Village of Pinehurst
395 Magnolia Road
Pinehurst, NC 28374
Phone: 910-295-8646
Fax: 910-295-4434

Village of Pinehurst

Memo

To: Village Council

From: Doug Willardson

CC: Village Managers

Date: July 20, 2022

Re: Amortization Schedule

As Council continues to sort through the data surrounding short-term rentals (STRs), we are anticipating what some of the future questions or needs may be. If Council determines to prohibit STRs in specific zoning locations, there will need to be a transition or amortization period in which STR owners can recoup their initial investments in homes and transition them into other uses. Below is our reasoning for recommending, at a minimum, a three-year amortization period.

First, we determined the expected net operating income of a property. This was done by using the capitalization rate (cap rate). The cap rate is the net operating income divided by the purchase price multiplied 100. Industry sources show that the cap rate varies but the typical range is from 4.5% to 6.0%. Information from Lodgify shows that the cap rate for the Raleigh-Durham area is 4.6%. For our purposes, we used the rate of 4.5%. Therefore, by multiplying the purchase price by 4.5% we can get an approximate net operating income of a property.

Second, based on industry standards we estimated that 60% of the initial improvements made to a home will be recouped in the increased market value of the home. Thus, the remaining 40% is lost to the STR owner and will need to be recouped through operating income. The cost of improvements for each home will vary, but we will assume on the high side that 25% of the purchase price will be invested into the property initially.

Finally, to determine the length of time needed to recoup the initial lost investment in a property, we need to divide the lost value by the annual net operating income. The entire formula can be seen in the example below:

Purchase Price: $350,000

Net Operating Income:

$350,000 purchase price * Cap Rate of 4.5% = $15,750

Lost Value of Improvements:

$350,000 purchase price * 25% for improvements * 40% lost value = $35,000

Years to Recoup Lost Value of Improvements:

$35,000 / $15,750 = 2.22 Years

In this formula, the variable is the amount spent on improvements; the higher the percentage of the home's purchase price spent on improvements more time is needed to recoup those costs. If 23% of the home's purchase price were spent on improvements, exactly two years would be needed to recoup those lost dollars. If 34% were spent on improvements, the time needed to recoup the costs is three years.

Three years provides even those STR owners that spent significant amounts of money on improving their property the opportunity to recoup those funds. Also, a minimum three-year period will provide adequate time for owners to transition their properties to other uses and ensure that an excess of properties don't arrive on the market simultaneously.

Section 4.2 Permits and Approvals

The procedures for obtaining the following types of permits and approvals are set forth in this Section.

(A) Development Permit

(B) Vested Rights Certificate

(C) Temporary Use Permit

(D) Special Use Permit

(E) Building Permit

(F) Certificate of Occupancy

4.2.1 Development Permit Required

A development permit is the controlling form of approval for the use of land and development within the jurisdiction of this Ordinance and is a prerequisite for receiving a building permit. A development permit may be issued for development involving multiple activities on a property or for a single purpose such as change of use, or to place a single sign. Issuance of a development permit shall be contingent upon the applicant having received all other permits and approvals related to the land development activities proposed to take place on the property, excepting the building permit. A list of typical permits and approvals that may be required prior to the issuance of a development permit are set forth in Section 4.2.6.

No development or use shall take place or be established within the jurisdiction of this Ordinance unless a development permit has been issued by the Village Planner stating that the proposed development or use complies with all provisions of this Ordinance.

4.2.2 Development Permit Application

Each application for a development permit shall be accompanied by the number of copies of a plan as set forth by this Ordinance and/or the appropriate application. The plan shall be drawn in accordance to the required plan type as outlined in Appendix A thru E of this Ordinance:

4.2.3 Term of a Development Permit

The issuance of a development permit shall confer with it the right to undertake and complete the
development of property under the terms and conditions of such permit provided that such action as authorized by the permit is commenced within three hundred and sixty-five (365) days of issuance and provided that all other permits have been obtained, otherwise applicant can apply for renewal or shall be void. Where a valid vested rights certificate has been issued, the term of a development permit for the area contained within the vested rights certificate shall be for the term of the vested rights certificate.

4.2.4 Previously Issued Building Permits

(A) Any development for which a building permit has been issued prior to the effective date of this Ordinance, or prior to the effective date of any amendment hereto which renders the development non- conforming, may be carried out in accordance with that building permit and shall be deemed lawfully existing under the terms of this Ordinance, provided that:

(1) The permit was validly issued;

(2) The permit has not expired;

(3) The permit has not been revoked.

(B) This Section shall not apply where the property owner consents to making the development conform to the requirements of this Ordinance, or any amendment thereto, which would make the development non-conforming.

4.2.5 Appeal of Development Permit Denial

If the development permit is denied, the applicant may appeal the action of the Village Planner to the Zoning Board of Adjustment as provided for in Chapter 5.

4.2.6 Prerequisite Permits, Approvals, and Reviews for a Development Permit

The following typical permits, approvals, and reviews are required in order to receive a development permit, depending upon the type of the development:

(A) From the Village:

(1) Variance/Administrative Appeal (Chapter 5)

(2) Text Amendment/Rezoning (Chapter 6)

(3) Signage Plan (Chapter 9)

(4) (Reserved)

(5) Landscaping Plan (Chapter 9)

(6) Exterior Lighting Plan (Chapter 9)

(7) Subdivision Approval (Chapter 9)

(8) Site Plan Approval (Chapter 9)

(9) Special Use Permit (Section 4.5)

(10) Historic District Certificate of Appropriateness (Chapter 8)

(11) Driveway Permit, Village Maintained Streets or NCDOT streets

(12) Right-of-way Encroachment

(13) Other applicable permits as required

(B) From other agencies:

(1) Erosion Control Plan (State of North Carolina)

(2) Septic Tank/Well Permit (Moore County)

(3) Airport Zone Permit (Moore County)

(4) Driveway Permit, State Maintained Streets (NCDOT)

(5) Right-of-way Encroachment

(6) U.S. Fish and Wildlife Approval

(7) Other applicable permits as required

(C) Compliance with the Engineering Standards and all other applicable conditions contained in this Ordinance.

4.2.7 Simultaneous Processing of Applications for Different Permits and Approvals for the Same Development

(A) It is the intent of the Village to accommodate the simultaneous processing of applications for different permits and approvals, which may be required for the same development project, in order to make the review process as reasonable as possible for a development project. Even though this Section establishes an intent to accommodate the simultaneous processing of different types of applications, the applicant should note that each of the permits and approvals set forth in this Ordinance has its own timing and review sequence and should take this into consideration in planning the development;

(B) Notwithstanding (A) above, no application for the rezoning of property shall be accepted or processed while an application for a development permit is pending for the same property, nor shall an application for a development permit be accepted or processed while an application for rezoning is pending for the same property.

4.2.8 Simultaneous Processing of Voluntary Annexation Petitions

(A) Where the Property is Located Within the Extraterritorial Jurisdiction: Where the owner or developer of a property located in the extraterritorial jurisdiction, but not within the Village limits, wishes the Village to annex the property into the Village's corporate boundaries, as well as to approve proposed development on the property, then a voluntary annexation petition shall be submitted at the same time as an application for all development permits and must be submitted prior to the Village Council's approval of the site plan or preliminary subdivision plat;

(B) Where a Property is Located Outside of the Jurisdiction of the Village: Where the owner or developer of a property located outside of the jurisdiction of this Ordinance, wishes the Village to annex the property into the Village's corporate boundaries, then a voluntary annexation petition shall be submitted at the same time as an application for rezoning and/or a development permit. Final action by the Village Council must be

taken on the annexation petition prior to any final action being taken on the initial zoning or development.

4.2.9 Processing Fees

Requests for approval of the different permits and approvals required by this Ordinance are subject to the payment of the appropriate application processing fee(s) as specified in the most recent Village of Pinehurst Fee Schedule.

4.2.10 Property Owned by Applicant

An application for approval of any permit required by this Ordinance may be filed only by the owner of the property on which the use is to be located, an agent of the owner, or contract purchaser specifically authorized by the owner to file such application, or any unit of government which is not the owner of the property but proposes to acquire the property by purchase, gift, or condemnation. Where an agent, lessee, or contract purchaser files the application, the agent, lessee, or contract purchaser shall provide the Village with written documentation that the owner of the property has authorized the filing of the application.

4.2.11 Village Planner to Determine the Completeness of All Initial Applications

(A) All applications made under this Chapter shall be filed with the Village Planner, unless otherwise noted, on a form prescribed by the Village Planner.

(B) The Village Planner shall determine whether any initial application required under any Section of this Chapter is complete. If the Village Planner determines that the application is not complete, then he or she shall notify the applicant of any deficiencies and shall take no further steps to process the application until the applicant remedies the deficiencies. Once the application is complete, the Village Planner shall schedule the application for consideration before the appropriate body and/or schedule a public hearing, if required.

(C) An application shall be deemed complete if it is submitted in the required number and form, includes all requested information, and is accompanied by the applicable fee. A determination of application completeness shall be made within thirty (30) working days of application filing. If an application is determined to be incomplete, written notice shall be provided to the applicant along with an explanation of the application's deficiencies. No further processing of the application shall occur until the deficiencies are corrected. If the deficiencies are not corrected by the applicant within twenty (20) working days, the application shall be considered withdrawn.

4.2.12 Revocation of Development Permit

A development permit may be revoked by the Village Planner after notifying the permit holder in writing and stating the reason for the revocation. The permit revocation shall follow the same process required for issuance of the development permit, including any required notice or hearing, in the review and approval of any revocation of that approval.

Terms under which a development permit may be revoked include:

(A) Any substantial departure from the approved application, plans, or specifications; or

(B) Refusal or failure to comply with the requirements of this Ordinance or any applicable local development regulation or any State law delegated to the Village for enforcement purposes in lieu of the State; or

(C) False statements or misrepresentations made in securing the approval; or

(D) Any development approval mistakenly issued in violation of an applicable State or local law.

Revocation of a development permit by the Village Planner may be appealed as provided in Chapter 5 and pursuant to G.S. 160D-405.

Section 8.5 Table of Permitted and Special Uses and Special Requirements

The Table of Permitted and Special Uses and Special Requirements which follows contains a listing of uses which may be permitted in one (1) or more of the various General Use Zoning Districts established by this Ordinance.

8.5.1 Symbols Used on Table of Uses

An "X" or "SU" or "SR" opposite the listed use in the District column(s) indicates the District or Districts in which a particular listed use may be permitted. The meanings of the entries in the Table are as follows:

(A) "X" indicates the use is permitted by right and a Development Permit may be obtained, subject to meeting all the requirements of this Ordinance for a Development Permit;

(B) SU indicates the use requires approval of a Special Use Permit by the Village Council in accordance with the procedures of Section 4.5 before obtaining a Development Permit;

(C) The column on the far right, labeled "SR" (Special Requirements) means that there are additional special requirements for the development or use for compliance. These requirements are contained in Section 8.6, "Special Requirements to the Table of Permitted and Special Uses." For any use subject to a Special Use Permit, the Special Requirement along with the requirements of this Ordinance shall represent the minimum conditions for issuance of a Special Use Permit; when "SR" appears for use within a zoning district, special requirements shall apply. The Special Requirements (SR's) are numbered by the Table of Uses categories. Numbers SR-1 through SR-99 are Principal Uses, numbers SR-100 through SR 199 are Accessory Uses; and numbers SR 200 through SR 299 are Temporary Uses. The "SR" will also appear in the column of the general use district in which the special requirements apply.

