

Village of Volente STR Survey

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Findings
Report

Submitted to the Village of Volente, TX

by:

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Executive Summary

Village of Volente STR Survey Executive Summary



Purpose

During the summer of 2023, ETC Institute administered a survey for the Village of Volente. The purpose of the survey was to gather input from residents about short-term rentals (STRs) in their community.

Methodology

A postcard was mailed to all distinct property owners in the Village of Volente. The postcard contained a QR code and a link to an online survey. If an individual owned multiple properties in the Village, they received one postcard. A total of 117 property owners completed the survey.

This report contains the following:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for the survey (Section 1)
- tabular data showing the overall results for all questions on the survey (Section 2)
- a copy of the survey questions (Section 3)

MAJOR FINDINGS

How Respondents Describe the Community. Ninety-four percent (94%) of respondents, *who had an opinion*, either “strongly agreed” or “agreed” that the Village of Volente is a family-oriented community. Other descriptions of the community in which respondents “strongly agreed” or “agreed” included: a rural community (89%), a bedroom or residential community (88%), and a retirement community (61%).

What Respondents Were Looking For in a Community. When respondents were asked what they were looking for which led to the purchase of property in Volente, nearly all (98%) *who had an opinion* “strongly agreed” or “agreed” that they were looking for a lakeside community. Other aspects that respondents “strongly agreed” or “agreed” that they were looking for in a community included: raising a family (78%), open rural community (75%), and retirement community (48%).

Support for STRs in Volente. Nearly half (46%) of respondents, *who had an opinion*, either “strongly supported” or “supported” short-term rentals in Volente; 12% “opposed” STRs, and 42% “strongly opposed” STRs in the Village of Volente.

Areas Where STRs Should be Located. Thirty-nine percent (39%) of respondents, *who had an opinion*, believed STRs should be located anywhere in the Village of Volente; 17% felt they should be located only in commercially and multi-family zoned areas, 3% though they should be located in all single family residential zoned neighborhoods, 12% believed they should be anywhere but single-family residential zoned areas, and 28% believed STRs should not be allowed. The remaining 2% indicated they should be located in other areas.

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How Respondents Think STRs Might Affect Property Value. Twenty-one percent (21%) of respondents, *who had an opinion*, thought short-term rentals might increase property values in Volente; 51% thought STRs might decrease property values, and 28% thought there would be no significant impact or a neutral impact.

Possible Effects of Having STRs in the Village. Sixty-five percent (65%) of respondents thought there would be the possibility of an increased occurrence of loud, disrespectful/unruly renters or guests if there were STRs in the Village. Other possible effects of STRs in Volente included: increases in disturbing nuisances (trash, sounds, noise, odors and lighting) (60%), reduced security for property and persons (39%), decline in community atmosphere and cohesion (35%), and effect on property values (35%). *Multiple selections could be made for this question.*

How Respondents Would Prefer to Report a STR Complaint. Forty-six percent (46%) of respondents indicated they would prefer to report a short-term rental complaint through the 24/7 Hotline (Granicus). Other ways respondents would prefer to report a STR complaint included: contacting a Village Enforcement Officer (44%), contacting the property owner/operator/designated representative directly (43%), and contacting the Travis County Sheriff (41%). *Multiple selections could be made for this question.*

Restrictions to Possible Permitting of a STR in Residential Areas. More than three-fourths (76%) of respondents indicated that limiting the number of guests, in addition to overnight occupants, on a property would be a desirable restriction if the Village imposed conditions to the possible permitting of STRs in residential areas. Other restrictions that respondents indicated would be desirable to the community included: permitting and annual licensing of all STRs (74%), designating and maintaining emergency contact information (74%), limiting outdoor activities after certain times of day (i.e. 8 a.m. to 10 p.m.) (69%), and limiting the number of overnight occupants (68%). *Multiple selections could be made for this question.*

Addressing Concerns Regarding Nuisance at STRs. Two-thirds (66%) of respondents indicated the Village should further address noise at short-term rentals. Other concerns in which respondents indicated the Village should address included: vandalism (59%), trash cans, trash and/or litter (57%), and trespassing (57%). *Multiple selections could be made for this question.*

Degree to Which a STR Will Affect Enjoyment of Property. Eleven percent (11%) of respondents, *who had an opinion*, thought having a short-term rental in close proximity would affect their ability to enjoy their own property “very positively” or “positively;” 25% thought it not affect them at all, 25% indicated it would affect them “negatively,” and 38% thought having a STR in close proximity would affect them “very negatively.”

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Compatibility of STRs in a Single-Family Residential Area. Nearly half (48%) of the respondents, *who had an opinion*, thought short-term rentals were compatible with single-family residential living in Volente. Of the 48% who thought STRs were compatible, 7% *who had an opinion* indicated they would ensure compatibility in a single-family residential area by having a property owner/manager on site during rentals. Other ways respondents indicated they would ensure compatibility included: creating and enforcing regulations (57%), establishing conditions to permitting applicable to specific property and area (20%), and other means (17%).

Support for Allocation of Funds to Manage STR Businesses. More than one-third (34%) of respondents, *who had an opinion*, thought the Village should raise and allocate funds to specifically manage short-term rental businesses; 53% were not in favor of this idea, and 13% were neutral.

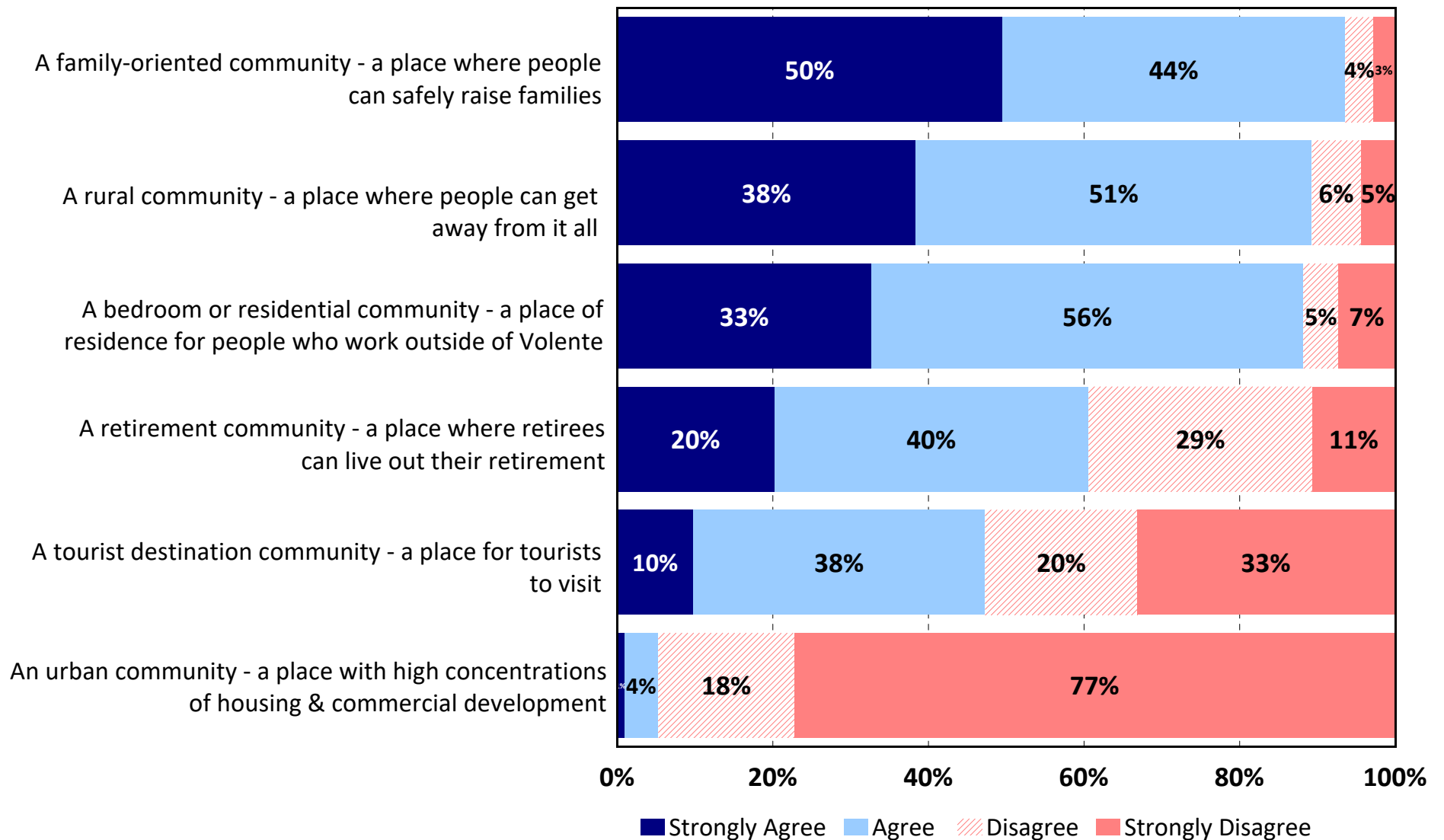
Opinions About STR Occupancy Standards. More than two-thirds (68%) of respondents, *who had an opinion*, agreed with the Village's current occupancy standards for short-term rentals, which allows for 2 persons per bedroom plus a maximum of 2 additional persons; 32% disagreed with these standards.



