and you rent more than 4 dwelling units]
- 4. Is BPOL being considered to be changed as part of this? And if you are subject to BPOL, are you subject to Business Personal Property Tax on all the furniture and fixtures in those units?** [Staff: No, BPOL is not under consideration to be changed. We are currently grandfathered in this classification, so changes are not feasible. In most cases, Business Personal Property is exempt from taxation—in cases where the furniture and fixtures are “owned and used by an individual or family or household incident to maintaining an abode.”]
- 5. There's a property on our street that the owner is absentee, he does not live there, and he's using it as an Airbnb exclusively. Is that permitted?** [Staff: There is no distinction in the Zoning Ordinance between long-term and short-term rentals.]
- 6. Are they looking to change whether zoning ordinance distinguishes between short- and long-term rentals?** [Staff: Short of monitoring homesharing activity, there are no current proposals from the Zoning Department for changes to the Zoning Ordinance.]

7. **What is short term? Months, years?** [Staff: State law defines this as rental lodging that is “suitable or intended for occupancy for dwelling, sleeping, or lodging purposes, for a period of fewer than 30 consecutive days.”]
8. **Couldn’t you just go onto the Airbnb site and figure out all of the Alexandria, Virginia locations?** [Staff: It’s not as easy as you’d think. Airbnb does not provide the actual full address unless you book the property. They do provide pictures, dwelling and area information. There’s also no summary by jurisdiction, so you’d literally need to go property by property to try and ascertain location.]
9. **The thing with Airbnb is sometimes you can just rent a few days of the week, so it’s very transient, like you were saying.** [Staff: In addition to the uncertainty as to how many we have, there’s also the uncertainty of how often they actually rent; there may be a difference between listing and actual renting. Also, some estimates indicate there’s about 21% churn per year-- or almost a quarter of properties turning over per year on listings.]
10. **Isn’t this taking revenue away from the hotels? How do they feel about it?** [Staff: Locally and nationally that’s been the issue, and what we’re trying to do with the registry is level the playing field. We want to make sure everyone is paying their fair share under the requirements of the law.]
11. **Does this affect homes that people are renting out as bed and breakfasts where they’re offering meals and perhaps they should be collecting the meals tax, perhaps they should have fire permits and health permits to be run as a bed and breakfast?** [Staff: Under the Zoning Ordinance, Bed and Breakfast establishments are slightly distinct from homesharing like Airbnb. At a Bed and Breakfast, the owner of the property normally resides in the property, at the same time as the renters; and, these are commercial businesses already licensed.]
12. **Earlier you said a registry wasn’t applicable to real estate agents. I’m curious about that because next door to my house is a dedicated Airbnb. The owner lives somewhere else, she’s a real estate agent and she has multiple properties that are dedicated Airbnb.** [Staff: This is an exemption within state law, that developed in Richmond as part of the homesharing legislation.]
13. **She raised a point about health and safety rules that the hotels and B&Bs have to comply with, and zoning regulations and things like that. I was curious if there’s any move to have these comply with at least some of those rules?** [Staff: There’s no distinction in the Zoning Ordinance between long-term and short-term rentals.]