(D) The listing of a use in the Table of Permitted and Special Uses and Special Requirements in no way relieves that use of having to meet all local, State and Federal laws pertaining to the establishment and operation of that use;

(E) Any use not explicitly allowed in the Table of Permitted and Special Uses and Requirements is prohibited. The enumeration of expressly prohibited uses shall not be deemed exclusive or all inclusive.

8.5.1a Table of Permitted and Special Uses and Special Requirements

USE TYPES																			
PRINCIPAL USES	**GENERAL USE DISTRICTS**																		
RESIDENTIAL	**PC**	**RD**	**R-210**	**R-30**	**R-20**	**R-15**	**R-10**	**R-8**	**R-5**	**RMF**	**NC**	**H**	**HD**	**OP**	**VCP**	**VR**	**VMU**	**VC**	**SR**
Dwelling-Single Family			X	X	X	X	X	X	X	X					X, SR	X	X, SR		1
Dwelling-Two Family										X					X, SR	X	X, SR		1
Dwelling-Multifamily										X, SR					X, SR	X, SR	X, SR		3
Dwelling-Townhouse/ Clustered Dwellings										X, SR					X, SR	X, SR	X, SR		2
Family Care Home (6 or fewer residents)			X,SR	X, SR	X, SR	X, SR	X, SR	X, SR	X, SR	X, SR					X, SR	X, SR	X, SR		4
Halfway Homes																			
Dwelling -Mixed Use											X, SR			X, SR	X, SR		X, SR	X, SR	5
Manufactured Housing									X, SR										6
Manufactured Home Park																			

LODGING	PC	RD	R-210	R-30	R-20	R-15	R-10	R-8	R-5	R-MF	NC	H	HD	OP	VCP	VR	VMU	VC	SR
Bed and Breakfast Homes			X,SR									X,SR			X,SR	X,SR	X,SR		7
Boarding or Rooming House																			
Dormitory																			
Hotel												X	X				X,SR	X,SR	8
Recreational Vehicle Park																			
Short Term Rental																			9
Homestay																			

Adding SR 9 will change the order of the subsequent SR's in the PDO

X Permitted by Right

SU Special Use Permit

SR Special Requirement

Section 8.6 Special Requirements (SR) to the Table of Permitted and Special Uses and Special Requirements

The Table of Permitted and Special Uses and Special Requirements contains a column on the far right labeled "SR" for Special Requirements. In any case where a use listed in the Table has a number in the SR column opposite the use that use must comply with the additional Special Requirements contained in this Section corresponding to the Special Requirements number. The Special Requirements may affect the development of the use in all zoning districts in which the use is allowed or only in certain districts, as may be set forth in this Section.

Principal Uses

SR-9 Short Term Rental

A. Maximum occupancy per unit is based on two (2) adult guests per bedroom.
B. A minimum of one (1) parking space shall be provided per bedroom on approved surfaces and locations per the applicable parking regulations of this Ordinance.
C. A minimum of one (1) smoke detector shall be provided per bedroom.
D. A minimum one (1) carbon monoxide detector shall be provided per level or floor of the dwelling unit.
E. Bedrooms and other habitable rooms shall meet the minimum light and ventilation requirements of Section 153.18 of the Pinehurst Municipal Code.
F. Bedrooms shall meet the minimum size requirements of Section 153.19 of the Pinehurst Municipal Code.
G. Ceiling Height. At least one-half of the floor area of every bedroom shall have a ceiling height of not less than seven feet and six inches.
H. Egress. Every dwelling unit shall be provided with adequate means of egress as required by the applicable provisions of the North Carolina State Building Code.
I. Cooking facilities are not permitted in any bedroom. For the purposes of this regulation, cooking facilities include any refrigerator in excess of seven (7) cubic feet; any stovetop range that operates on 220-volt electric service, any appliance that operates on natural gas; or any cooktop, whether integrated into a countertop or a separate appliance which contains more than two cooking surfaces or burners. This regulation shall not apply to single dwelling unit room rentals with a sleeping area, living area, and kitchen/eating area consolidated into one room.
J. Accessory Dwelling Units may be permitted for short term rental where Permitted by Right in Table 8.5.1a Table of Permitted and Special Uses and Special Requirements.
K. In residential zoning districts, short term rental units shall not be used for special events or large gatherings.

L. Revocation. If it is determined that more than 3 verified violations occur within a 365 day period the development permit may be revoked for a period of 365 days after which a new permit may be issued. For purposes of this Section any three or more verified violations of any combination of the following occurring at the short term rental premises:

   a. Any Pinehurst Development Ordinance regulation as adopted as Chapter 152 of the Pinehurst Municipal Code; or
   b. Section 92.16 of the Pinehurst Municipal Code Regulating Unreasonably Loud, Disturbing Sound Levels; or
   c. Section 92.17 of the Pinehurst Municipal Code Regulating Unruly Gatherings
   d. Chapter 153 of the Pinehurst Municipal Code Establishing Minimum Housing Standards.

   A verified violation is a determination made by a code enforcement official, law enforcement officer, or a judge, following notice of a violation being issued by the Village. Noticed violations of the Pinehurst Development Ordinance may be appealed as provided in Chapter 5 of this Ordinance pursuant to G.S. 160D-405.

M. Development Permit is required for establishment of all new short term rental units after ??,??, 2022. Development Permits are non-transferable when a property is sold. Nonconforming short term rental units shall be regulated by subsections N and O below.

N. Compliance Period; Existing Nonconforming Short Term Rental Units Permitted By Right

   a. Owners of existing short term rental units where Permitted by Right in Table 8.5.1a Table of Permitted and Special Uses and Special Requirements owners shall apply for a development permit and come into full compliance with SR9 no later than July 1, 2023 or cease operation as a short term rental unit by July 1, 2023. For purposes of this Section a non-conforming short term rental unit is a dwelling unit used for short term rental purposes and is located in a zoning district where it is permitted by right in Table 8.5.1a and does not have a Development Permit approved for use as a Short Term Rental Unit as of the effective date of this ordinance.

O. Amortization Period; Existing Short Term Rental Units Not Permitted by Right

   a. Owners of existing short term rental units not Permitted by Right in Table 8.5.1a are prohibited and shall cease operation by ??,??, 20??. For purposes of this Section a non-conforming short term rental unit not permitted by right is a dwelling unit used for short term rental purposes and is located in a zoning district where it is not permitted by right in Table 8.5.1a and does not have a Development Permit approved for use as a Short Term Rental Unit as of the effective date of this ordinance.

Section 10.1 Use and Meaning of Words

Words contained in this chapter are those having an applied meaning and relative to the purposes of this Ordinance. Words not listed in this chapter shall be defined by reference to:

1. The latest edition of the State of North Carolina Building Code or, if not defined therein;

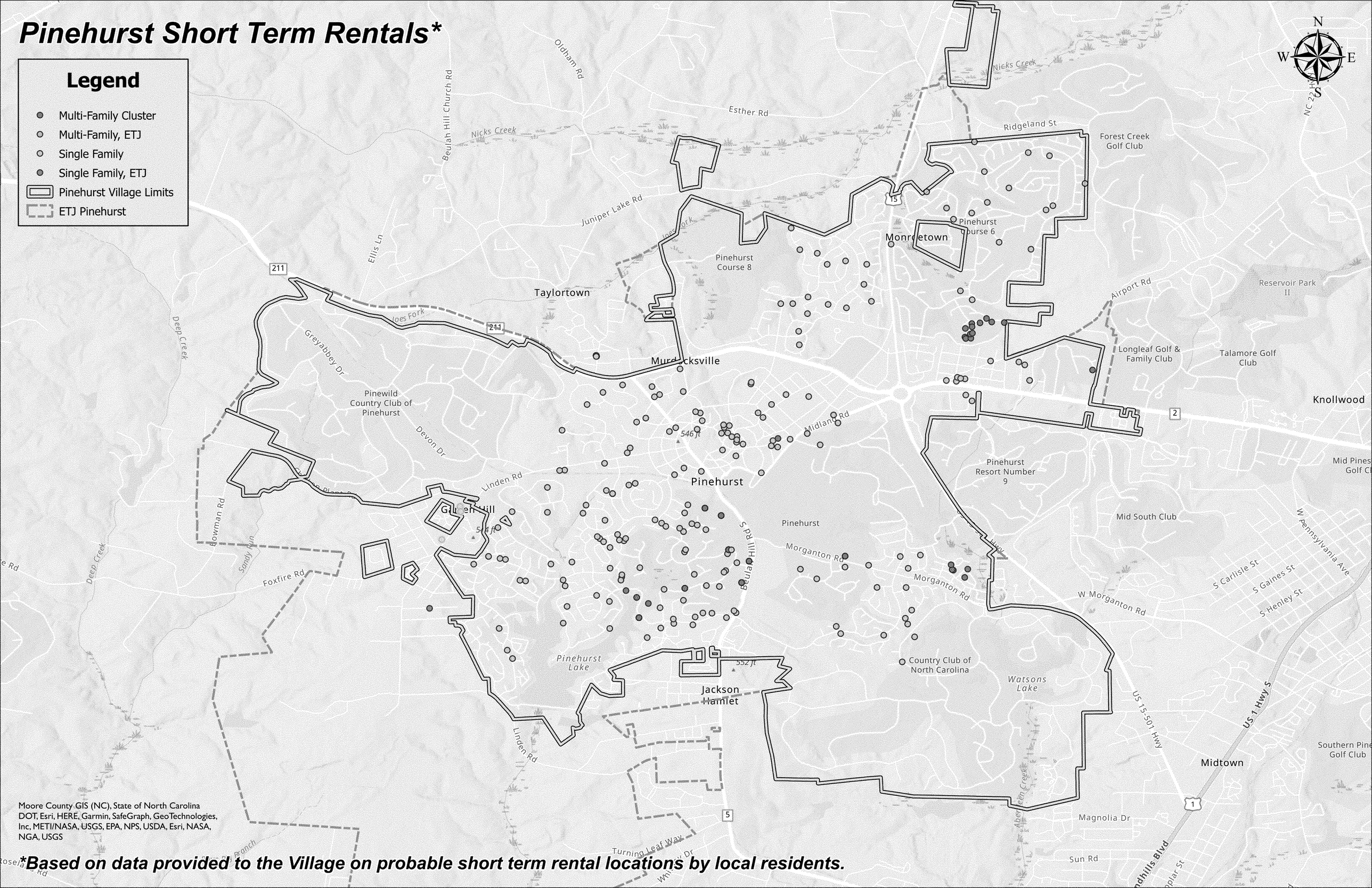
2. The latest edition of Webster's New International Dictionary, unabridged, which documents are hereby incorporated by reference as if set forth in their entirety herein.

Section 10.2 Definitions

Short Term Rental: a whole house lodging occupancy where a dwelling unit is offered or made available by short-term lease or other financial consideration for a time period or lease term of less than 30 consecutive days for a cumulative total of more than 14 days in any calendar year. Short term rentals do not include other lodging uses as identified on Table 8.5.1a of the Table of Permitted and Special Uses and Special Requirements.