Charts and Graphs

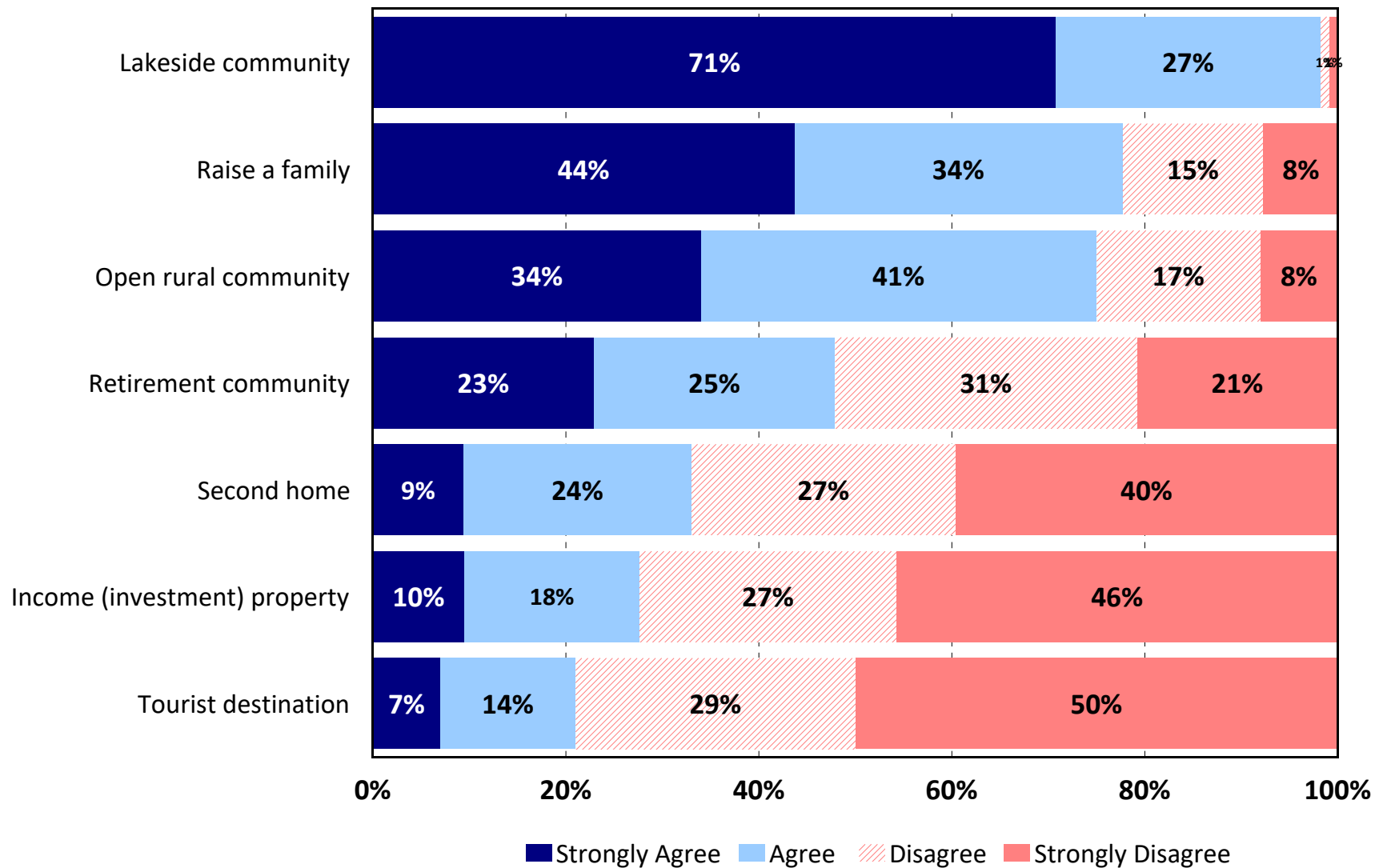
Q1. How would you describe the community of Volente?

by percentage of respondents (excluding "no opinion")



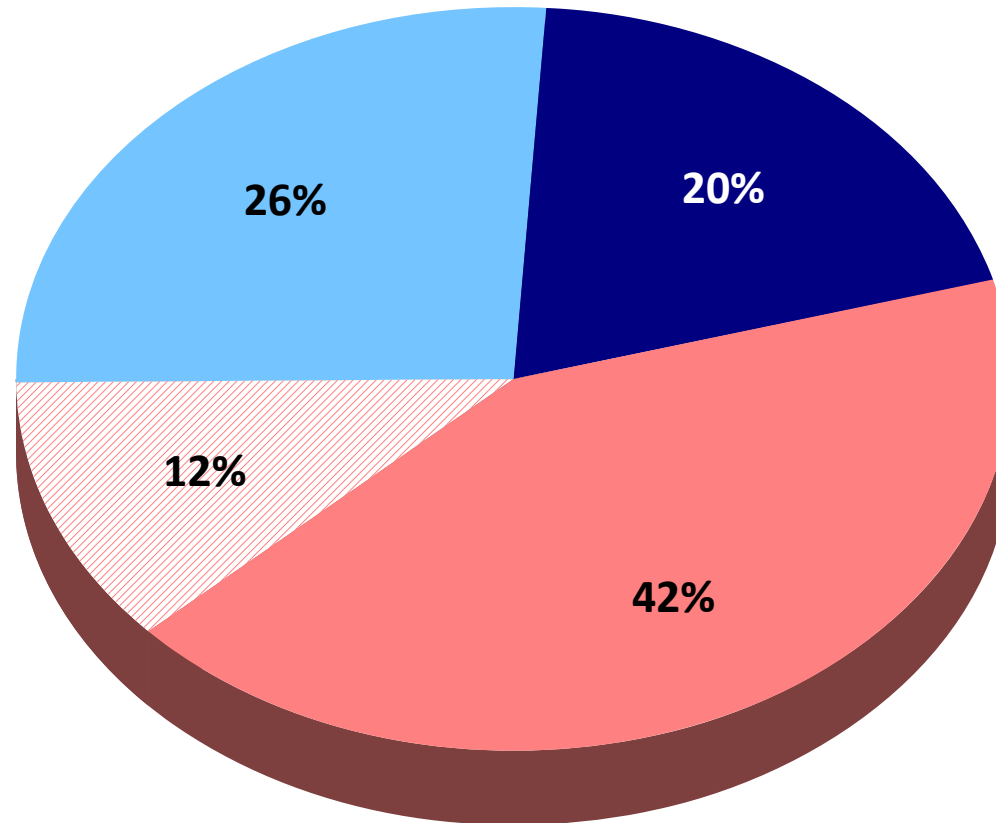
Q2. What were you looking for which led to the purchase of property in Volente?

by percentage of respondents (excluding "no opinion")



Q3. In your opinion, is it desirable to have STRs in Volente?

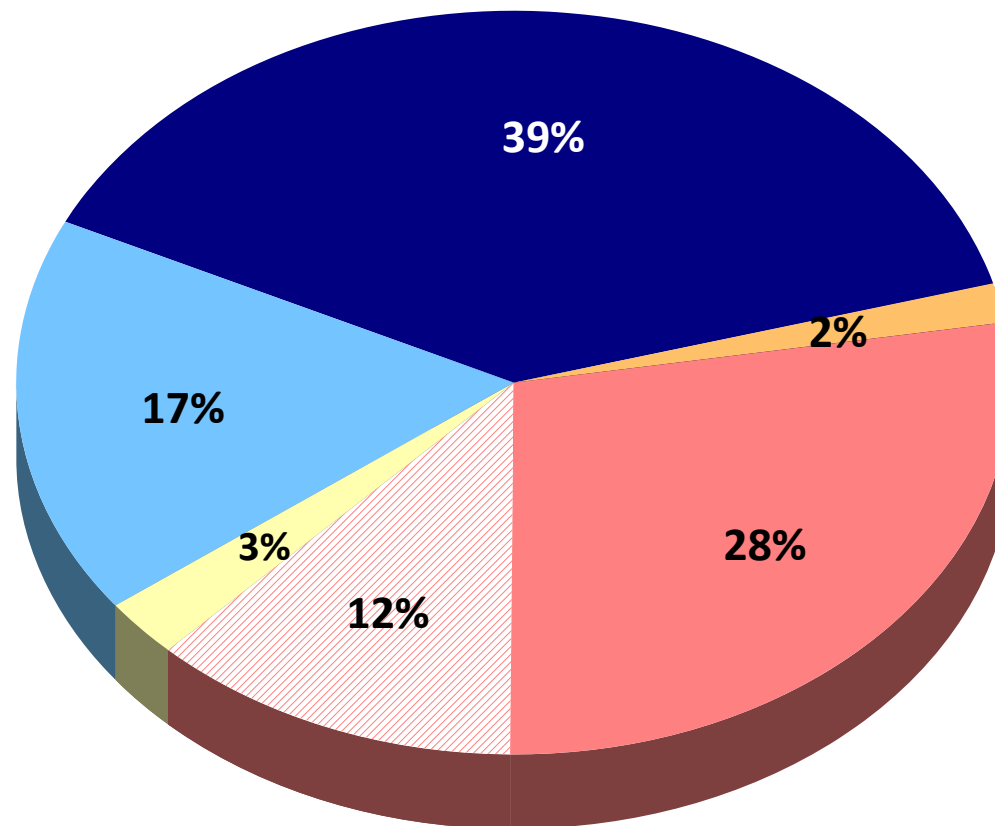
by percentage of respondents (excluding "no opinion")



■ Strongly support ■ Support ▨ Oppose ■ Strongly oppose

Q4. In what areas do you believe STRs should be located?

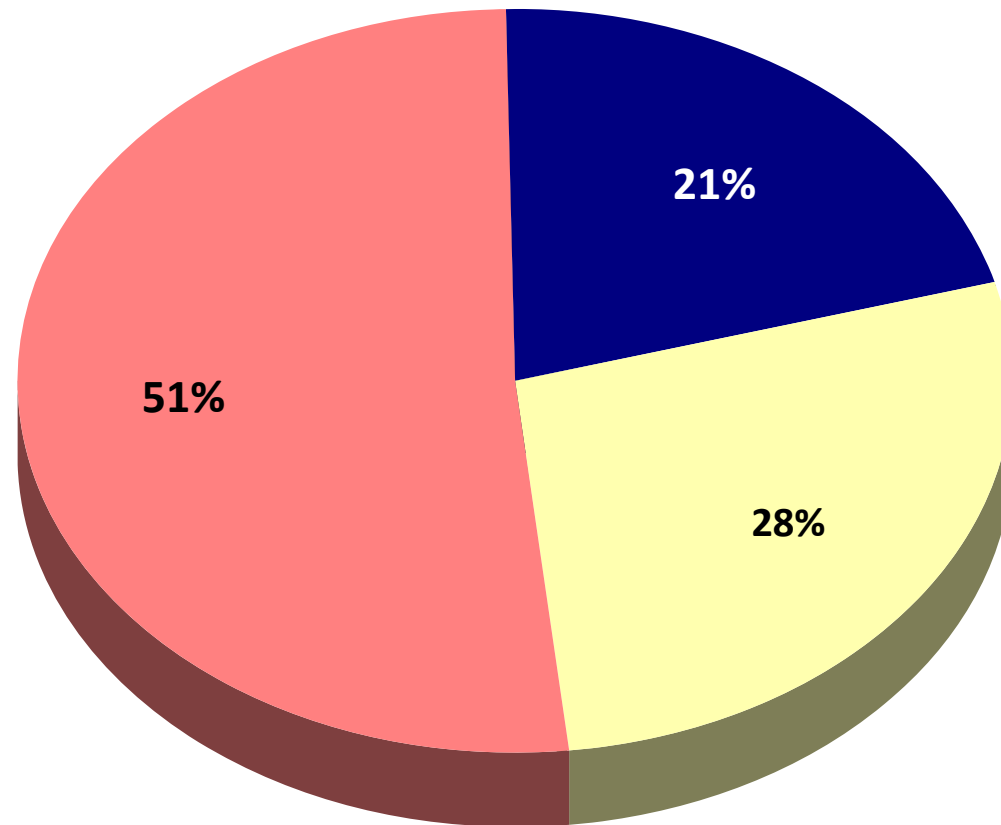
by percentage of respondents (excluding “not provided”)



- Anywhere in the Village
- Only in commercially & multi-family zoned areas
- All single-family residential zoned neighborhoods
- ▨ Anywhere but single-family residential zoned areas
- They should not be allowed
- Other

Q5. How do you think short-term rentals might affect property values?