- 14. I'm confused by the volunteering description in a tax process. A tax is either mandatory, or it's not. A tax either is or is not. I'm challenged by the word voluntary (relative to Airbnb's "Voluntary Collection Agreement)." [Staff: "Voluntary" does not mean you get to choose whether to pay the tax or not. "Voluntary" is Airbnb's terminology. This is basically just an agreement between the City and Airbnb, that Airbnb is going to collect the Transient Lodging tax for us.]**
- 15. Is that a ratified agreement (VCA between Airbnb and the City) where there's some accountability for Airbnb? [Staff: They would be responsible for the tax. If they didn't collect the tax and we found out about it, they would be liable for the tax. That's in the agreement. The process is somewhat analogous to the Utility tax collection process. It's a compromise if you will to get the most efficient process. It's not perfect, there are tradeoffs, but it may be an effective way to address 70% - 80% of the market.]**
- 16. Except the fact that you admitted in the prior slide that we have a difficult time identifying all these rentals. ...Maybe 70-80 percent, but what percentage is actually identified and reported, what the accountability. Utilities have an accountability. [Staff: While we have a difficult time identifying them, Airbnb does not have a difficult time identifying their customers; and it's been estimated they have a 70% - 80% market share. They know if a host rents their property, and they can collect the tax from the tenant right away. Now, if you combine the VCA with a registry, and people have to register, we can cross-check platforms with the hosts directly.]**
- 17. What's compelling people to register? Is it the City's legislation, a requirement, a penalty? [Staff: First of all, it's a proposal we're going to bring back to Council to establish the registry, and state laws allows for a penalty of up to \$500 if you don't register; and, if you don't pay the penalty and comply with the registry, then the City is able to prohibit you from homesharing.]**
- 18. I called because I figured he (a neighbor who rents a full-time Airbnb) hasn't done anything by the book, why would he have registered to pay taxes? [Staff: Thank you. That's part of my job to follow-up on complaints and concerns about possible tax violations.]**
- 19. It seems as though the City is looking at this as an additional revenue source. However, I see it as a way for people to rent their condos/etc. to folks that have not been "vetted" (background checks as required by most COAs/Realtors/Landlords for leases) and, therefore, may pose a danger to a condominium and homeowner associations. Most COA's have a 1-yr. minimum lease policy. I hope that the City's new regulations will not, in anyway, impinge on the COA's rights to enforce the 1-yr (non-transient, short-term or home-sharing) lease restrictions. At a minimum, any regulation or registry regulation should explicitly state that such does not, in anyway, provide a right or protection to any registrant to undertake such activity if such activity is otherwise prohibited by their COA or HOA. I have been a resident since 1986 and although I appreciate your looking into additional sources of revenue, especially in light of the fact that my property taxes have increased from**

approx. \$200/mo. to close to \$800/mo. since 1986 when my income has stayed the same, I would urge you to ensure that the fabric/safety/security of our long term citizens are not negatively jeopardized by (1) new and untested measures to increase revenue or (2) new and overly generous housing/social welfare programs for newcomers attracted from DC and elsewhere to our City. [Staff: The state law specifically says that the registry ordinance will in no way change existing limitations from contracts or agreements related to the use of real property, such as may be found in condo declarations and homeowner covenants. If homesharing is prohibited by such documents, the registry ordinance will not change that.]

- 20. That's another issue we have is people coming in for one, two, three days, it's a constant stream, parking in no-parking spaces, not having City stickers. We have had an attempted burglar, we've had noise that I've had to say to the host, if this continues or happens again I'm calling the police. He's gotten three notices for improper drainage. It's been going on for months.** [Staff: You can also always file a complaint with Code Administration concerning complaints. In your case I know that you've already discussed the issue at length with Alex Dambach. Again, the registry provides a tool for us to know who's out there engaged in homesharing.]
- 21. I respectfully disagree with that as there have been many municipalities and major cities that have limited the percentage of time that you can rent your home out to a dedicated percentage, and should you exceed that, the city does enforce much more punitive damages than \$500, because when you're renting at \$1,000 a night, \$500 is worth the cost of doing business.** [Staff: There's no doubt that some localities may be approaching this topic differently than others. At present our Zoning Department doesn't have a proposal or agenda for zoning changes. They're monitoring the activity.]
- 22. What capacity does the city have to actually enforce because I reported... I just happened to be walking my dog and happened to be looking for a hotel room for a friend that was coming to town and up pops this bed and breakfast and clearly it was in a residential neighborhood and didn't have any zoning to be a business, etc. etc. I contacted the City and they didn't really have any people that could go out in the field and enforce the fact that someone... try to find out, I mean they send an email to try to find out what's going on there, but that's about it.** [Staff: Code Administration does have staff who can go out and investigate complaints. The Zoning Department also has Zoning Inspectors who can go out and investigate complaints.]
- 23. And if someone reported it to the tax department is there some sort of systematic way that the tax department would share that information?** [Staff: The Finance Department will also share complaints it may receive with both Code Administration and with Zoning.]
- 24. Let's say you have a mortgage on your house and it's \$4000 a month, and you Airbnb, you're paying taxes on that even though you're technically still kind of losing money?** [Staff: Yes, you would still pay Transient Lodging taxes on the daily rental.]