Homestay is a rental of a habitable room or rooms within a dwelling unit or attached accessory dwelling unit made available by short-term lease or other financial consideration for a period of less than 30 consecutive days while the full-time resident resides on-site during the duration of the rental period.

Pinehurst Short Term Rentals*



Moore County GIS (NC), State of North Carolina DOT, Esri, HERE, Garmin, SafeGraph, GeoTechnologies, Inc, METI/NASA, USGS, EPA, NPS, USDA, Esri, NASA, NGA, USGS

***Based on data provided to the Village on probable short term rental locations by local residents.**

A TEXT AMENDMENT TO THE PINEHURST DEVELOPMENT ORDINANCE: (i) LIMITING THE LOCATION AND OPERATION OF SHORT TERM RENTAL PROPERTIES TO CERTAIN SPECIFIED ZONING DISTRICTS; (ii) CREATING AN AMORTIZATION PERIOD FOR ALL RESULTING NON-CONFORMING USES; (iii) ESTABLISHING SAFETY REQUIREMENTS AND OPERATIONAL STANDARDS GOVERNING SHORT TERM RENTAL PROPERTIES WHERE THEY ARE PERMITTED; (iv) ESTABLISHING PENALTIES FOR NONCOMPLIANCE; AND (v) ESTABLISHING A VOLUNTARY REGISTRATION PROGRAM GRANTING IMMUNITY FROM CERTAIN PENALTIES

Preamble

WHEREAS, the Vision Statement of the Village of Pinehurst provides: "The Village of Pinehurst is a charming, vibrant community that reflects our rich history and traditions;" and

WHEREAS, in its Comprehensive Plan, adopted in October 2019, the Village of Pinehurst has established Guiding Principles to expand upon the Vision Statement and further clarify the goals of the community around specific topics critical to preserving and enhancing the high quality of life in Pinehurst; and

WHEREAS, These Principles embody the Village's core philosophy of embracing and celebrating Pinehurst's history; and

WHEREAS, Guiding Principal No. 1 in the 2019 Comprehensive Plan provides that Pinehurst shall retain the small-town charm, scale, and character of the community to ensure a high quality of life, and celebrate and preserve the historic Village and traditions that make Pinehurst desirable and unique; and

WHEREAS, Guiding Principle No. 3 in the Comprehensive Plan provides that Pinehurst shall protect and enhance the quality and character of existing residential neighborhoods; and

WHEREAS, Section 160A-174 of the North Carolina General Statutes empowers local government to, by ordinance, define, prohibit, regulate, or abate acts, omissions, or conditions detrimental to health, safety or welfare of its citizens and the peace and dignity of community, and may define and abate nuisances; and

WHEREAS, Section 160D-701 of the North Carolina General Statutes provides: “Zoning regulation shall be made [by local governments] in accordance with a comprehensive plan and shall be designed to promote the public health, safety, and general welfare. To that end, the regulations may address, among other things, the following public purposes: to provide adequate light and air; to prevent the overcrowding of land; to avoid undue concentration of population; to lessen congestion in the streets; to secure safety from fire, panic, and dangers; to facilitate the efficient and adequate provision of transportation, water, sewerage, schools, parks, and other public requirements; and to promote the health, safety, morals, or general welfare of the community. The regulations shall be made with reasonable consideration, among other things, as to the character of the district and its peculiar suitability for particular uses and with a view to conserving the value of buildings and encouraging the most appropriate use of land throughout the local government's planning and development regulation jurisdiction;” and

WHEREAS. Pursuant to the foregoing, Pinehurst has enacted the Pinehurst Development Ordinance (“PDO”), one of the goals of which is to “Preserve and enhance Pinehurst's residential neighborhoods while addressing the housing needs of current and future residents;” and

WHEREAS, a “short term rental” (“STR”) is the practice whereby the whole of a Dwelling (as that term is defined in the PDO) is rented to a third party unrelated to the Owner (hereinafter defined), and in the absence of the Owner. The term “Short term rental” is not now defined in the PDO, and “short term rental” does not now appear as a permitted use under the Table of Permitted and Special Uses and Special Requirements set forth in Section 8.5.1(a) of the PDO. Short term rentals were generally operated on a seasonal basis by a relatively small number of property owners in Pinehurst. Such activity remained modest and stable since before the incorporation of the Village and did not have a material adverse effect on the health, safety, atmosphere, character or culture of the single family neighborhoods in which they were located; and

WHEREAS, the aforementioned modest and stable short term rental activity in Pinehurst and around the country has, in the last several years, transformed into a large-scale commercial industry; and

WHEREAS, growing, significant numbers of Single Family Dwellings (hereinafter defined) have commenced rental operation in Single Family Residential Zoning Districts (hereinafter defined) which districts were planned, approved and constructed for single family occupancy by permanent residents, or as second homes; and

WHEREAS, these rental properties are often altered or constructed to increase tenant capacity, parking and impervious surfaces, recreational activities, etc., in ways that are inconsistent with the notion of single family occupancy, and that more closely resemble commercial lodging businesses such as hotels, motels and resort properties; and

WHEREAS the commercial short term rental industry engages in internet-based marketing of these properties to the general public on a large scale, national basis,

using Short Term Rental Hosting Platforms (hereinafter defined) intensifying the demand for them; and

WHEREAS, as a result of the foregoing, the majority of these short term rental properties are occupied by non-resident visitors to Pinehurst in a series of daily or weekly stays, over the majority of the year. Contrary to the past practice in Pinehurst, such properties are not occupied by tenants on a seasonal basis or by their owners as permanent or part-time residents; and

WHEREAS, the foregoing has significantly increased the number and concentration of short term rental properties in Pinehurst, from approximately 70 in 2015 to almost 500 in 2022; and

WHEREAS, the above-described evolution of the commercial short-term rental industry has occurred without any oversight regarding: (i) the health, safety and welfare of the residents of Pinehurst; (ii) the character and culture of neighborhoods that were planned, approved, and constructed for Single Family Dwelling Units occupied by permanent residents; or (iii) the tenants of short term rental properties; and

WHEREAS, concurrent with the unregulated growth of the commercial short term rental industry, Pinehurst has experienced measurable and material increases in incidents of tenant misconduct, conditions of poorly maintained real property, and deterioration in the character, culture, and quality of life in Single Family Residential Districts; and

WHEREAS, based on data accumulated by the short term rental industry and reviewed by Council, the growth of commercial short term rental properties in Pinehurst is estimated to continue unabated. In February of 2022, the President of the Southern

Pines-Aberdeen CVB, described the growth of the short term rental industry in Moore County as "exponential."; ~~and~~ Data from AirDNA, a consultancy that tracks short-term rental market, show that as of December 31, 2021, there were 456 "whole house" STRs in Pinehurst listed on Airbnb and VRBO—a 55% increase from 2020. On July 9, 2022, the Pilot Newspaper reported that there has been a 141% increase in short term rentals in Pinehurst from the third quarter of 2019; and

Whereas, with only minor variances, these data all conclude that the annual growth rate for STRs in Pinehurst exceeds 100%; and

Whereas, in March of 2022, the President of the Pinehurst Resort and Country Club, in a letter expressing his company's concern about unregulated STR growth, said: "we've essentially allowed a 1000 room hotel to be built in Pinehurst with no supporting infrastructure investments;" and

Whereas, a review of the Moore County property records compared with STR's listed on VRBO and Airbnb indicated that only 22% are owned by residents of the Village of Pinehurst and 52% are owned by non-North Carolina residents, and

WHEREAS, the Village Council has taken note of the regulations governing short term rental properties adopted by neighboring communities such as Southern Pines, communities across North Carolina such as Blowing Rock, Ashville, Chapel Hill, and others, and in condominium associations and gated communities in Pinehurst, including but not limited to Lake Point Condominiums, Pinewild and the Country Club of North Carolina; and

Whereas, in April of 2022 in the case of *Schroeder v. Wilmington,* 2022 NCCOA 210, the North Carolina Court of Appeals issued a comprehensive ruling on most if not all of the regulations commonly-enacted in by communities in North Carolina; and

Whereas, the *Wilmington* Court ruled that the City of Wilmington's registration requirements for STRs, and those provisions of its ordinance inseparable from those registration requirements are prohibited by Section 160D-1207(d) of the North Carolina General Statutes; and

Whereas, at the same time, the *Wilmington* Court also upheld such of Wilmington's program of short term rental regulation as are severable from the invalid registration process; and

Whereas, in its analysis of the *Wilmington* decision, the UNC School of Government ("UNCSOG") concluded that, pursuant to *Wilmington,* a lawful program of short term rental regulation could be enacted by a local government; and

Whereas, the UNCSOG recommended that local governments define short term rentals as a land use and apply development permitting and operational standards for STRs. The *Wilmington* court, and the UNCSOG found that these development permitting and operating standards may include occupancy limits, safety requirements, operating standards, the restriction of STRs to certain zoning districts, parking requirements, prohibition of variances, requiring insurance, posting of emergency information, creation of an amortization (grace) period for STRs which become non-conforming uses by virtue of a zoning-district prohibition, and more; and

WHEREAS, in the absence of regulatory action by the Village of Pinehurst, some individual recorded allotments in Pinehurst have undertaken to amend their governing documents to regulate Short Term Rentals; and

WHEREAS, Village Council has undertaken to study the nature and extent of the commercial short term rental industry in Pinehurst, and has collected and reviewed the following: (i) a detailed analysis by the Village Planning and Inspection Department of the industry, and how it is regulated; (ii) the advice of counsel after consultation with him; (iii) a Neighborhood Quality of Life Survey conducted by ETC Institute, a national market research organization; (iv) regulatory legislation from communities comparable to Pinehurst both inside and outside North Carolina; and (v) *Wilmington* decision and the UNCSOG analysis of it; and

WHEREAS, Village Council has conducted multiple public meetings and work sessions where the foregoing were reviewed and debated by Council and where: (a) representatives of the commercial short term rental industry provided data and advocacy on the growth of the industry, its purported effect on the Village of Pinehurst economy, and the importance to individual short term rental operators of the economic benefits they realize from their operations; and (b) complaints were received from Pinehurst citizens alleging serious incidents of tenant misconduct including drunkenness and rowdy behavior, and criminal activity including but not limited to disorderly conduct, trespass, importuning, and theft, unsafe overparking, deteriorated property conditions, and a general decline in the character and culture of the single family residential districts, which these Pinehurst citizens attribute to the intensified presence of Short Term Rental Properties; and

Whereas, the survey of village residents as to how they perceive the quality of their neighborhood life considering the impact, if any, of STRs. The survey received 401

total responses from a randomized survey group of Village residents from all areas of Pinehurst. 372 survey respondents identified as residents of single family residential neighborhoods, 24 identified as residents of multi-family neighborhoods and 4 identified as residents of multi-use neighborhoods. The survey asked respondents to rate their quality of life in the Village. The ETC Institute determined that the survey had a margin of error of plus or minus 4.8%, which meets the survey goal of plus or minus 5.5%; and

Whereas, the Village of Pinehurst, in establishing its survey parameters, has determined that a difference in survey responses of plus or minus 10% responses is "significant;" and