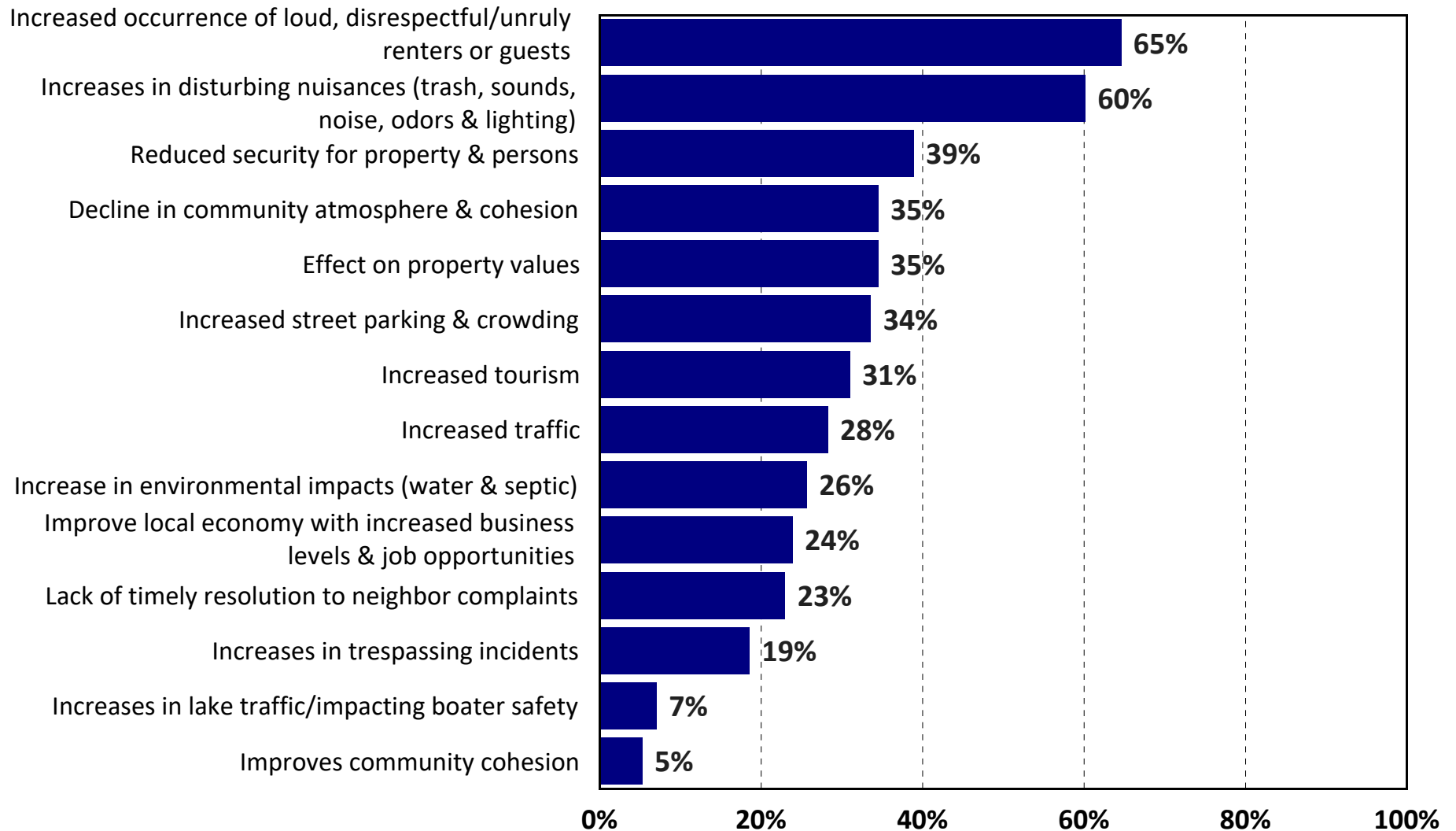
by percentage of respondents (excluding "no opinion")



■ Increase value ■ Decrease value ■ No significant/neutral impact

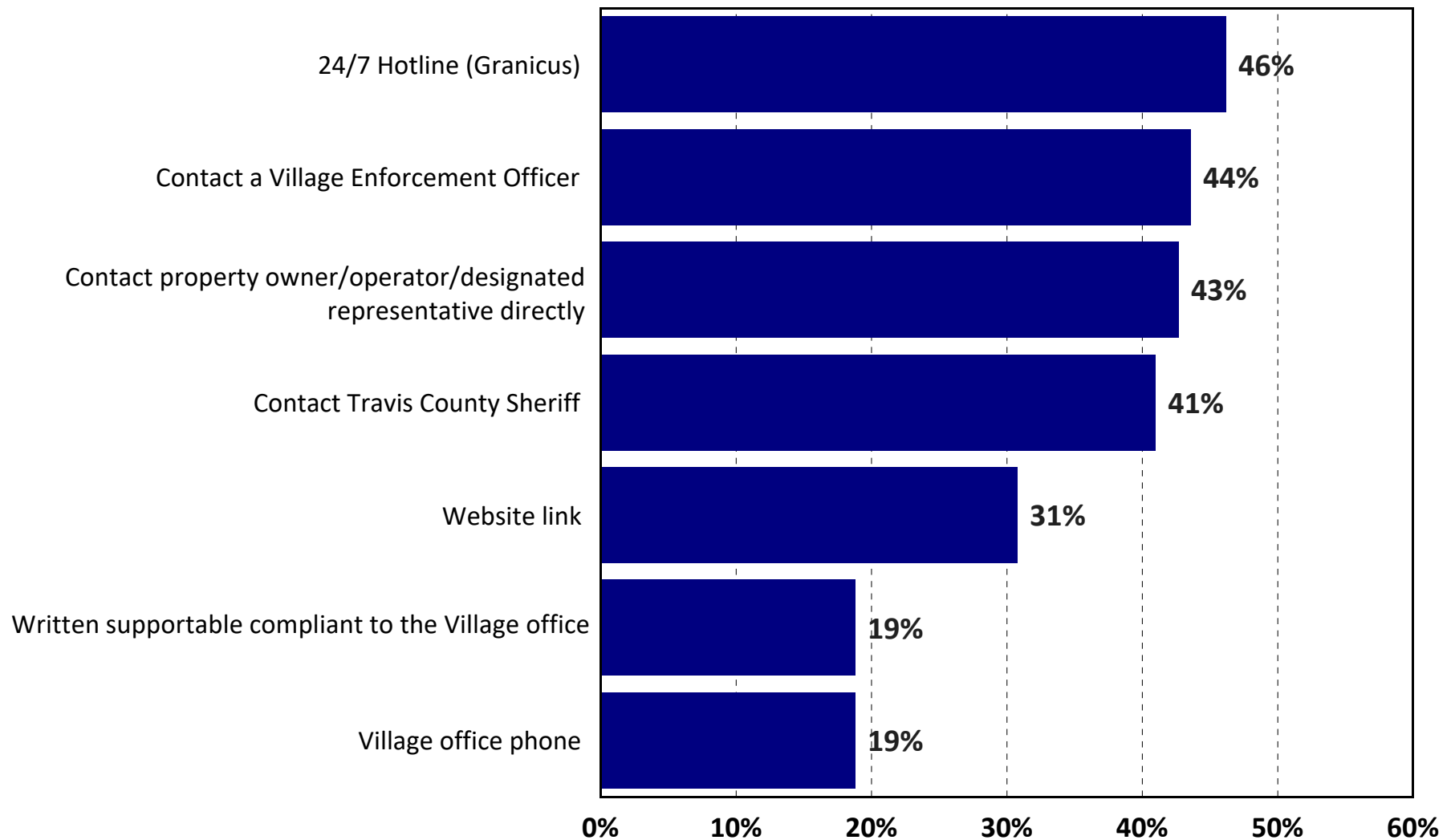
Q6. In your opinion, what do you think are the possible effects of having STRs in the Village?

by percentage of respondents (excluding “none” - multiple selections could be made)