- 25. Can you share the difference in short term residential taxation versus long term residential taxation? Is there a tax applied for long term rental?** [Staff: Under state law, the registry applies to anyone who rents their property for 30 consecutive days or less. Transient Lodging tax applies to rentals of 90 days or less (staff has tried to harmonize this nuance in the proposed ordinance).]
- 26. The registry, would that be open to the public? Will we be able to go to your website and look up neighbors to see if they're registered?** [Staff: The registry would be a public document. We haven't given consideration yet whether that would be accessible online or just in our office.]
- 27. What the best way for us to express our views on any pending ordinance before it's passed?** [Staff: If you express an opinion tonight, we'll include that with our report to Council. As an ordinance, you'd also have the opportunity to comment directly to the Council at public hearing. We're also going to add a link on our website so you can leave comments there as well.]
- 28. I'm a next door neighbor to a gentleman who is using his house exclusively as an Airbnb for over a year now. He bought the house, completely gutted it, went through BAR, wanted to expand it, decided not to. It's been a complete and utter headache. It is very disruptive. It takes away from the feeling of the neighborhood. We're down on South Fairfax Street and Jefferson. There's been an attempted burglary. I've lived in my house over 19 years, I've never seen police activity like that. I've never known of an attempted burglary. In his back door. I'm on a corner, nobody's tried to come into my house, but they went into the back of his house. I asked him to follow up and get a police report, see what we could do to figure it out, he never did. There's been all kinds of code violations with the renovation, with the gutting that I had zoning out. Now I have this issue of him not having proper drainage in the back yard. It's flowing into my back yard. If he was truly a neighbor, and there, I would feel less upset than seeing the effort that he puts into getting Airbnb guests for one, two, and three days continually. It's a continual rotation of strangers in the house. More recently, two weeks ago, I had to knock on the door, they were having a party, it was so loud, it was 2 o'clock in the morning. I texted him and said that's it, you've got one shot, after this I'm just calling the police every time, and he said, well, I'll contact Airbnb. No, it's your house, you're the host, take some responsibility. That's the frustration. If it was a neighbor who was living there and I knew him and there were patterns, ok, I could work with him on the drainage or whatever. But to see the effort he's putting in to Airbnb, and it's completely taking away from our block and neighborhood feel, it's been very upsetting. And feels unsafe. And I've sent an email to the City Attorney because he's been given three notices about the drainage, I've worked with for months asking him nicely to please fix it. I mean, I could fix it myself. It's like going to Lowes and getting an extra pipe. It really is not... People have physically handed him... So I hope the City Attorney follows up at 733 South Fairfax and does something about**

that because it's really frustrating. [Staff: Finance is following up from a tax perspective. Zoning and City Attorney's Office have been apprised]