Whereas, the survey data shows the following when segmenting by proximity to STRs (as defined as being with in a two minute walk of the respondent's residence: 76% of respondents who perceive no STRs in their proximity rated the quality of their life as "excellent;"60% of respondents who perceive one STR within their proximity rate their quality of life as "excellent;" 63% of respondents who perceive two STRs in their proximity rate their quality of life as "excellent;" and 47% of respondents who perceive three or more STRS in their proximity rate their quality of the live as "excellent;" and

Whereas the survey data shows respondents in all proximity categories reported various problems associated with them that adversely impact their quality of life. These range from improper storage/usage of waste receptacles, oversized vehicles, parking in the right of way, observed drug use or public intoxication, or trespass and the like; and

Whereas, for example, the survey data shows respondents living in proximity to three or more STRS are 13 times more likely to observe frequent or somewhat frequent issues with trespassing, and 14 times more likely to observe issues with drug use or public intoxication, than respondents who reported no STRs in proximity to them; and

Whereas, in general, the survey data shows that the greater the number of STRs in the immediate proximity of a survey respondent in a single family residential neighborhood, the fewer the total number of such respondents who rate their quality of life as "excellent;" and

Whereas these each of the differences in survey responses is above the 10% threshold established by the Village of Pinehurst as "significant;" and

WHEREAS, notwithstanding the statistically significant numbers of Village residents who, based on the survey, experience a material and adverse impact on the quality of their lives attributable to the presence of STRs, Village Council recognizes the investment made by Short Term Rental Owners in terms of property improvements and renovations, that their reservation schedule extends significantly into the future, and that, to the extent a Short Term Rental becomes a Non- Conforming Use as a result of these amendments to the PDO, it is equitable to permit Short Term Rental Owners a reasonable time –a grace period–during which to recoup and amortize their investments, and to determine an alternative ownership strategy for their Short Term Rental Properties (whether by sale, conversion to Long Term Rental as hereinafter defined, personal occupancy or otherwise) and

WHEREAS, Village Council has determined that the Amortization Period (hereinafter defined) between the effective date of this Ordinance and July 31, 2024, is reasonable

in light of the nature of the business of Short Term Rental Owners and the character of Single Family Residential Districts; and

WHEREAS, the Village of Pinehurst has a legitimate governmental interest in: (i) safeguarding the life, health, safety, welfare, and property of Short Term Rental occupants, neighborhoods, and the general public; and (ii) minimizing the present and future adverse impacts resulting from the increase in transient rental uses in neighborhoods planned, approved, and constructed for Single Family Dwelling Units occupied by permanent residents;

NOW THEREFORE, be it ordained by the Village of Pinehurst that the following Sections of the PDO be amended by the enactment of the following new Sections and Special Requirement No. 9, all as set forth in the highlighted text below:

***

2.3.2 Nonconforming Uses

(a) Extension of Use: A nonconforming use of land shall not be enlarged, extended, or intensified in any way except as provided below;
(b) Limitation of Short Term Rentals to Certain Zoning Districts. Notwithstanding any inconsistent or contrary provision of the PDO, renting a Single Family Dwelling as a Short Term Rental or rooming house, or otherwise (except: (i) Long Term Rentals; and (ii) Bed and Breakfast Homes and then only in Zoning District R-210) is expressly prohibited in all Single Family Residential Zoning Districts. **Provided however,** this prohibition shall not apply: (i) to a Short Term Rental with a term of less than 14 days concurrent with a public sporting or civic event held in the Village of Pinehurst where the daily attendance is reasonably expected to equal or exceed 15,000 visitors; or (ii) in any gated community annexed into the Village

prior to the effective date hereof, and where Short Term Rental ownership and operations are subject to regulations administered and overseen by the governing board of such gated community pursuant to its governing documents.

(c) Amortization Period. All Short Term Rentals operating in Single Family Residential Zoning Districts as of the effective date hereof ("Pre-Existing Short Term Rentals") shall thereafter be Nonconforming Uses and may continue such operation, subject to the Safety and Operational Regulations set forth in SR 9. and in accord with applicable law, until the earlier of (i) transfer of the record ownership of such Pre-Existing Short Term Rental or (ii) July 31, 2024 (the "Amortization Period"), after which time all such Pre-Existing Short Term Rentals shall cease operation.

(d) Continuation, Maintenance and Minor Repair: The continuation of a nonconforming use of land and the maintenance or minor repair of a structure containing a nonconforming use are permitted, provided that the continuation, maintenance, or minor repair does not extend, expand, or increase the intensity of the nonconforming use. For the purposes of its Section, maintenance or minor repair shall mean:
(1) Repairs that are necessary to maintain and to correct any damage or deterioration to the structural soundness or interior and exterior appearance of a building or structure without expanding or altering the building or structure;
(2) Maintenance of land areas to protect against health hazards and promote the safety of surrounding land uses;
(3) The addition of landscaping that increases the visual attractiveness of the property; (4) Repairs which are required to remedy unsafe conditions which cause a threat to public safety;

(e) Damage or Destruction: If a nonconforming use of land or a structure containing a nonconforming use is destroyed by any means other than Acts of God, to an extent greater

than 50 percent of its replacement cost at the time of destruction, then such use shall not be reestablished in any way that does not conform to the requirements of this Ordinance.

***

8.5.1a Table of Permitted and Special Uses and Special Requirements

USE TYPES																			
PRINCIPAL USES	GENERAL USE DISTRICTS																		
RESIDENTIAL	**PC**	**RD**	**R-210**	**R-30**	**R-20**	**R-15**	**R.-10**	**R.-8**	**R.-5**	**R-MF**	**NC**	**H**	**HD**	**OP**	**VCP**	**VR**	**VMU**	**VC**	**SR**
Dwelling-Single Family			X	X	X	X	X	X	X	X					X,SR	X	X,SR		1
Dwelling-Two Family										X					X.SR	X	X,SR		1
Dwelling-Multifamily										X,SR					X,SR	X,SR	X,SR		3
Dwelling-Townhouse/Clustered Dwellings										X,SR					X,SR	X,SR	X,SR		2

Family Care Home(6 or fewer residents)			X,SR	X,SR	X,SR	X,SR	X.SR	X,SR	X,SR	X, SR					X,SR	X,SR	X,SR		4
Halfway Homes																			
Dwelling-Mixed Use											X,SR			X,SR	X,SR		X,SR	X,SR	*5*
Manufactured Housing									X,SR										*6*
Manufactured Home Park																			
LODGING	**PC**	**RD**	**R.-210**	**R.-30**	**R-20**	**R-15**	**R.-10**	**R.-8**	**R-5**	**R-MF**	**NC**	**H**	**HD**	**OP**	**VCP**	**VR**	**VMU**	**VC**	**SR**
Bed and Breakfast Homes			X,SR									X.SR			X,SR	X,SR	X,SR		7
Boarding or Rooming House																			
Dormitory																			
Hotel												X	X				X,SR	X,SR	*8*

Recreational Vehicle Park																			
Short Term Rental										X,SR							X,SR	X,SR	9

***

Section 8.6 Special Requirements (SR) to the Table of Permitted and Special Uses and Special Requirements

The Table of Permitted and Special Uses and Special Requirements contains a column on the far right labeled "SR" for Special Requirements. In any case where a use listed in the Table has a number in the SR column opposite the use, that use must comply with the additional Special Requirements contained in this Section corresponding to the Special Requirements number. The Special Requirements may affect the development of the use in all zoning districts in which the use is allowed or only in certain districts, as may be set forth in this Section.

***

SR 9 Short Term Rentals [remaining SRs to be renumbered accordingly]:

9.1 Administrative Rules For Short Term Rentals

9.1.1 Applicability.

Except as otherwise provided herein, nothing in these Administrative Rules shall supersede existing Village law applicable to persons and/or property, including without limitation the Pinehurst Municipal Code, the Pinehurst Development Ordinance, as amended, the Pinehurst Engineering Standards and Specifications Manual, or otherwise under Village law. However, in the event of a conflict between a provision of any of the foregoing and this SR 9, the provisions of this SR 9 shall control. Provided however, nothing in this SR 9 shall abrogate any easement, covenant, or private agreement including without limitation: (i) declarations of covenants, restrictions, or the like, of an allotment; (ii) homeowner association agreements; or (iii) any other encumbrance on the use of property imposed in connection with the creation of any allotment or subdivision, or entered into among property owners, or otherwise governing any property or group of properties.

9.1.2 Safety and Operational Regulations. The ownership, maintenance and operation of all Short Term Rentals and all Pre-Existing Short Term Rentals shall be subject to the following Safety and Operational regulations:

(a) Duties of Short Term Rental Owner And Responsible Agent. A Short Term Rental Owner or Responsible Agent, as the case may be, shall, with respect to the Short Term Rental owned, operated or managed by him, her or it shall:

1. Be available 24 hours a day, 7 days a week, to respond (in real time with a natural person, including in-person if necessary) within two (2) hours to manage emergency or other time-sensitive situations stemming from the operation of such Short Term Rental.

2. Ensure that the operation of such Short Term Rental complies with the provisions of this Ordinance and otherwise with applicable law;

3. Keep accurate books and records with respect to the operation of such Short Term Rental;

4. Perform all of the duties and meet all of the requirements imposed upon a landlord under Titles 42 and 42(a) of the North Carolina General Statutes;

5. Register for and timely remit all taxes payable on account of the operation of such Short Term Rental to the appropriate taxing authorities;

6. Deliver to the Primary Responsible Tenant of such Short Term Rental the Good Neighbor Guide described below.

(b) Allocation of Duties. The foregoing Duties may be allocated among the Short Term Rental Owner and the Responsible Agent by agreement between them, however in that event liability hereunder to the Village or third parties for the performance of these Duties shall be joint and several.

(c) Maximum Overnight Occupancy. The overnight occupancy of a Short Term Rental shall not exceed 2 persons per bedroom. The occupancy limit shall be a provision of the agreement governing occupancy of the Short Term Rental, posted prominently within the Property and included in advertisements, property listings, or on Short Term Rental Hosting Platforms.

(d) Parking:

1. One parking space for each bedroom, plus one additional parking space, shall be provided for each Short Term Rental;

2. All parking on Single Family Dwellings shall be in the garage and/or driveway and there shall be no parking in any yard areas or setbacks;

3.The impervious surface area of a Short Term Rental shall not be increased for parking purposes;

4. Notwithstanding Section 8.3.3.6 of the PDO, no variances may be granted to increase the impervious surface area of a Short Term Rental.

5. All Properties in all Single Family Residential Zoning Districts shall be and remain subject to all other Village parking regulations.

(e) Certificate of Occupancy. A Short Term Rental shall meet all of the requirements for the issuance of a certificate of occupancy under Village and/or North Carolina law, and shall have a valid and current Certificate of Occupancy.

(f) Signs. Signs on a Short Term Rental advertising it as such are prohibited.

(g) Taxes. Each Short Term Rental shall be timely registered for all taxes assessable in connection with its operation, including without limitation state sales tax, real and personal property taxes, and transient occupancy taxes, and all such taxes shall be timely paid to the appropriate agency.

(h) Safety. Each Short Term Rental shall comply with all local, state and federal laws applicable to occupancy, health, and safety of the Property based on its use as a Short Term Rental. At a minimum, a Short Term Rental shall be equipped as follows: (i) one smoke alarm meeting Underwriters Laboratory UL 217 standards inside each sleeping room, outside of and within 15' of each sleeping room, and otherwise on each floor, including basements; (ii) one NFPA 720-2015 carbon monoxide detector within 15 feet of all sleeping rooms; (iii) one 2-A:10-B:C rated fire extinguisher on each floor.