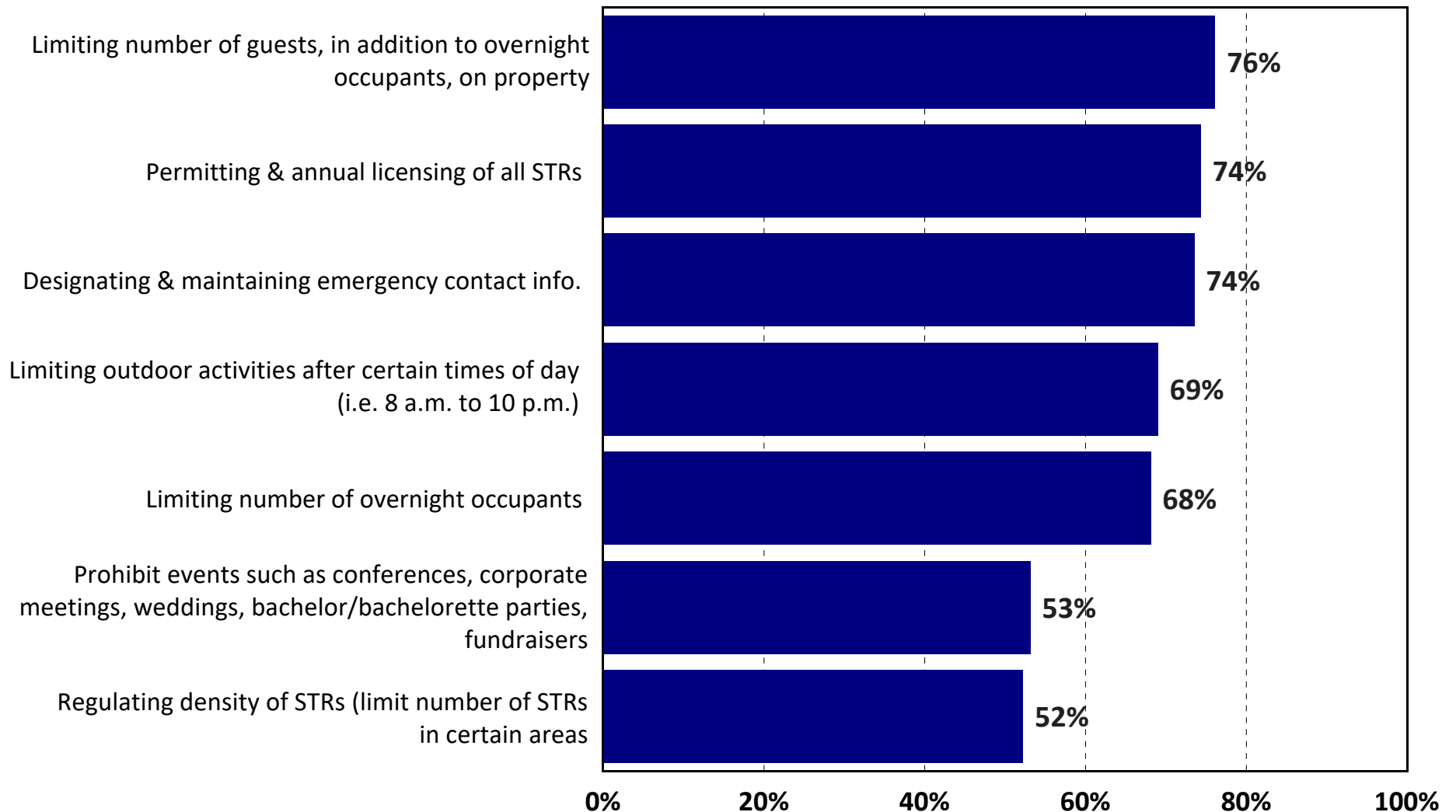
Q7. How would you prefer to report a STR complaint?

by percentage of respondents (multiple selections could be made)



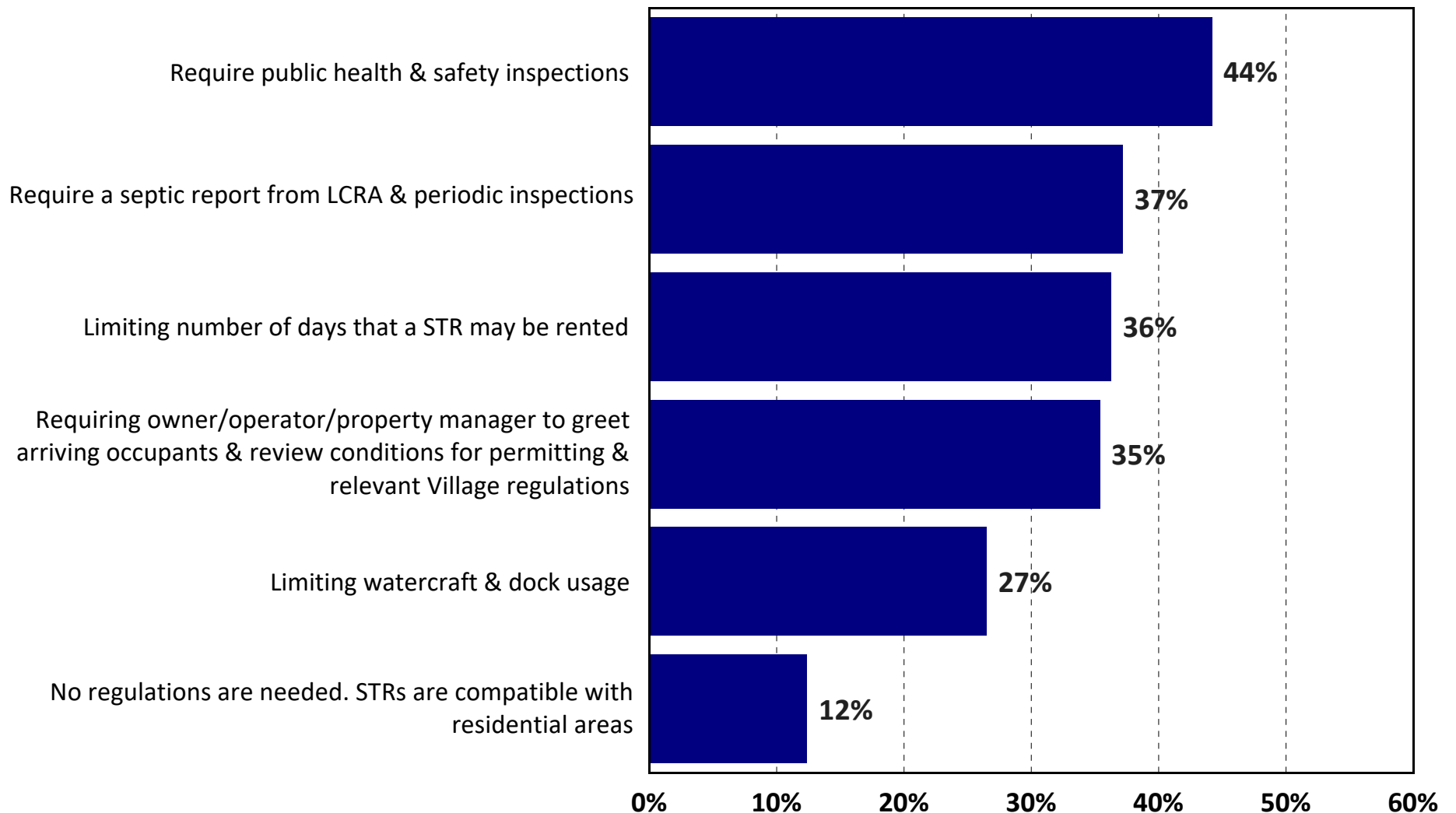
Q8. Which of the following restrictions do you think would be desirable for the community if the Village imposed conditions related to the possible permitting of a STR in residential areas?

by percentage of respondents (excluding "none" - multiple selections could be made)



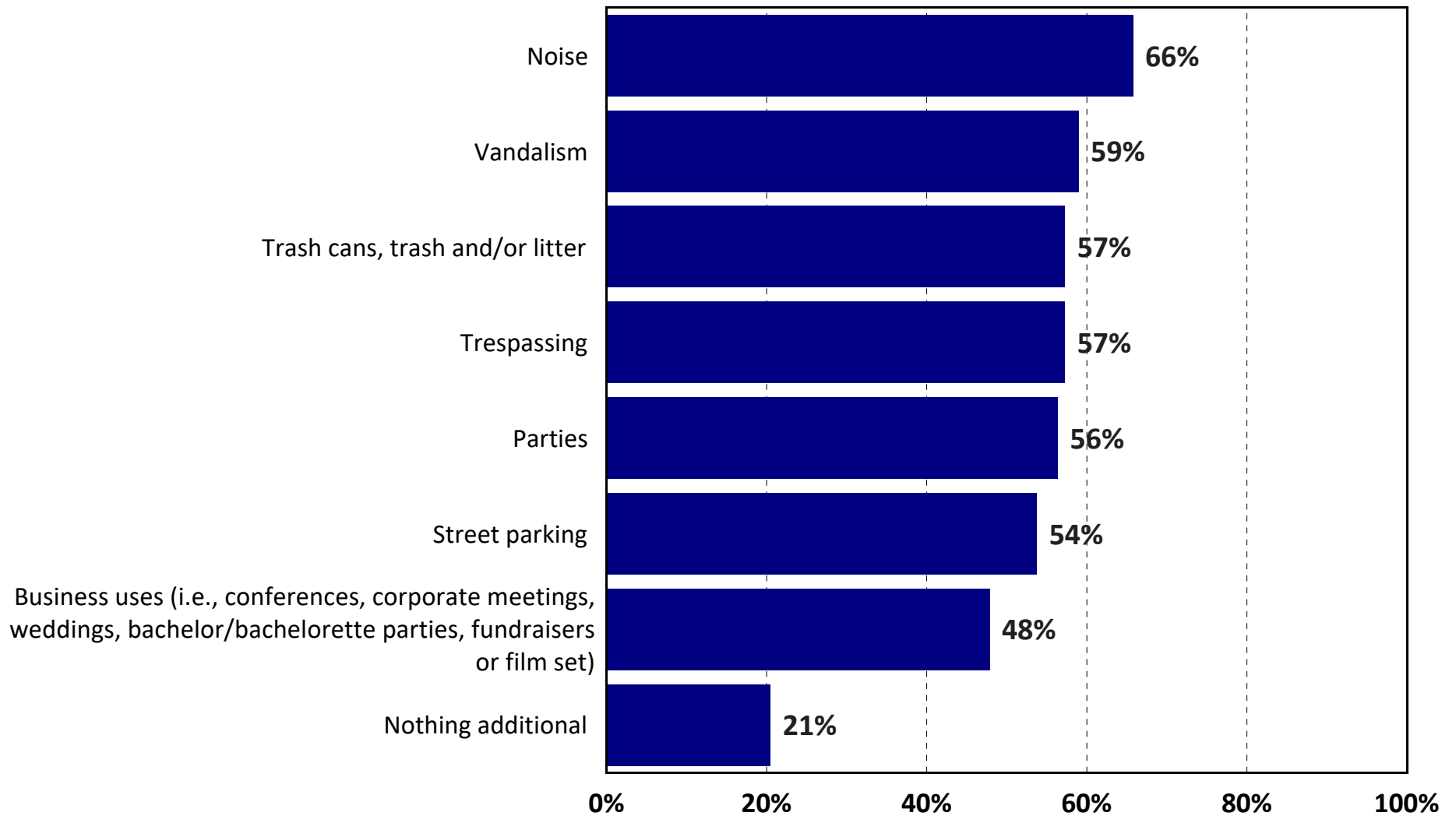
Q8. (cont.) Which of the following restrictions do you think would be desirable for the community if the Village imposed conditions related to the possible permitting of a STR in residential areas?