- 29. Tom Kaiden from Visit Alexandria. I'll just say that our board, we've been looking at this issue for about a year. We appreciate the fact that the City has moved quickly following the State's new legislation to advance this initiative. That's really important. I think we have three observations. The first is that it's important to level the playing field so that Airbnb hosts don't have an unfair advantage over our hotels for anyone staying in the area. So I think that's the first issue. The second is our calculation based on data that we were able to obtain is that sort of conservatively it looks like \$300,000 to \$500,000 worth of tax revenue to the City, which we think appropriately should go to the City rather than being left on the table. It obviously reduces the tax burden on all residents of the City. So it's an issue of fairness, but also an issue of ensuring we do everything we can to collect the revenue the City is fully entitled. And the final thing is just in terms of the use of the Voluntary Collection Agreement, we think that makes sense because as a practical matter an efficient mechanism that allows you to address 80 percent of the revenue in a really efficient collection mechanism is important and we believe will lead to a more consistent application of the tax. If it is left to a more heavily staffed initiative that has to be enforced individually there's greater likelihood that the collection is inconsistent. So we believe that that tool is not only more revenue efficient, but also more consistent in its application. And I believe there are a few hotels here as well who can speak to its specific application to them.** [Staff: Thank you. Your comments have been added to the record.]
- 30. When were you thinking of putting the registry in place?** [Staff: We're looking at bringing this back to Council in the next several weeks. If Council is supportive, the goal is to get something implemented by January.]
- 31. When will you start collecting the taxes?** [Staff: If adopted, the process would start in January. If we become aware of rentals on a case by case basis before then, we can begin pursuing right away].
- 32. So the registry will start, then when will you be collecting taxes from Airbnb to you?** [Staff: That would be prospectively. Airbnb said they can have the Voluntary Collection Agreement up in about 30 days. We will have to clear the agreement through the City Attorneys, but conceptually this looks do-able.]
- 33. I just wanted to confirm with you, home sharing doesn't require owner occupation? I know some other municipalities have minimum requirements, like half a year, or something along those lines, that the owner has to actually occupy the property. Is that something we're considering?** [Staff: Other localities are looking at some of those issues, but in the City it's residential property and the Zoning ordinance doesn't make a distinction between long-term and short-term renting. As a residential homeowner, I could rent my house out, so my assumption is that owner occupancy is not required.]

- 34. What would be the process if a resident like me wanted the City to consider having an owner occupancy requirement?** [Staff: Making the comment tonight will get this in the record; or, you can leave comments on our website, or testify at public hearing.]
- 35. You mentioned 90 days or less requires transient lodging tax. So condominium associations, we have residents that aren't paying the tax and are doing it for less than 90 days. Is there any liability that comes back on the condo association if that lessor continues to not abide by the local ordinances?** [Staff: From a tax perspective, the Condo Association would have no liability. Condo's are individually owned. We wouldn't come against the association for taxes owed by an individual owner. It would be the owner's responsibility.]
- 36. Some of the language is focused around taxes, which implies there's revenue collected. Some of the newer services are, like home exchange or guest to guest, which is actually a reciprocal swapping service, so no money actually changes hands. Is there any thought to address that, because the impact to the community is very similar in terms of use of resources, competition with hotels, and so forth.** [Staff: In that case, if there was not actually an exchange of money for the rental, if they don't make a sale for the rental, there'd be no taxable liability. You'd be trying to impute value to that. Could it be done? I think it's theoretically possible, but extraordinarily difficult and not practical.]
- 37. What we're dealing with in my community is it's a game a whack-a-mole. Every time you think you've addressed something along the lines of Airbnb, something new crops up.** [Staff: I appreciate that, but as a whole, I believe the exchange process is more the exception than the rule. If you're looking at the elephant, I think that process is more of the tail, rather than the elephant. Typical Airbnb rentals appear to be the elephant.]
- 38. My name is Ian Harvey, I'm general manager for the Holiday Inn on Eisenhower. Obviously, I applaud the City for pursuing this. Years ago when Airbnb came onboard, as hoteliers, I think we were all talking about the competition and how we would all lose market share and all that. I think years have passed and we've all learned that it is here to stay. Many major cities across the country are way ahead of us and so I'm glad that we're getting to a point where we're setting up a structure to take advantage of the tax that's out there for us. I know there's an article in the Washington Post that was written back in 2015 in January, and cities like Portland, Oregon, San Francisco, in a matter of six months they collected \$5 million in taxes. So, I think we should go after the low hanging fruit, and whatever we can do to support that we certainly will as a hotel association.** [Staff: Thank you. Your comments have been added to the record.]
- 39. Montgomery County recently passed regulations on Airbnb, and one of them was you have to have use of an Airbnb only in a primary residence, and only for a certain period of time, and I think that might be something to consider.** [Staff: I

appreciate that and we'll certainly collect your comments and share them with our report to Council, and with the Zoning Department.]