(i) Primary Responsible Tenant; Responsibilities and Minimum Rental Age. There shall be only one Primary Responsible Tenant for any booking transaction for a Short Term

Rental and the Primary Responsible Tenant shall be responsible for the conduct of all occupants of the Short Term Rental during the tenancy. The Primary Responsible Tenant shall be at least twenty-one (21) years old.

(j) Minimum Rental Duration. Short Term Rentals shall not be rented for a period of less than 18 hours, which period shall include the hours between 9:00 p.m. and 10: a.m.

(k) Insurance. Each Short Term Rental shall be covered by a commercial general liability policy of insurance ("all risk") with a total limit of not less than $1,000,000 each occurrence for bodily injury and property damage (including without limitation coverage for damages arising out of or related in any manner to the simple or gross negligence, recklessness or intentional misconduct of any tenant) which insurance shall remain in full force and effect at all times.

(l) Neighborhood Notice. Written notice shall be given to the record owners of properties within a 300 foot radius of a Short Term Rental, providing the occupancy limit of such Short Term Rental, the identity and Internet address of each Short Term Rental Hosting Platform upon which such Short Term Rental is advertised, and the name and contact information of the Short Term Rental Owner and Responsible Agent. This notice shall be updated in the event any of this information changes.

(m) No Variances or Administrative Modification. The Zoning Board of Adjustment may not, pursuant to Chapter 5 of the PDO, grant any variances to any Short Term Rental. The Village Planner may not grant any Administrative Modification to any Short Term Rental pursuant to Section 5.2 of the PDO.

(n) No Expansion of Pre-Existing Short Term Rental Properties. Pre-Existing Short Term Rentals shall not be enlarged or expanded, either externally or internally, so as to

increase the maximum occupancy permitted for such Short Term Rental pursuant to SR 9.1.2(c).

(o) Damage or Destruction. Short Term Rentals damaged or destroyed in whole or in part may be repaired or reconstructed only as provided by the provisions of Section 2.3 of the PDO.

(p) Other Applicable Law. Each Short Term Rental shall at all times be and remain in compliance with all federal, state, and local laws, including, North Carolina State Building Code, fire code, and environmental health regulations for operation as a rental property.

(q) Good Neighbor Guide. A copy of the Pinehurst "Good Neighbor Guide" shall be delivered to the Primary Responsible Tenant of a Short Term Rental.

9.2.3 Voluntary Registration Program.

The Village of Pinehurst Department of Planning and Inspections ("Department") shall create and administer a voluntary registration program for Short Term Rentals ("Program"). Participation in the Program shall be at the sole discretion of Short Term Rental Owners and Responsible Agents, and no inference shall be drawn with respect to the operation of any Short Term Rental based on whether or not it participates in the Program.

(a) Program Requirements. Short Term Rental Owners seeking to participate in the Program shall:

1. Provide to the Department the name, address and telephone number of the Owner of such Short Term Rental. If the Owner is a business entity, it shall provide to the Department the name, address and telephone number of a

natural person designated by such Owner who will respond to inquiries about the Short Term Rental.

2. Provide to the Department the name, address, and 24 hour emergency and non-emergency telephone numbers of the Responsible Agent for such Short Term Rental. If the Responsible Agent is a business entity, it shall provide to the Department the name, address and telephone number of a natural person designated by such Responsible Agent business entity who will respond to inquiries about the Short Term Rental.

3. Provide such documentation as may be necessary in the reasonable discretion of the Department, and consent to an inspection of the Short Term Rental to confirm it complies with the Safety and Operational Regulations set forth in SR 9.1.2, and as required by applicable law.

4. Provide to the Department an attestation by the Short Term Rental Owner and Responsible Agent, jointly and severally and upon their personal knowledge after inquiry, that: (i) the Short Term Rental and its operation shall comply with all of the requirements set forth in this Ordinance and in conformity with other applicable law; (ii) they consent to periodic inspection of the Short Term Rental upon reasonable notice as set forth in North Carolina General Statutes Section 160(D)-1207; (iii) they consent to inspection of the Short Term Rental upon its receipt of any complaint regarding the operation, maintenance, management, or safety of a Short Term Rental; (iv) the Short Term Rental is otherwise in compliance with all federal, state, and local laws, including: (x) the then-current North Carolina State Building Code: Residential Code; (y) fire code; and (z) environmental health regulations: and (vi) the appropriate tax registration and remittances applicable to such Short Term Rental have and will be timely made.

5. Pay a one-time fee of $300.00 ("Fee") shall be assessed by the Department in order for a Short Term Rental to participate in the Program.

(b) Seal of Compliance. Upon satisfaction of the requirements set forth in this Section 5, participants in the Program shall receive a Seal of Compliance certifying that the Short Term Rental is compliant with the Program. The Seal of Compliance may be posted in the Short Term Rental and displayed in advertisements for such Short Term Rental. The Seal of Compliance shall be renewed every two years at a renewal fee established by the Department. Copies of the Seal of Compliance with respect to any Short Term Rental shall be available to any person from the Office of the Village Clerk upon request.

(c) Immunity From Civil Action. Short Term Rental Owners and Responsible Agents participating in the Program shall be immune from Civil Enforcement Actions as described in Section 6.4 of this Ordinance. Other than with respect to complaints involving exigent circumstances as set forth in SR 9.4(a), enforcement of this Ordinance with respect to Short Term Rentals, Short Term Rental Owners and Responsible Agents participating in the Program shall be as set in SR 9.4(b) and 9.5(c)).

9.4 Enforcement and Penalties.

(a) Enforcement, Exigent Circumstances. Exigent circumstances include, but are not limited to events, conditions, or conduct involving imminent threat to life or property, or continuing nuisance conduct (i.e., noise, lighting, unruly behavior), parking violations contrary to SR 9.1.2(d), and the like, or other violations of this Ordinance or applicable law requiring immediate attention. Complaints involving exigent circumstances may be made to the Pinehurst Police Department, which shall respond in accord with its practices and procedures. The Police Department shall keep and

maintain written records of all calls regarding Short Term Rentals, whether or not involving exigent circumstances.

(b) Enforcement, Non-Exigent Circumstances. Non-exigent circumstances include, but are not limited to events, conditions, or conduct not involving imminent threat to life or property, and do not, in the determination of the complainant, require immediate attention, and may include, but are not limited to: (i) nuisances pursuant to Section 92.01 of the Pinehurst Municipal Code; (ii) failure to meet minimum standards for dwellings and dwelling units as set forth in Sections 153.16 *et.seq* of the PDO; (iii) failure to comply with the Village solid waste disposal program); (iv) violations of SR 9.1.2 or other applicable law; and (v) complaints to the Pinehurst Police Department not deemed by it to involve exigent circumstances. Complaints involving non-exigent circumstances shall be made to the Code Compliance Specialist through MyVop (https://www.vopnc.org/our-community/living-in-pinehurst/service-request-center-my-vop).

(c) Penalties.

1. Any person, or business entity (business entity includes but is not limited to a sole proprietorship, limited partnership, limited liability company, and corporation) violating any of the provisions of this Ordinance or failing or neglecting or refusing to comply with the same, shall be issued a notice of civil infraction subject to a maximum penalty of $500 and/or shall be guilty of a Class 3 misdemeanor and subject to a fine of $100 or imprisonment not to exceed 30 days. Civil penalties will start at $100 for the first infraction within a 24-month period, and will escalate by $100 for each subsequent infraction within a 24-month period up to the maximum of $500. For penalty purposes each violation

recorded and subsequently abated on any distinct enforcement officer visit shall constitute a separate offense (See G.S. § 14-4(a) and § 160A-175).

2. In addition to the procedure set forth in SR 9.4(c)(1) above, a resident of the Village of Pinehurst may, at his or her election and expense, bring a civil action for the violation of this Ordinance by filing a complaint, verified as provided in Rule 11(b) of the North Carolina Rules of Procedure, in the District Court for Moore County, against any Short Term Rental Owner or Responsible Agent, or against both of them jointly and severally, who violates, or whose Short Term Rental fails to comply with, this Ordinance. If the complaining party prevails in an action brought under this section, the Court shall award: (i) injunctive relief sufficient to cause the defendants to cure all established violations of this Ordinance and prevent the defendants from violating it thereafter; (ii) prohibiting the operation of the Property as a Short Term Rental until Court determines the defects have been cured; and (iii) statutory damages in an amount not less than Two Thousand Dollars ($2,000.00) plus costs and reasonable attorney fees. Notwithstanding any other law, ignorance or mistake of law shall not be a defense to an action brought under this section.

***

9.4aTable of Required Parking

Required Parking USE TYPES	REQUIREDPARKING
RESIDENTIAL	
Dwelling-Single Family	2 per Dwelling Unit
Dwelling-Two Family	2 per dwelling unit
Dwelling-Multifamily	
0-1 bedrooms	1 space per Dwelling Unit plus 1 space per 5 Dwelling Units for visitors
2-3 bedrooms	2 spaces per Dwelling Unit plus I space per *5* Dwelling Units for visitors
4 or more bedrooms	2.5 spaces per Dwelling Unit plus 1 space per *5* Dwelling Units for visitors
Dwelling-Townhouse/Clustered Dwellings	2 per Dwelling Unit
Family Care Home (6 or fewer residents)	1 per bedroom
Dwelling-Mixed Use	1 per bedroom (or provided as shared parking)
Manufactured Housing	2 per Dwelling Unit
LODGING	
Bed and Breakfast Homes	2 spaces plus 1 per sleeping room
Short Term Rental	1 space per bedroom, plus 1 additional space

***

Section 10.2 Definitions

***

Dwelling, Single Family: a free standing building designed for and/or occupied for living purposes. Also includes factory-built, modular housing units that comply with North Carolina State Building Code.

***

Long Term Rental. The use of a Dwelling whereby the whole of such Dwelling is rented to a third party for a term of more than 30 consecutive days, for money or other consideration.

***

Primary Responsible Tenant. The person executing, as tenant, the rental agreement for a Short Term Rental.

***

Responsible Agent. a person or business entity providing services with respect to the operation of a Short Term Rental, and who or which is located or resides in North Carolina and holds a valid North Carolina real estate broker license issued under North Carolina General Statutes Chapter 93(A). If the Responsible Agent is a business entity, it shall be in good standing with and/or authorized to do business in the State of North Carolina. The Responsible Agent may be the Owner, in which event the licensing requirement set forth in the first sentence of this Subsection 2.5 shall not apply.

***

Short Term Rental. The use of a Dwelling whereby the whole of such Dwelling is rented to a third party unrelated to the Owner (hereinafter defined), and in the absence of the Owner for a period of less than 30 consecutive days at a time, for money or other consideration.

Short Term Rental Owner, or Owner. The owner of a Short Term Rental as recorded in the Moore County Register of Deeds.

Short Term Rental Hosting Platform. A public platform that allows a Short Term Rental Owner or Responsible Agent (hereinafter defined) to advertise a Single Family Dwelling for use as a Short Term Rental and facilitates the booking transaction between the Short Term Rental Owner or Responsible Agent, and the Primary Responsible Tenant.