by percentage of respondents (excluding "none" - multiple selections could be made)



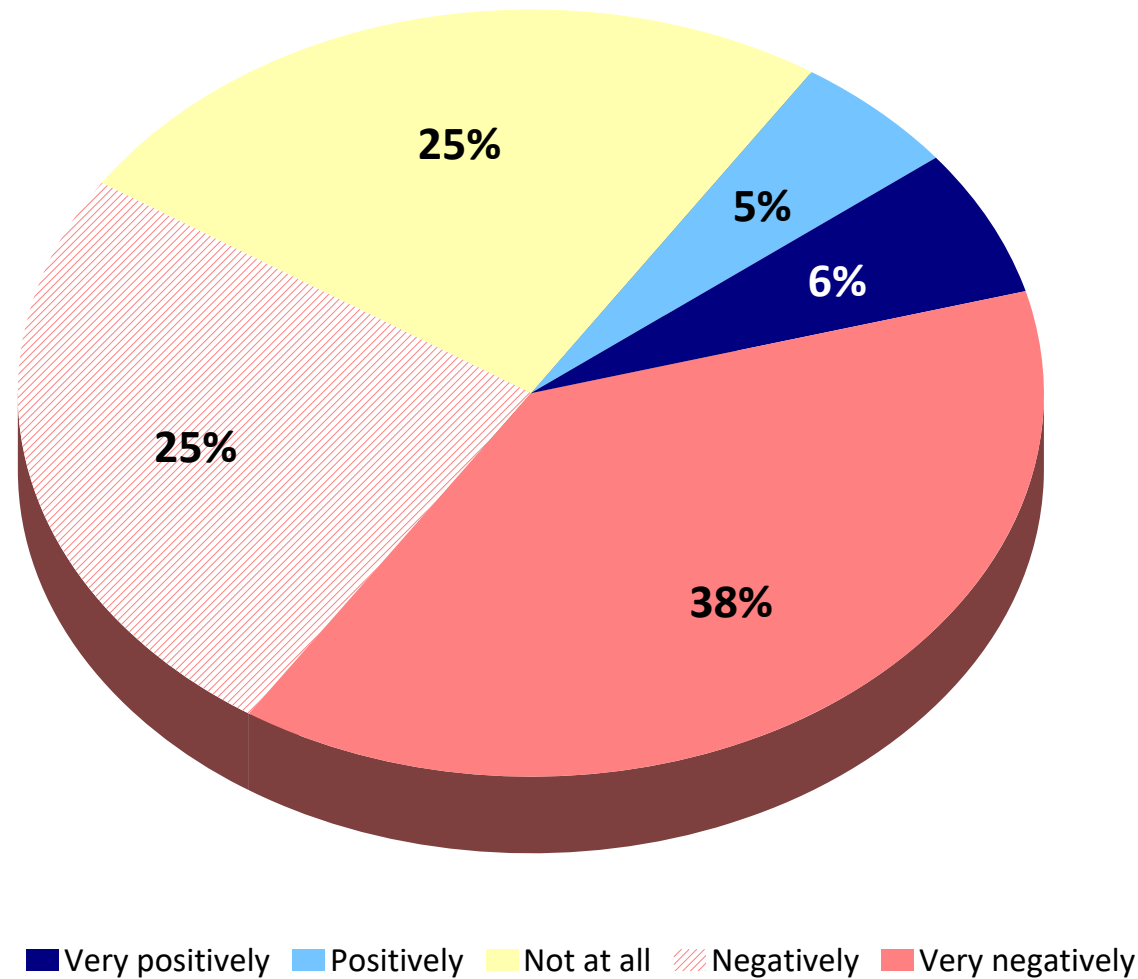
Q9. Should the Village further address the following concerns regarding nuisance at short-term rentals?

by percentage of respondents (multiple selections could be made)



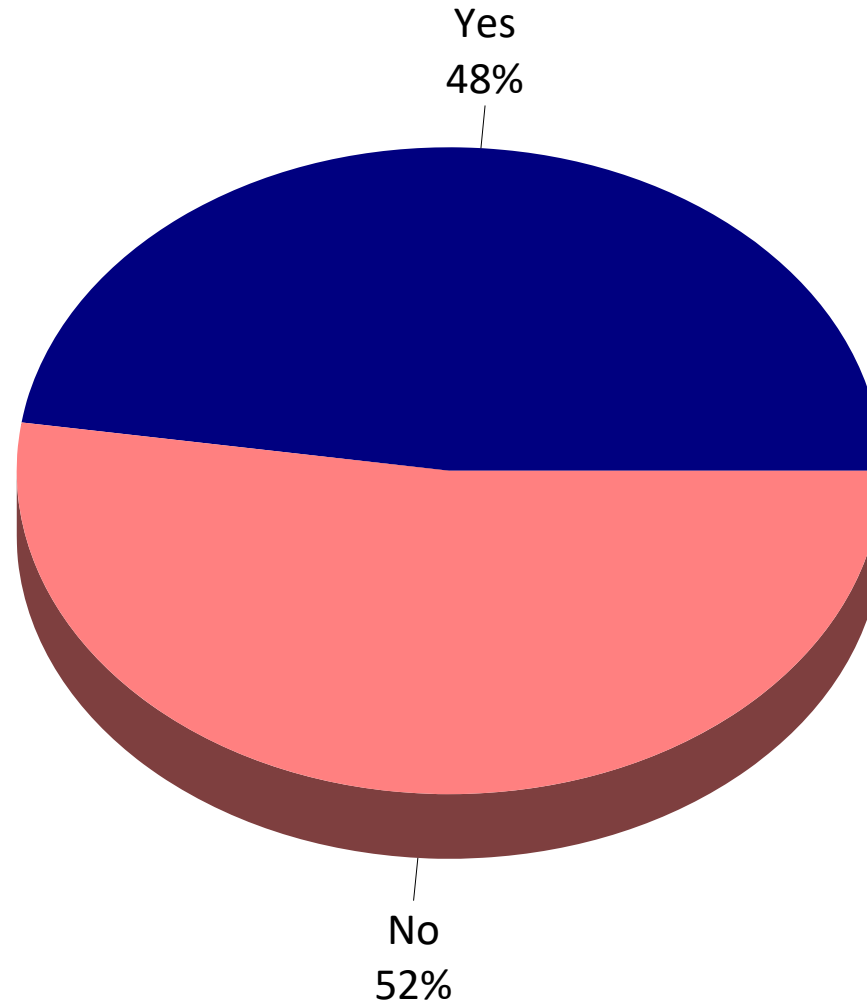
Q10. To what degree do you think a STR will affect your ability to enjoy your own property if it was in close proximity?

by percentage of respondents (excluding “not provided”)



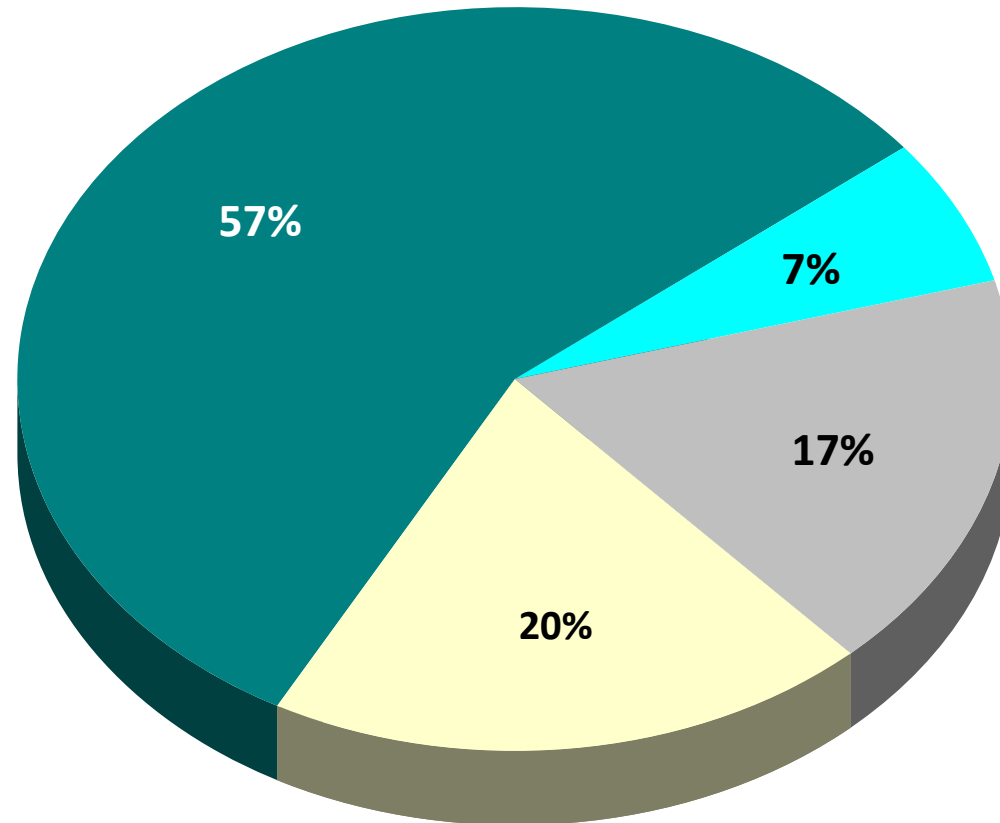
Q11. In your opinion, do you think STRs are compatible with single-family residential living in Volente?

by percentage of respondents (excluding "not provided")



Q11a. How would you ensure a short-term rental is compatible in a single-family residential area?