40. Roy Wright, we've been an Airbnb host since 2015. A young lawyer suggested this to us. We have a four bedroom town house in Old Town Station. And it's been very successful. We've got five stars and so forth. And then we had a doctor visit with us from Florida and she parked at the guest spot, because she's taking classes down at the Torpedo Factory. The president started talking with her, and all of a sudden he finds out that we have an Airbnb operation which we've had, and we've told most of the neighbors. And all of a sudden they are now claiming under the rules, the 1987 agreement, disallows that, even though most of the homes in Old Town are privately owned. They're not living there, but they rent them out, either 90 days or a year and so forth. And that's been going on for years. My wife's lived there for 30 something years. And I've been researching for two weeks about the HOAs and talking with the folks in Richmond and the omnibus person that handles the HOA community, and they suggest of course that the HOAs look at this and modify their agreements to accommodate this. So, I wanted to put that on the record and I know it's not a part of this, per se, but it will impact people who currently have HOAs, most condos, small groups with 33 units there in Old Town, that will be impacted by this. So, I petitioned them that, OK, I'll work with them, suggest that even they become a member. There's over 130,000 homeowner associations, shockingly to me, in the United States. Many of them are trying to run this without any training, just as citizens trying to run an HOA. We should have someone professionally do it. If you can't afford that or don't want to, then you have to do it in house. So the certification of HOAs I think is a part of that, but I don't know how that really fits into this program except to make that information available to the citizenry of Alexandria. [Staff: Just to clarify, the registry doesn't affect existing condo declarations or HOA rules. Your comments are understandable, and I suspect that just like governments are grappling with this right now, that HOA's and other organizations are probably grappling with it too. Thank you very much. We'll add your comments to the record.]

41. The voluntary tax agreement with Airbnb, would that serve as a registry in this? [Staff: No, persons will still have to register. What the Voluntary Collection Agreement is, is an alternative means for collecting and remitting the Transient Lodging tax.]

42. Could you explore the opportunity with Airbnb to have it act as a registry? [Staff: I have explored that with Airbnb. Their rules are very stringent, in that they don't share the names of individual operators. It would be anonymous, account level basis. So you'd be account number 1234, it wouldn't list your name or location. Their business model is that they'll stand in and collect the tax and remit it to us, to increase efficiency and simplicity, but they don't share who the individual operators are. That's why the registry is really equally important.]