Single Family Residential Zoning District. Any of Village zoning districts RD, R-210, R-30, R-20, R-15, R-10, R-8, and R-5.

***

2022 Village of Pinehurst Neighborhood Quality of Life Survey

Findings Report

Presented to the Village of Pinehurst, North Carolina

July 2022

ETC INSTITUTE

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1 Executive Summary

2022 Village of Pinehurst Neighborhood Quality of Life Survey

Purpose and Methodology

ETC Institute administered a Neighborhood Quality of Life Survey to residents of the Village of Pinehurst during the summer of 2022. The purpose of this survey was to help Village leaders and elected officials to better understand the quality of life of Pinehurst residents in their neighborhoods.

The 10-question survey was administered online and by phone. ETC Institute mailed a postcard to a random sample of households throughout the Village of Pinehurst. The postcard contained a QR code and link to the online survey. At the end of the online survey, residents were asked to enter their home address; this was done to ensure that only responses from households who were part of the random sample were included in the final survey database. The postcard also contained a phone number for those who preferred to complete the survey over the phone.

After postcards were mailed, ETC Institute sent text messages to households that received the survey to encourage participation. The text messages contained a link to the online version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of Pinehurst from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

The goal was to obtain completed surveys from at least 350 households. The goal was exceeded, with a total of 401 households completing the survey. The overall results for the sample of 401 households have a precision of at least +/-4.8% at the 95% level of confidence.

This report contains:

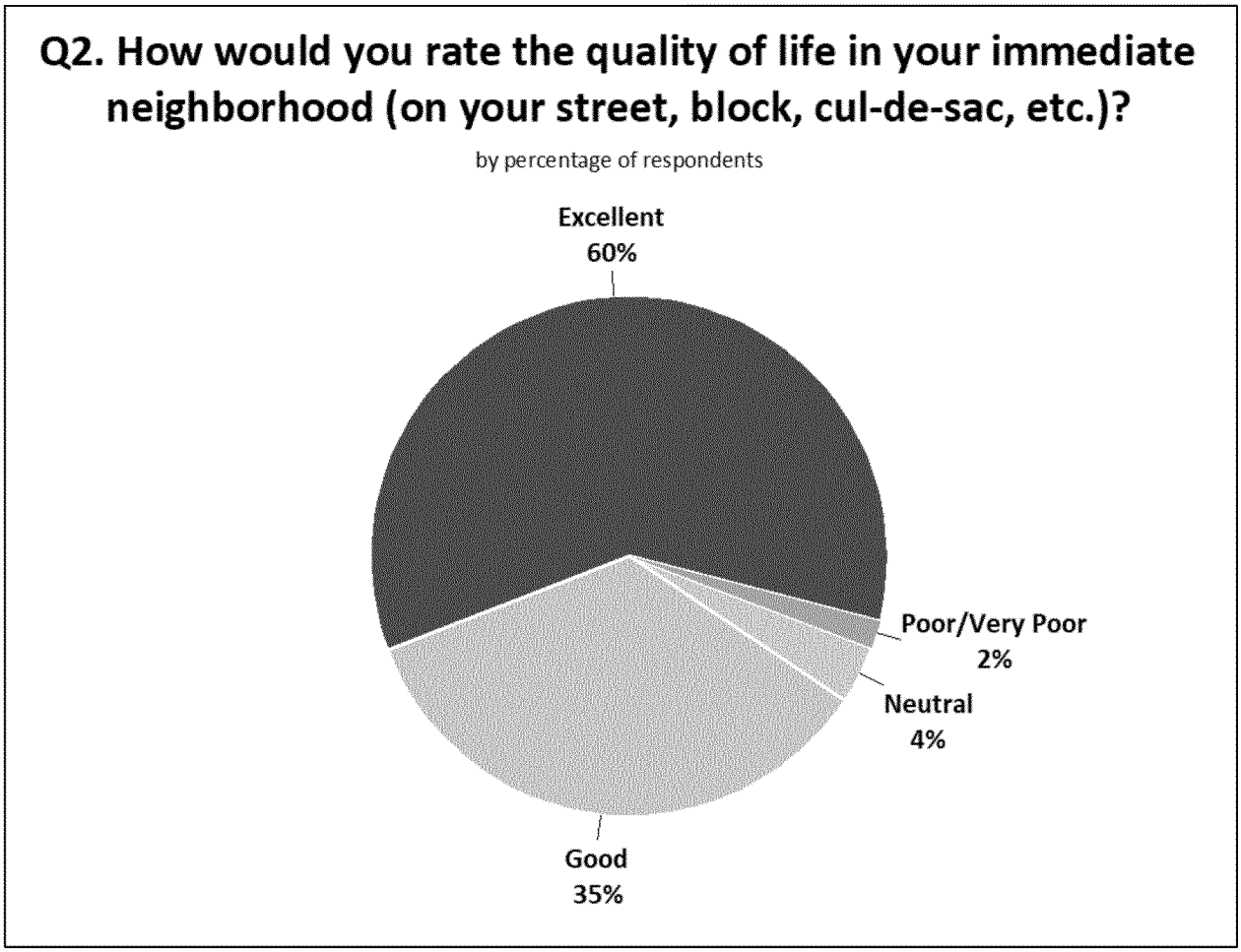
- An executive summary of the methodology for administering the survey and major findings (section 1),
- charts and graphs for each question on the survey (section 2)
- cross-tabular data (section 3),
- tables that show the results of the random sample for each question on the survey (section 4),
- a copy of the survey instrument (section 5).

The following pages contain a summary of key findings.

2022 Village of Pinehurst Neighborhood Quality of Life Survey

Overall Quality of Life in Neighborhoods

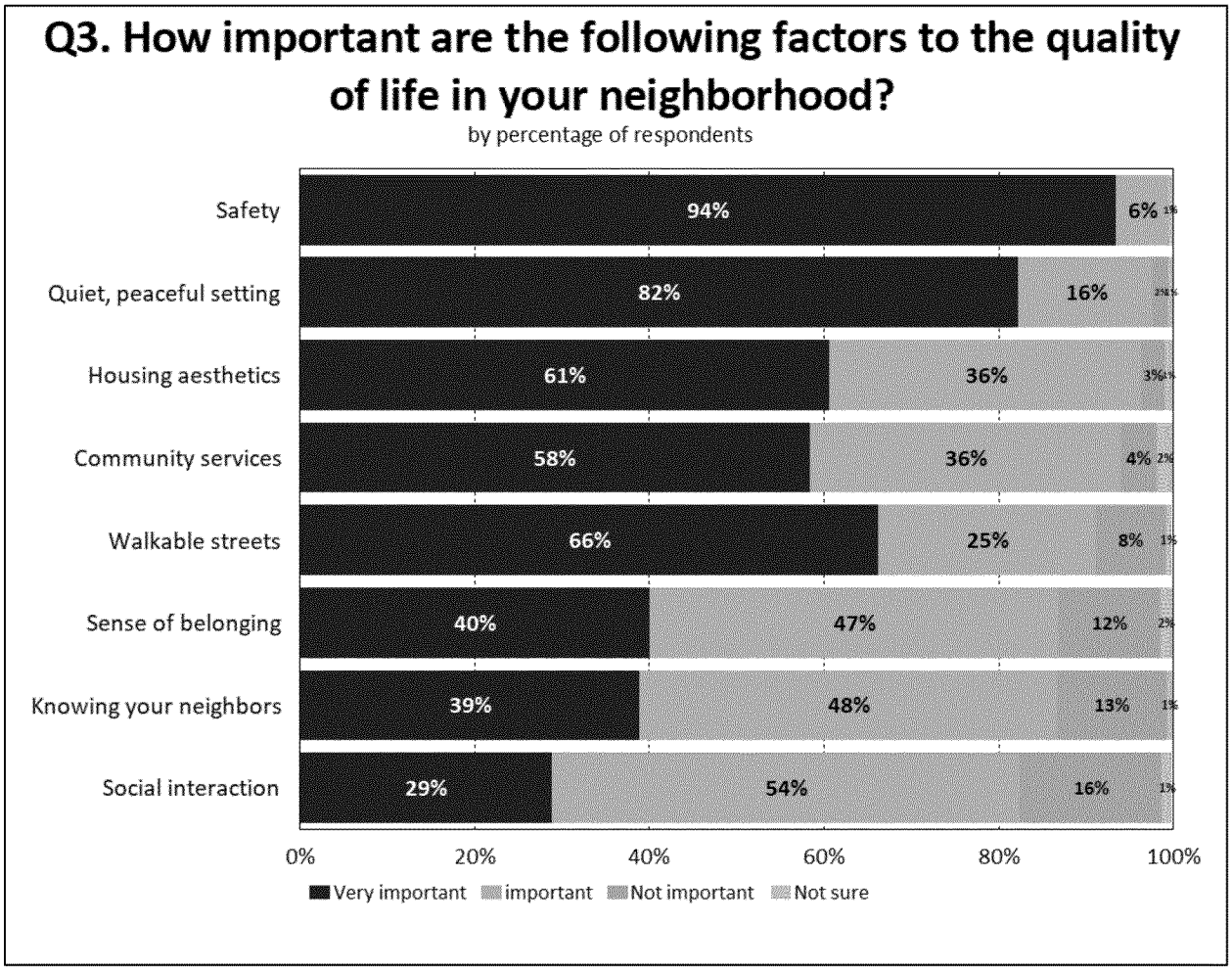
Ninety-five percent (95%) of respondents rated the quality of life in their immediate neighborhood as “excellent” (60%) or “good” (35%); 4% gave a rating of “neutral”, and only 2% rated the quality of life in their neighborhood as “poor” or “very poor”.