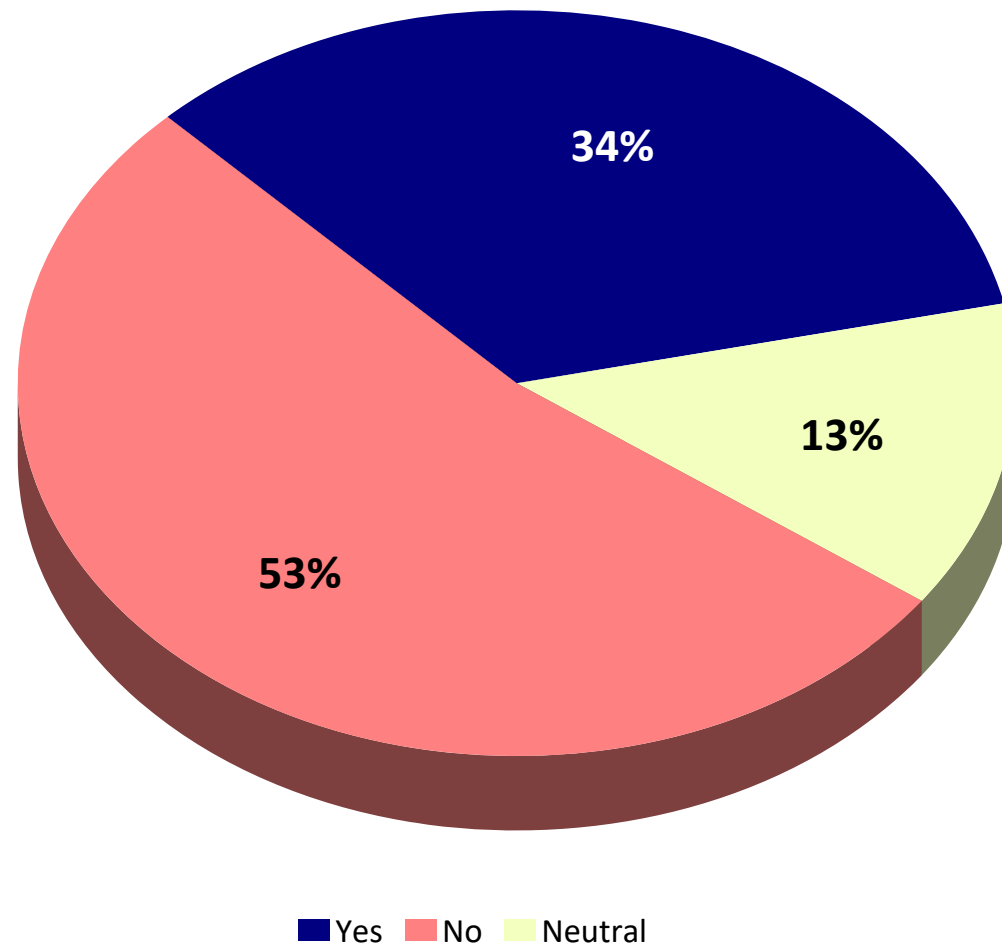
by percentage of respondents who answered “yes” on Question 11 (excluding “not provided”)



- Property owner/manager on site during rentals
- Create & enforce regulations
- Establish conditions to permitting applicable to specific property & area
- Other

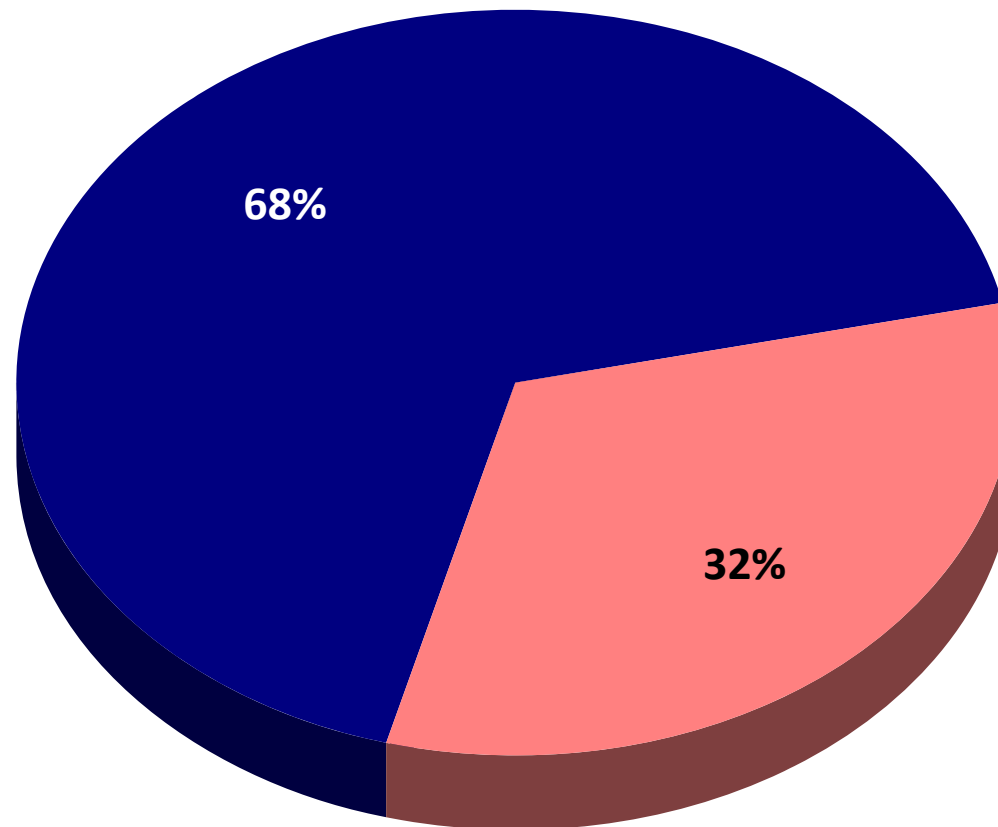
Q12. Should the Village of Volente raise and allocate funds to specifically manage short-term rental businesses?

by percentage of respondents (excluding "not provided")



Q13. Would you agree or disagree with the Village's current occupancy standard for STRs, which allows for 2 persons per bedroom plus a maximum of 2 additional persons?

by percentage of respondents (excluding "not provided")



■ Agree ■ Disagree



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Tabular Data

Q1. How would you describe the community of Volente?

(N=117)

| | Strongly agree | Agree | Disagree | Strongly disagree | No opinion |
|--|----------------|-------|----------|-------------------|------------|
| Q1-1. A retirement community-a place where retirees can live out their retirement | 17.9% | 35.9% | 25.6% | 9.4% | 11.1% |
| Q1-2. A bedroom or residential community-a place of residence for people who work outside of Volente (e.g., in Austin, Georgetown) | 30.8% | 52.1% | 4.3% | 6.8% | 6.0% |
| Q1-3. A rural community-a place where people can get away from it all | 36.8% | 48.7% | 6.0% | 4.3% | 4.3% |
| Q1-4. A family-oriented community-a place where people can safely raise families | 47.0% | 41.9% | 3.4% | 2.6% | 5.1% |
| Q1-5. A tourist destination community-a place for tourists to visit | 9.4% | 35.9% | 18.8% | 31.6% | 4.3% |
| Q1-6. An urban community-a place with high concentrations of housing & commercial development | 0.9% | 4.3% | 17.1% | 75.2% | 2.6% |

WITHOUT "NO OPINION"**Q1. How would you describe the community of Volente? (without "no opinion")**

(N=117)

| | Strongly agree | Agree | Disagree | Strongly disagree |
|--|----------------|-------|----------|-------------------|
| Q1-1. A retirement community-a place where retirees can live out their retirement | 20.2% | 40.4% | 28.8% | 10.6% |
| Q1-2. A bedroom or residential community-a place of residence for people who work outside of Volente (e.g., in Austin, Georgetown) | 32.7% | 55.5% | 4.5% | 7.3% |
| Q1-3. A rural community-a place where people can get away from it all | 38.4% | 50.9% | 6.3% | 4.5% |
| Q1-4. A family-oriented community-a place where people can safely raise families | 49.5% | 44.1% | 3.6% | 2.7% |
| Q1-5. A tourist destination community-a place for tourists to visit | 9.8% | 37.5% | 19.6% | 33.0% |
| Q1-6. An urban community-a place with high concentrations of housing & commercial development | 0.9% | 4.4% | 17.5% | 77.2% |

Q2. What were you looking for which led to the purchase of property in Volente?

(N=117)

| | Strongly agree | Agree | Disagree | Strongly disagree | No opinion |
|------------------------------------|----------------|-------|----------|-------------------|------------|
| Q2-1. Retirement community | 18.8% | 20.5% | 25.6% | 17.1% | 17.9% |
| Q2-2. Lakeside community | 68.4% | 26.5% | 0.9% | 0.9% | 3.4% |
| Q2-3. Tourist destination | 6.0% | 12.0% | 24.8% | 42.7% | 14.5% |
| Q2-4. Second home | 8.5% | 21.4% | 24.8% | 35.9% | 9.4% |
| Q2-5. Income (investment) property | 8.5% | 16.2% | 23.9% | 41.0% | 10.3% |
| Q2-6. Raise a family | 38.5% | 29.9% | 12.8% | 6.8% | 12.0% |
| Q2-7. Open rural community | 29.1% | 35.0% | 14.5% | 6.8% | 14.5% |

WITHOUT "NO OPINION"**Q2. What were you looking for which led to the purchase of property in Volente? (without "no opinion")**

(N=117)

| | Strongly agree | Agree | Disagree | Strongly disagree |
|------------------------------------|----------------|-------|----------|-------------------|
| Q2-1. Retirement community | 22.9% | 25.0% | 31.3% | 20.8% |
| Q2-2. Lakeside community | 70.8% | 27.4% | 0.9% | 0.9% |
| Q2-3. Tourist destination | 7.0% | 14.0% | 29.0% | 50.0% |
| Q2-4. Second home | 9.4% | 23.6% | 27.4% | 39.6% |
| Q2-5. Income (investment) property | 9.5% | 18.1% | 26.7% | 45.7% |
| Q2-6. Raise a family | 43.7% | 34.0% | 14.6% | 7.8% |
| Q2-7. Open rural community | 34.0% | 41.0% | 17.0% | 8.0% |

Q3. In your opinion, is it desirable to have STRs in Volente? (Do you want short-term rentals in Volente?)