- 43. I would raise the notion that maybe re-approach that and ask if there could be an opt-in through Airbnb users because if you can save time and process of interaction with the admin office in Alexandria.** [Staff: I appreciate that. I have talked at great length with them and they are fairly staunch on their position. As an Airbnb user though, you may have greater leverage, and certainly users have greater leverage, to say to Airbnb, we'd really like you to share this information with the locality. That, I think, would have greater weight than the City continuing to ask Airbnb for this information.].
- 44. If it's an anonymous transmittal of cash, how are you cycling it or tracking it back to the individual?** [Staff: Again, if we can identify from the registry which operators are on the Airbnb platform, our assumption is that under the VCA the tax is being collected through the process. We still have the authority to audit somebody on the registry, looking at their income tax returns, asking them questions. We can't get their individualized information from Airbnb, but Airbnb gives that tax collection information to the host. So, if we come in and audit someone, I think their first natural inclination will be to print off that information from their Airbnb record and give it to us.]
- 45. If you host on Airbnb, do you have to be exclusive, or can you be on VRBO and Home Away and everything at the same time, just like hotels are on Expedia and all those other platforms?** [Staff: You can be on multiple platforms. It's been estimated that there's around 5% - 10% overlap of listings.]
- 46. So when you're asking the questions, where you're listed, you're asking all the places?** [Staff: Yes, but, if you rent through Airbnb, they'd collect the tax. If we supplement with the additional data analytic vendors, that might also give us another tool.]
- 47. Though they won't share the information with you on who is actually hosting, and they go by account numbers, will they give you the number of accounts in Alexandria so that you know specifically?** [Staff: Absolutely, yes. The goal is to maximize the efficiency of collection, and identify those who are not complying with the law.]
- 48. Vernon Miles, with the Alexandria Gazette. I know you already mentioned what the estimates were, but can you tell us again what the City's kind of best guess is for how many people are homesharing in the City?** [Staff: In truth, the City doesn't have a best guess right now. We're starting the process to try and identify the number. I have seen estimates of other third parties out there. Tom's organization, Visit Alexandria hired a market report last December. They estimated 375 active listings. Now one of the problems is that's done with a heat map, and you're basically looking at Alexandria and there's some on the fringes on the border. They've made estimates that maybe could go as high as 500 or so if you got some on the border. The solid estimate they think is 375. Another vendor estimated 495. Another vendor estimated 283. And, again, it's not an exact science. We think this process we're looking at, combined with the registry, would give us a solid number. Again, if you put this in context, Arlington has estimated around 1,600; Virginia Beach has estimated around 1,400.]

49. Tom Kaiden, It's a moving target, obviously. The number of properties cycles in and out. The other thing is it's an infant industry, so the measures we took last year may be very different this year. Statistics we saw nationally, that nationally, Airbnb's market share in the lodging industry two years ago was 7 percent, and then a year ago was 12 percent. So you have an industry that's still young and growing, so trying I think to pin down the exact number is difficult, which is why again I think reinforcing the concept of a registry in conjunction with a voluntary collection agreement seems to make a great deal of sense. [Staff: You could also get 200 – 400 listings, but that doesn't really say how often they're renting. There's also about a quarter of churn each year; new listings coming on, others dropping off.]

50. If my neighbor's any indicator, it's a heavy amount of turnover. [Staff: There's a wide range of activity, and it may also depend on where your property is and the condition of your property.]

51. I have a question that goes to something the gentleman behind me mentioned and our friends at Visit Alexandria... Is there any analysis of the macroeconomic impact on Alexandria? You're making comparisons to Arlington and Virginia Beach. I would contend that those are communities that are not akin to ours. And Alexandria defends its brand rather fiercely. And we as neighborhoods have significant regulations that govern our neighborhoods. And I fear that there's a degradation of those historic neighborhoods that all of us in this room work so hard to protect. And has any consideration been done by City Council or those that are really concerned about protecting what is interesting and from a tourism perspective certainly very precious to this town, and balance that with, what the gentleman behind me said, what we know is here to stay. Airbnb is here and we need to find a way to manage it and work with it in the confines of our small city. We spend a lot of time talking about zoning and taxation and some of the very tactical elements. I'm thinking about this more, how do we protect the spirit of Alexandria, allow this sort of commerce into our community, but not let it degrade... [Staff: I'm not suggesting Arlington and Virginia Beach are the same as Alexandria, they're just the only ones I have comparative data on. Just a couple of thoughts, and again I'm not a Zoning expert, but there is a presumption in there that Airbnb is degrading neighborhoods. You said you want to ensure it doesn't. I don't have any facts that says whether it is or isn't. The Zoning Office does not have a study or proposal or agenda on the table. They're simply monitoring the situation, and collecting facts. So, you just entered your comments on the record and we'll include that with the docket item.]