2022 Village of Pinehurst Neighborhood Quality of Life Survey

Factors That Impact the Quality of Life in Neighborhoods

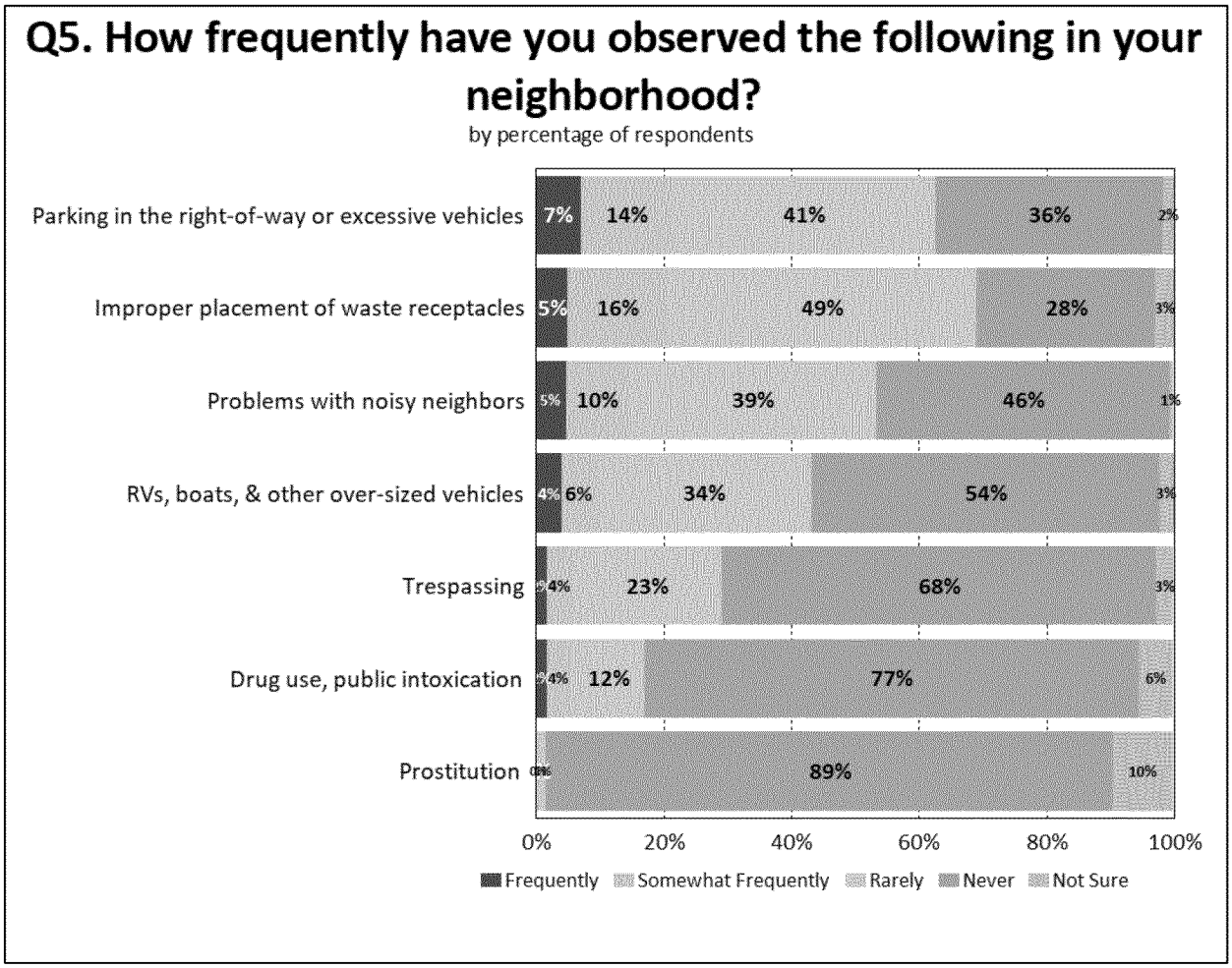
There are five factors that over 90% of respondents feel are "very important" or "important" to the quality of life in their neighborhood: safety (99%), quiet, peaceful setting (98%), housing aesthetics (97%), community services (94%), and walkable streets (91%).



2022 Village of Pinehurst Neighborhood Quality of Life Survey

Neighborhood Observations

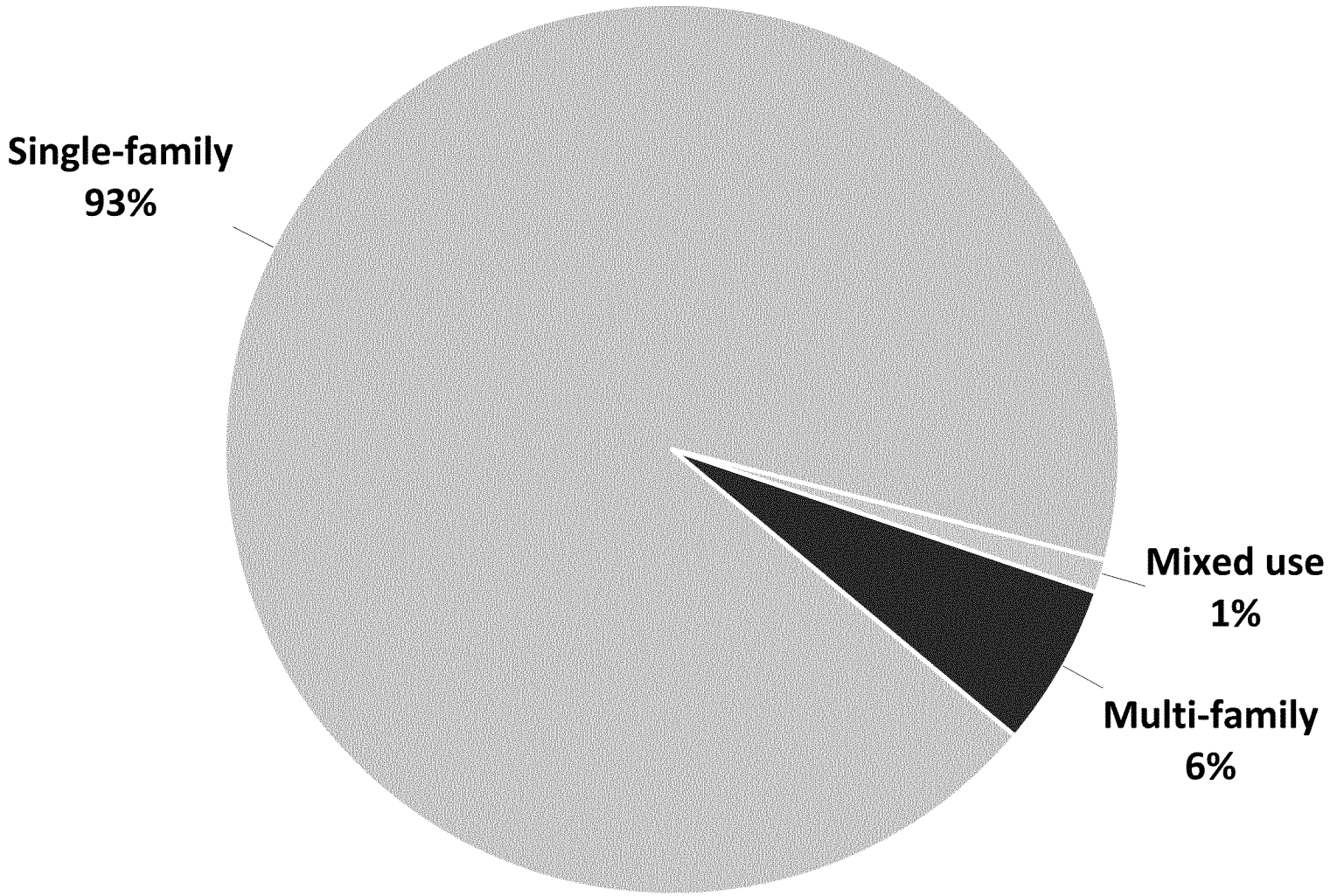
Twenty-one percent (21%) of respondents have "frequently" or "somewhat frequently" observed parking in the right-of-way or excessive vehicles in their neighborhood, 21% have "frequently" or "somewhat frequently" observed improper placement of waste receptacles in their neighborhood, and 15% have "frequently" or "somewhat frequently" experienced problems with noisy neighbors.



2 Charts and Graphs:

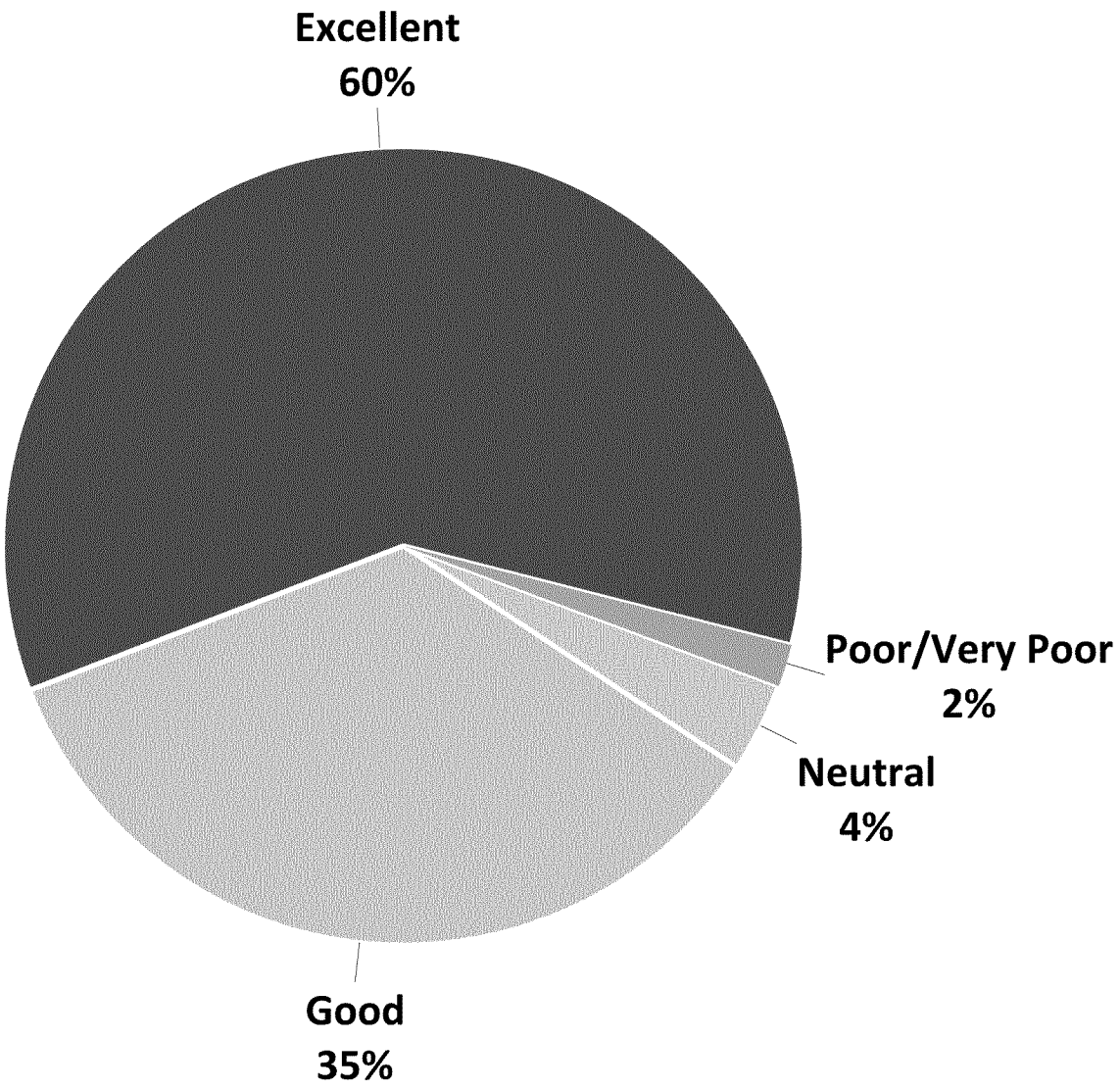
Q1. How would you describe your immediate neighborhood?