| Q3. In your opinion, is it desirable to have STRs in Volente | Number | Percent |
|--|--------|---------|
| Strongly support | 22 | 18.8 % |
| Support | 29 | 24.8 % |
| Oppose | 13 | 11.1 % |
| Strongly oppose | 47 | 40.2 % |
| No opinion | 6 | 5.1 % |
| Total | 117 | 100.0 % |

WITHOUT "NO OPINION"

Q3. In your opinion, is it desirable to have STRs in Volente? (Do you want short-term rentals in Volente?) (without "no opinion")

| Q3. In your opinion, is it desirable to have STRs in Volente | Number | Percent |
|--|--------|---------|
| Strongly support | 22 | 19.8 % |
| Support | 29 | 26.1 % |
| Oppose | 13 | 11.7 % |
| Strongly oppose | 47 | 42.3 % |
| Total | 111 | 100.0 % |

Q4. What areas do you believe STRs should be located in?

| Q4. What areas do you believe STRs should be located in | Number | Percent |
|---|--------|---------|
| Anywhere in the Village | 45 | 38.5 % |
| Only in commercially & multi-family zoned areas | 20 | 17.1 % |
| All single-family residential zoned neighborhoods | 3 | 2.6 % |
| Anywhere but single-family residential zoned areas | 14 | 12.0 % |
| They should not be allowed | 32 | 27.4 % |
| Other | 2 | 1.7 % |
| Not provided | 1 | 0.9 % |
| Total | 117 | 100.0 % |

WITHOUT "NOT PROVIDED"

Q4. What areas do you believe STRs should be located in? (without "not provided")

| Q4. What areas do you believe STRs should be located in | Number | Percent |
|---|--------|---------|
| Anywhere in the Village | 45 | 38.8 % |
| Only in commercially & multi-family zoned areas | 20 | 17.2 % |
| All single-family residential zoned neighborhoods | 3 | 2.6 % |
| Anywhere but single-family residential zoned areas | 14 | 12.1 % |
| They should not be allowed | 32 | 27.6 % |
| Other | 2 | 1.7 % |
| Total | 116 | 100.0 % |

Q4-6. Other:

| Q4-6. Other | Number | Percent |
|---------------------------------|--------|---------|
| Subject to local HOA | 1 | 50.0 % |
| Up to the owner of the property | 1 | 50.0 % |
| Total | 2 | 100.0 % |

Q5. How do you think short-term rentals might affect property values?

| <u>Q5. How might short-term rentals affect property values</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Increase value | 23 | 19.7 % |
| Decrease value | 56 | 47.9 % |
| No significant/neutral impact | 30 | 25.6 % |
| No opinion | 8 | 6.8 % |
| Total | 117 | 100.0 % |

WITHOUT "NO OPINION"**Q5. How do you think short-term rentals might affect property values? (without "no opinion")**

| <u>Q5. How might short-term rentals affect property values</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Increase value | 23 | 21.1 % |
| Decrease value | 56 | 51.4 % |
| No significant/neutral impact | 30 | 27.5 % |
| Total | 109 | 100.0 % |

Q6. In your opinion, what do you think are the possible effects of having STRs in the Village?

| Q6. What are possible effects of having STRs in the Village | Number | Percent |
|--|--------|---------|
| Increased occurrence of loud, disrespectful/unruly renters or guests | 73 | 62.4 % |
| Lack of timely resolution to neighbor complaints | 26 | 22.2 % |
| Increased street parking & crowding | 38 | 32.5 % |
| Decline in community atmosphere & cohesion | 39 | 33.3 % |
| Increases in disturbing nuisances (trash, sounds, noise, odors & lighting) | 68 | 58.1 % |
| Reduced security for property & persons | 44 | 37.6 % |
| Increase in environmental impacts (water & septic) | 29 | 24.8 % |
| Improve local economy with increased business levels & job opportunities | 27 | 23.1 % |
| Increased tourism | 35 | 29.9 % |
| Increased traffic | 32 | 27.4 % |
| Effect on property values | 39 | 33.3 % |
| Increases in trespassing incidents | 21 | 17.9 % |
| Improves community cohesion | 6 | 5.1 % |
| Increases in lake traffic/impacting boater safety | 8 | 6.8 % |
| None | 4 | 3.4 % |
| Total | 489 | |

WITHOUT "NONE"

Q6. In your opinion, what do you think are the possible effects of having STRs in the Village? (without "none")

| Q6. What are possible effects of having STRs in the Village | Number | Percent |
|--|--------|---------|
| Increased occurrence of loud, disrespectful/unruly renters or guests | 73 | 64.6 % |
| Increases in disturbing nuisances (trash, sounds, noise, odors & lighting) | 68 | 60.2 % |
| Reduced security for property & persons | 44 | 38.9 % |
| Decline in community atmosphere & cohesion | 39 | 34.5 % |
| Effect on property values | 39 | 34.5 % |
| Increased street parking & crowding | 38 | 33.6 % |
| Increased tourism | 35 | 31.0 % |
| Increased traffic | 32 | 28.3 % |
| Increase in environmental impacts (water & septic) | 29 | 25.7 % |
| Improve local economy with increased business levels & job opportunities | 27 | 23.9 % |
| Lack of timely resolution to neighbor complaints | 26 | 23.0 % |
| Increases in trespassing incidents | 21 | 18.6 % |
| Increases in lake traffic/impacting boater safety | 8 | 7.1 % |
| Improves community cohesion | 6 | 5.3 % |
| Total | 485 | |

Q7. How would you prefer to report a STR complaint?

| <u>Q7. How would you prefer to report a STR complaint</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| 24/7 Hotline (Granicus) | 54 | 46.2 % |
| Contact a Village Enforcement Officer | 51 | 43.6 % |
| Written supportable complaint to the Village office | 22 | 18.8 % |
| Website link | 36 | 30.8 % |
| Village office phone | 22 | 18.8 % |
| Contact Travis County Sheriff | 48 | 41.0 % |
| Contact property owner/operator/designated representative directly | 50 | 42.7 % |
| Other | 1 | 0.9 % |
| Total | 284 | |

Q7-8. Other:

| <u>Q7-8. Other</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| As an owner I have the right to the quiet enjoyment of my property | 1 | 100.0 % |
| Total | 1 | 100.0 % |

Q8. Should the Village impose conditions related to the possible permitting of a STR in residential areas? If so, which of the following restrictions do you think would be desirable for the community?

| Q8. Should Village impose conditions related to possible permitting of a STR in residential areas | Number | Percent |
|---|------------|---------|
| Require public health & safety inspections | 50 | 42.7 % |
| Permitting & annual licensing of all STRs | 84 | 71.8 % |
| Designating & maintaining emergency contact information | 83 | 70.9 % |
| Regulating density of STRs (limit number of STRs in certain areas) | 59 | 50.4 % |
| Limiting number of days that a STR may be rented | 41 | 35.0 % |
| Limiting number of overnight occupants | 77 | 65.8 % |
| Limiting number of guests on, in addition to overnight occupants, on property | 86 | 73.5 % |
| Requiring owner/operator/property manager to greet arriving occupants & review conditions for permitting & relevant Village regulations | 40 | 34.2 % |
| Limiting outdoor activities after certain times of day (i.e. 8am to 10pm) | 78 | 66.7 % |
| Limiting watercraft & dock usage | 30 | 25.6 % |
| No regulations are needed. STRs are compatible with residential areas | 14 | 12.0 % |
| Require a septic report from LCRA & periodic inspections | 42 | 35.9 % |
| Prohibit events such as conferences, corporate meetings, weddings, bachelor/bachelorette parties, fundraisers | 60 | 51.3 % |
| None | 4 | 3.4 % |
| Total | 748 | |

WITHOUT "NONE"

Q8. Should the Village impose conditions related to the possible permitting of a STR in residential areas? If so, which of the following restrictions do you think would be desirable for the community? (without "none")

| Q8. Should Village impose conditions related to possible permitting of a STR in residential areas | Number | Percent |
|---|------------|---------|
| Limiting number of guests on, in addition to overnight occupants, on property | 86 | 76.1 % |
| Permitting & annual licensing of all STRs | 84 | 74.3 % |
| Designating & maintaining emergency contact information | 83 | 73.5 % |
| Limiting outdoor activities after certain times of day (i.e. 8am to 10pm) | 78 | 69.0 % |
| Limiting number of overnight occupants | 77 | 68.1 % |
| Prohibit events such as conferences, corporate meetings, weddings, bachelor/bachelorette parties, fundraisers | 60 | 53.1 % |
| Regulating density of STRs (limit number of STRs in certain areas) | 59 | 52.2 % |
| Require public health & safety inspections | 50 | 44.2 % |
| Require a septic report from LCRA & periodic inspections | 42 | 37.2 % |
| Limiting number of days that a STR may be rented | 41 | 36.3 % |
| Requiring owner/operator/property manager to greet arriving occupants & review conditions for permitting & relevant Village regulations | 40 | 35.4 % |
| Limiting watercraft & dock usage | 30 | 26.5 % |
| No regulations are needed. STRs are compatible with residential areas | 14 | 12.4 % |
| Total | 744 | |

Q9. Any nuisance at short-term rentals would be treated the same as all other types of uses and in accordance with Village regulations. With that in mind, should the Village further address the following concerns?

| Q9. Should Village further address the following concerns | Number | Percent |
|---|--------|---------|
| Noise | 77 | 65.8 % |
| Trash cans, trash and/or litter | 67 | 57.3 % |
| Street parking | 63 | 53.8 % |
| Parties | 66 | 56.4 % |
| Business uses (i.e., conferences, corporate meetings, weddings, bachelor/bachelorette parties, fundraisers or film set) | 56 | 47.9 % |
| Trespassing | 67 | 57.3 % |
| Vandalism | 69 | 59.0 % |
| Nothing additional | 24 | 20.5 % |
| Total | 489 | |

Q10. To what degree do you think a STR will affect your ability to enjoy your own property if it was in close proximity?

| Q10. To what degree will a STR affect your ability to enjoy your own property | Number | Percent |
|---|--------|---------|
| Very positively | 7 | 6.0 % |
| Positively | 6 | 5.1 % |
| Not at all | 28 | 23.9 % |
| Negatively | 28 | 23.9 % |
| Very negatively | 43 | 36.8 % |
| Not provided | 5 | 4.3 % |
| Total | 117 | 100.0 % |

WITHOUT "NOT PROVIDED"