52. So this registry, we're talking about it now because a new law was passed. And several people have brought up concepts of placing more restrictions perhaps on people that can offer their units. Like this gentleman lives in his home and offers it. A gentleman over here suggested there be some restrictions on mandatory residence requirements. What authority does the City have within State law to put in some of these because you know someone referenced Maryland, but Maryland's different

than Virginia. Virginia with the Dillon law, they have to tell you what you can do.

[Staff: Not being a Zoning expert, I can't say factually on that. We will share this information with the Zoning Office though. I will say though, that the City has a Charter and generally has more flexibility than a County under the Dillon rule. So, it could well be that there's flexibility in the Zoning ordinance and enabling statutes, but I'll have to refer that question to Zoning. Your question is on the record though.]

53. In terms of enforcement under the code of Virginia where you can charge the \$500 penalty for not registering and prohibiting rentals, what actual enforcement methods do you have if someone is violating this provision?

[Staff: The \$500 penalty is the enforcement mechanism under state law. If you don't pay the \$500, or if you're violating other laws, the City can then prevent you from running an Airbnb. While the enforcement process is outside my area of expertise, the City does have Code Administrators and Zoning Inspectors, and they do have the ability to take people to court to enforce applicable provisions of the law.]

54. I have a full time Airbnb next to my house, for the last three months. It's been 90 percent good. But it does drastically impact the feel of the neighborhood because there's constantly people in there, three, four, five days. A couple weeks ago some fire fighters showed up at 11 o'clock at night and they had this huge F-350 work truck with the backup beeper and it took them three or four times to back in to park in front of my house. I'm all for the registry. I think a level playing field is exactly what it should be. I would love to see some kind of review of zone, you know, part-year residency is required for the owner or something because it does, it really drastically impacts the neighborhood. [Staff: Thank you. Your comments are on record]

55. A survey really is important so we can do some kind of data driven study around the real impact to neighborhoods, whatever that looks like. I'm sure City Council will come up with some great ideas. I think what you're hearing today is that we have anecdotal data about the impact to neighborhoods, we really do need some sort of study to quantify that and to make some real decisions about how this is having an impact on the City. [Staff: Thank you. This may be a first step. The state law was passed on the registry and we're trying to get the ball rolling on that.]

56. I'll add a final comment. It seems like the general tone is pretty anti-Airbnb here, so I'll be a voice to the positive. Airbnb allows us to make ends meet, allows my wife to stay home with our child. It's been an amazing opportunity for us and there are a lot of great things that come from putting economic power in individual people's hands rather than just larger corporations and people who can't afford to put up a hotel. So I'd just voice that there's more to this than the idea that, I'm sorry there've been some bad experiences, but a bad neighbor is a bad neighbor whether they're renting or not. So there's just more to be discussed for sure, and a lot of great that comes from this as well, so I just want to be one voice to the positive. [Staff: Thank you. Your comment is on the record. For our part as staff, we're

obviously neutral in that. We're trying to implement the law and recognize the realities of this activity.]

57. **I also have had a horrendous experience when I stayed in an Airbnb space. There was one place that was dirty and disgusting and awful. And there were some places that were fantastic. My boyfriend has one here and he has strict rules. They're only allowed to be where they're supposed to be, no noise after 10 o'clock. His friends all run businesses and he encourages them to go to their restaurants. They pretty much spend all their money and time in Old Town and they love it. He's had like Phd brilliant people from all around the world visiting, he's not had one rif-raff. I'm surprised myself. It's just amazing the quality and standard of people that have visited. I also know if I had a situation as this other neighbor had, I'd be ballistic, I wouldn't be sitting as calm as you. I'd have lost my mind. So I feel this is good because the last thing we want to do is get people who are not honoring the Airbnb concept. Most of these people have been so respectful, but you don't want the rif-raf. I think there's got to be a happy medium in the end. There's so much money that can be coming into Old Town from this activity, with all the restaurants and shopping.** [Staff: Thank you. Your comment is on the record.]