Q10. To what degree do you think a STR will affect your ability to enjoy your own property if it was in close proximity? (without "not provided")

| Q10. To what degree will a STR affect your ability to enjoy your own property | Number | Percent |
|---|--------|---------|
| Very positively | 7 | 6.3 % |
| Positively | 6 | 5.4 % |
| Not at all | 28 | 25.0 % |
| Negatively | 28 | 25.0 % |
| Very negatively | 43 | 38.4 % |
| Total | 112 | 100.0 % |

Q11. In your opinion, do you think STRs are compatible with single-family residential living in Volente?

| Q11. Are STRs compatible with single-family residential living in Volente | Number | Percent |
|---|--------|---------|
| Yes | 53 | 45.3 % |
| No | 58 | 49.6 % |
| Not provided | 6 | 5.1 % |
| Total | 117 | 100.0 % |

WITHOUT "NOT PROVIDED"

Q11. In your opinion, do you think STRs are compatible with single-family residential living in Volente? (without "not provided")

| Q11. Are STRs compatible with single-family residential living in Volente | Number | Percent |
|---|--------|---------|
| Yes | 53 | 47.7 % |
| No | 58 | 52.3 % |
| Total | 111 | 100.0 % |

Q11a. If "Yes" to Question 11, how would you ensure a short-term rental is compatible in a single-family residential area?

| Q11a. How would you ensure a short-term rental is compatible in a single-family residential area | Number | Percent |
|--|--------|---------|
| Property owner/manager on site during rentals | 3 | 5.7 % |
| Create & enforce regulations | 26 | 49.1 % |
| Establish conditions to permitting applicable to specific property & area | 9 | 17.0 % |
| Other | 8 | 15.1 % |
| <u>Not provided</u> | 7 | 13.2 % |
| Total | 53 | 100.0 % |

WITHOUT "NOT PROVIDED"

Q11a. If "Yes" to Question 11, how would you ensure a short-term rental is compatible in a single-family residential area? (without "not provided")

| Q11a. How would you ensure a short-term rental is compatible in a single-family residential area | Number | Percent |
|--|--------|---------|
| Property owner/manager on site during rentals | 3 | 6.5 % |
| Create & enforce regulations | 26 | 56.5 % |
| Establish conditions to permitting applicable to specific property & area | 9 | 19.6 % |
| Other | 8 | 17.4 % |
| Total | 46 | 100.0 % |

Q11a-4. Other

- Address the property owner IF there is a problem. You already have ordinances in place. This survey is biased and redundant. The VOV does not treat property owners and STRs the same already. You have rules that property owners do not have to follow. Example: Loud, sometimes vulgar music, parties late at nite and parking on the street.
- Call the owner to fix a problem
- Contact owner directly
- Follow the basic short term rental guidelines set forth by the STR platforms. No further regulations are needed from the village.
- How do you ensure people who buy property and live there are going to be compatible? Don't think there would be as much impact as apparently others do.
- No restrictions. Just personal responsibility for the owner.
- Should follow laws like any other property in County
- Trust the owners to manage it

Q12. Should the Village of Volente raise and allocate funds to specifically manage short term rental businesses?

| Q12. Should Village of Volente raise & allocate funds to specifically manage short term rental businesses | Number | Percent |
|---|--------|---------|
| Yes | 36 | 30.8 % |
| No | 56 | 47.9 % |
| Neutral | 14 | 12.0 % |
| Not provided | 11 | 9.4 % |
| Total | 117 | 100.0 % |

WITHOUT "NOT PROVIDED"

Q12. Should the Village of Volente raise and allocate funds to specifically manage short term rental businesses? (without "not provided")

| Q12. Should Village of Volente raise & allocate funds to specifically manage short term rental businesses | Number | Percent |
|---|--------|---------|
| Yes | 36 | 34.0 % |
| No | 56 | 52.8 % |
| Neutral | 14 | 13.2 % |
| Total | 106 | 100.0 % |

Q13. The current Village STR ordinance allows for occupancy of 2 persons per bedroom plus a maximum 2 additional persons. Would you agree or disagree with this occupancy standard for STRs?

| Q13. Would you agree or disagree with this occupancy standard for STRs | Number | Percent |
|--|--------|---------|
| Agree | 69 | 59.0 % |
| Disagree | 33 | 28.2 % |
| Not provided | 15 | 12.8 % |
| Total | 117 | 100.0 % |

WITHOUT "NOT PROVIDED"

Q13. The current Village STR ordinance allows for occupancy of 2 persons per bedroom plus a maximum 2 additional persons. Would you agree or disagree with this occupancy standard for STRs? (without "not provided")

| Q13. Would you agree or disagree with this occupancy standard for STRs | Number | Percent |
|--|--------|---------|
| Agree | 69 | 67.6 % |
| Disagree | 33 | 32.4 % |
| Total | 102 | 100.0 % |



3

Survey Instrument

Questions:

1) How would you describe the community you are seeking for Volente?

| | Strongly agree | Agree | Disagree | Strongly disagree | No opinion |
|--|----------------|-------|----------|-------------------|------------|
| A retirement community—a place where retirees can live out their retirement | | | | | |
| A bedroom or residential community—a place of residence for people who work outside of Volente (e.g., in Austin, Georgetown) | | | | | |
| A rural community—a place where people can "get away from it all" | | | | | |
| A family-oriented community—a place where people can safely raise families | | | | | |
| A tourist destination community—a place for tourists to visit | | | | | |
| An urban community—a place with high concentrations of housing and commercial development | | | | | |

2) What were you looking for which led to the purchase of property in Volente?

| | Strongly agree | Agree | Disagree | Strongly disagree | No opinion |
|------------------------------|----------------|-------|----------|-------------------|------------|
| Retirement Community | | | | | |
| Lakeside Community | | | | | |
| Tourist Destination | | | | | |
| Second Home | | | | | |
| Income (Investment) Property | | | | | |
| Raise a Family | | | | | |
| Open Rural Community | | | | | |

3) In your opinion, is it desirable to have STRs in Volente? (Do you want Short-term Rentals in Volente?)

- a. Strongly support
- b. Support

- c. Oppose
 - d. Strongly Oppose
 - e. No Opinion
- 4) What areas do you believe STRs should be located?
- a. Anywhere in the Village
 - b. Only in Commercially and Multi-family zoned areas
 - c. All Single Family Residential zoned neighborhoods
 - d. Anywhere, but Single-Family Residential zoned areas
 - e. They Should not be allowed
 - f. Other
- 5) How do you think short-term rentals might affect property values?
- a. Increase value
 - b. Decrease value
 - c. No significant / neutral impact
 - d. No opinion
- 6) In your opinion, what do you think are the possible effects of having STRs in the Village? – Select 8 that apply. (PZ Recommends top 5 Issues)
- a. Increased occurrence of loud, disrespectful/unruly renters or guests
 - b. Lack of timely resolution to neighbor complaints.
 - c. Increased street parking and crowding
 - d. Decline in community atmosphere and cohesion.
 - e. Increases in disturbing nuisances (trash, sounds, noise, odors and lighting)
 - f. Reduced security for property and persons.
 - g. Increase in environmental impacts (water and septic)
 - h. Improve local economy with increased business levels and job opportunities
 - i. Increased tourism
 - j. Increased traffic
 - k. Effect on property values
 - l. Increases in trespassing incidents
 - m. Improves community cohesion
 - n. Increases in lake traffic impacting boater safety
 - o. None
- 7) How would you prefer to report a STR complaint? Check all that apply.
- a. 24/7 Hotline (Granicus)
 - b. Contact a Village Enforcement Officer
 - c. Write a supportable complaint to the Village Office
 - d. Website link
 - e. Village Office Phone
 - f. Contact Travis County Sheriff

- g. Contact property owner/operator/designated representative directly.
 - h. Other and explanation. (PZ Recommendation)
- 8) Should the Village impose conditions related to the possible permitting of a STR in residential areas? If so, which of the following restrictions do you think would be desirable for the community? Check all that apply.
- a. Require public health and safety inspections
 - b. Permitting and annual licensing of all STRs
 - c. Designating and maintaining emergency contact information
 - d. Regulating density of STRs (limit number of STRs in certain areas)
 - e. Limiting number of days, a STR may be rented
 - f. Limiting the number of overnight occupants
 - g. limiting the number of guests, in addition to overnight occupants, on property
 - h. Requiring the owner/operator/property manager to greet arriving occupants and review the conditions for permitting and relevant Village regulations.
 - i. Limiting outdoor activities after certain times of day (i.e. 8 a.m. to 10 p.m.)
 - j. Limiting watercraft and dock usage
 - k. No regulations are needed. STR's are compatible with residential areas.
 - l. Require a septic report from LCRA and periodic inspections
 - m. Prohibit events such as conferences, corporate meetings, weddings, bachelor/bachelorette parties, fundraisers
 - n. None
- 9) Any nuisance at short-term rentals would be treated the same as all other types of uses and in accordance with Village regulations. With that in mind, should the Village further address the following concerns? Check all that apply.
- a. noise
 - b. Trash cans, trash and/or litter
 - c. Street parking
 - d. Parties
 - e. Business uses (i.e. conferences, corporate meetings, weddings, bachelor/bachelorette parties, fundraisers or film set)
 - f. Trespassing (PZ Recommendation)
 - g. Vandalism (PZ Recommendation)
 - h. Nothing additional.
- 10) To what degree do you think a STR will affect your ability to enjoy your own property if it was in close proximity?
- a. Very negatively
 - b. Negatively
 - c. Not at all
 - d. Positively
 - e. Very positively

11) In your opinion, do you think STR's are compatible with Single-family residential living in the Volente?

a. Yes

If yes, how would you ensure a short-term rental is compatible in a single-family residential area?

i. Property Owner/manager on site during rentals

ii. Create and enforce regulations to do so.

iii. Establish conditions to permitting applicable to the specific property and area

iv. Other: please explain

b. No

i. Please explain

12) Should the Village of Volente raise and allocate funds to specifically manage short term rental businesses?

a. Yes

i. Explain

b. No

i. Explain

c. Neutral

i. Explain

13) The current Village STR ordinance allows for occupancy of 2 persons per bedroom plus a maximum 2 additional persons. Would you agree or disagree with this occupancy standard for STRs?

a. Agree

b. Disagree,

i. Explain