by percentage of respondents



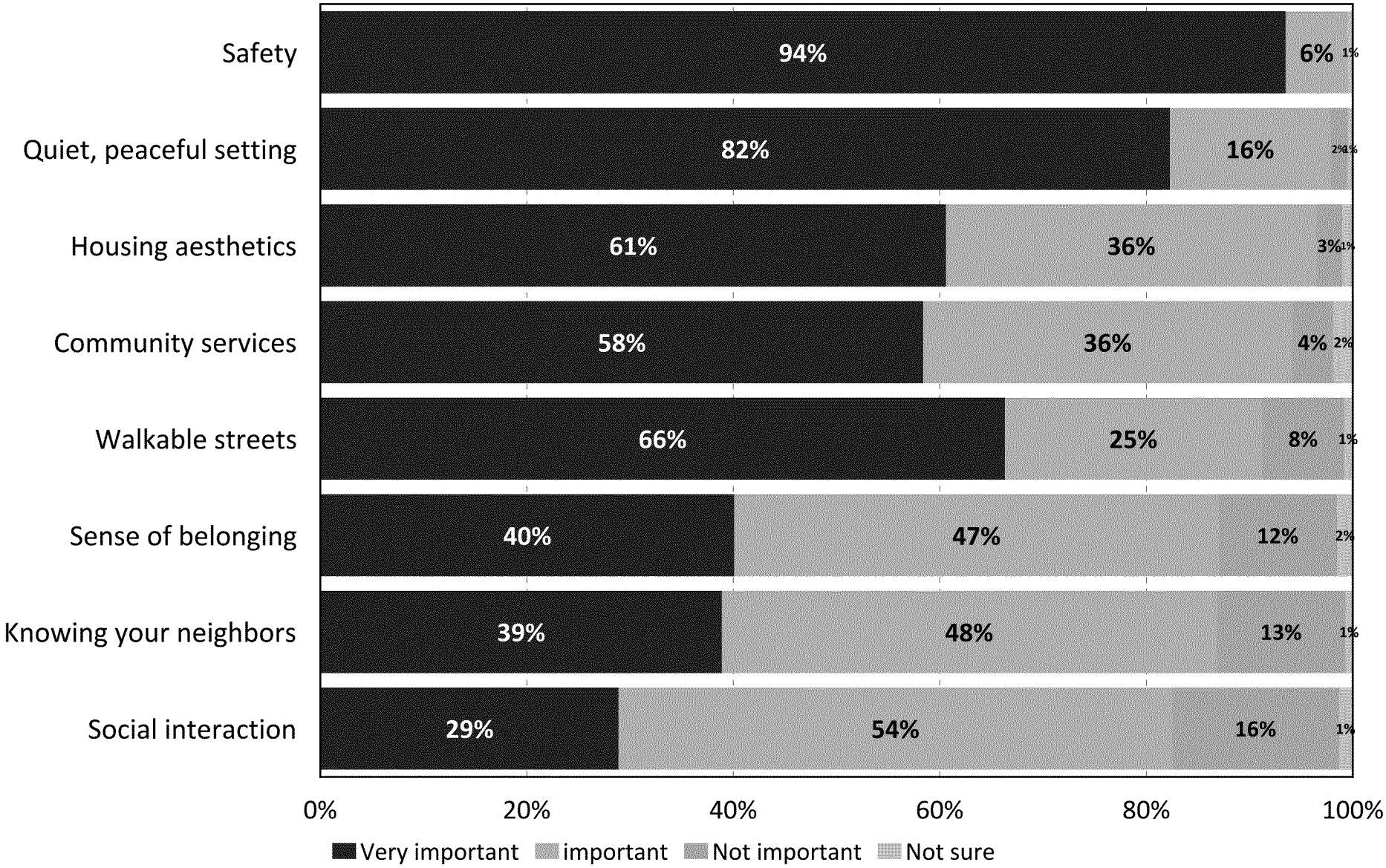
Q2. How would you rate the quality of life in your immediate neighborhood (on your street, block, cul-de-sac, etc.)?

by percentage of respondents



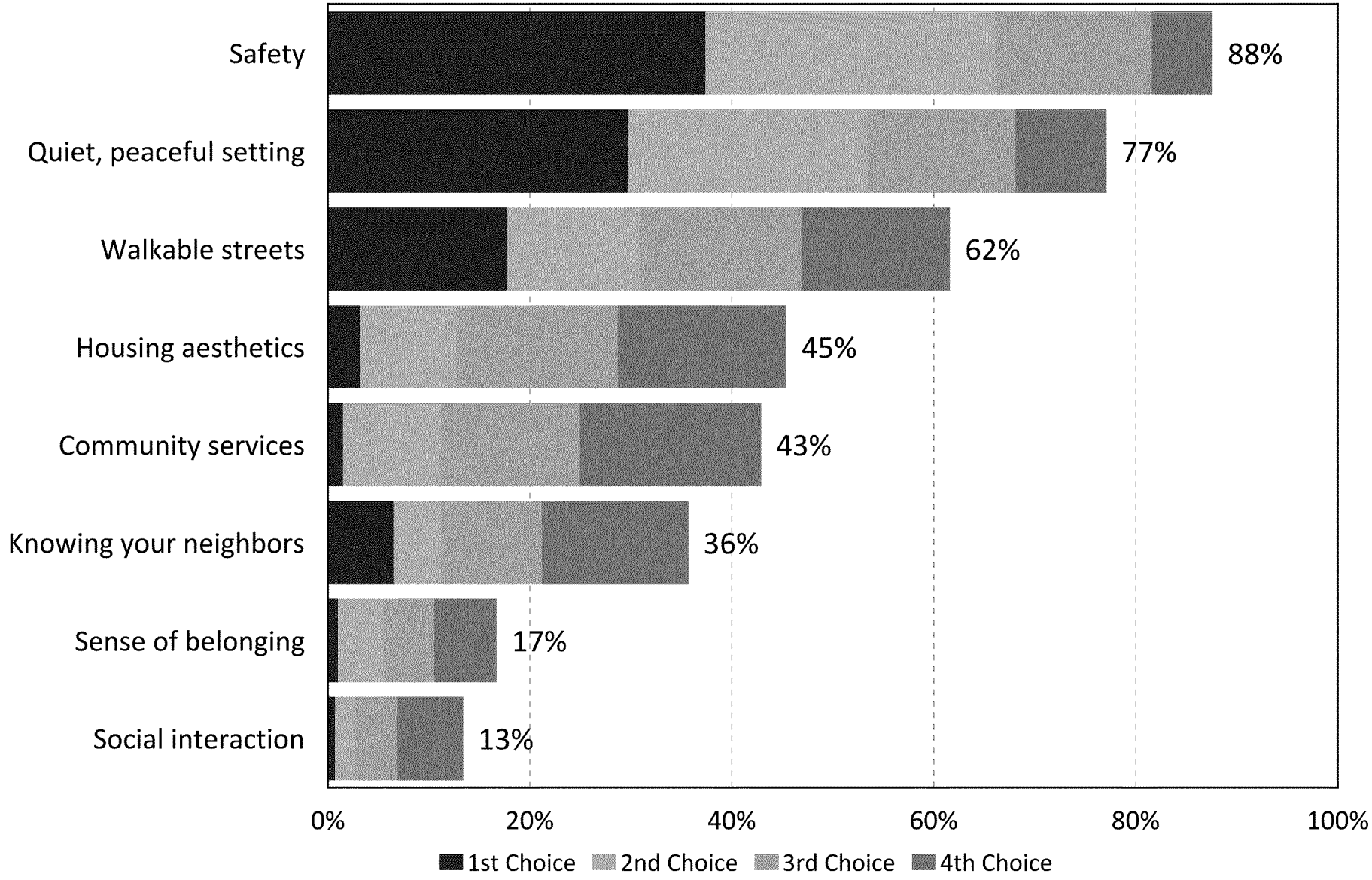
Q3. How important are the following factors to the quality of life in your neighborhood?

by percentage of respondents



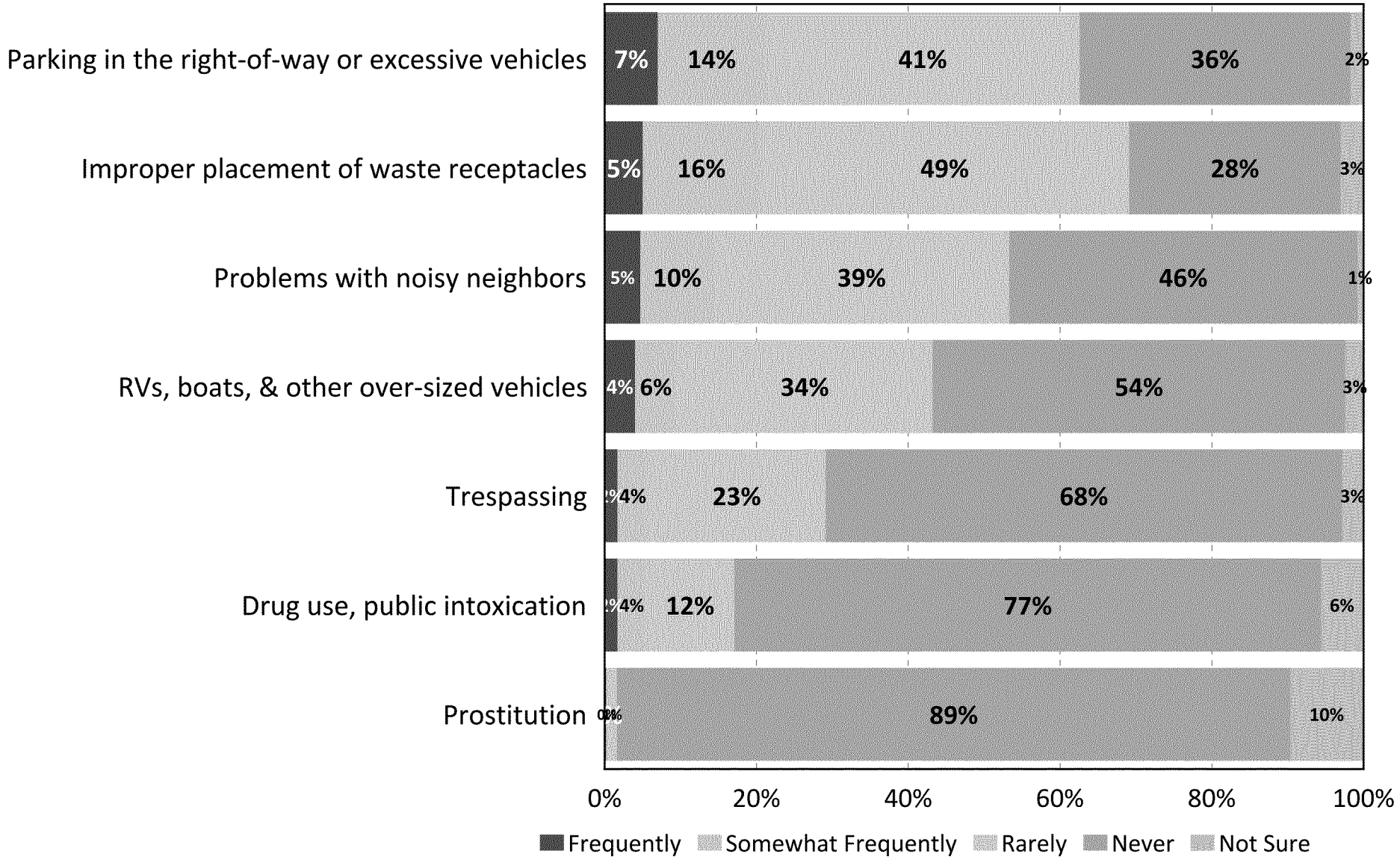
Q4. Which four factors are the MOST IMPORTANT to the quality of life in your neighborhood?

by percentage of respondents who selected the item as one of their top four choices



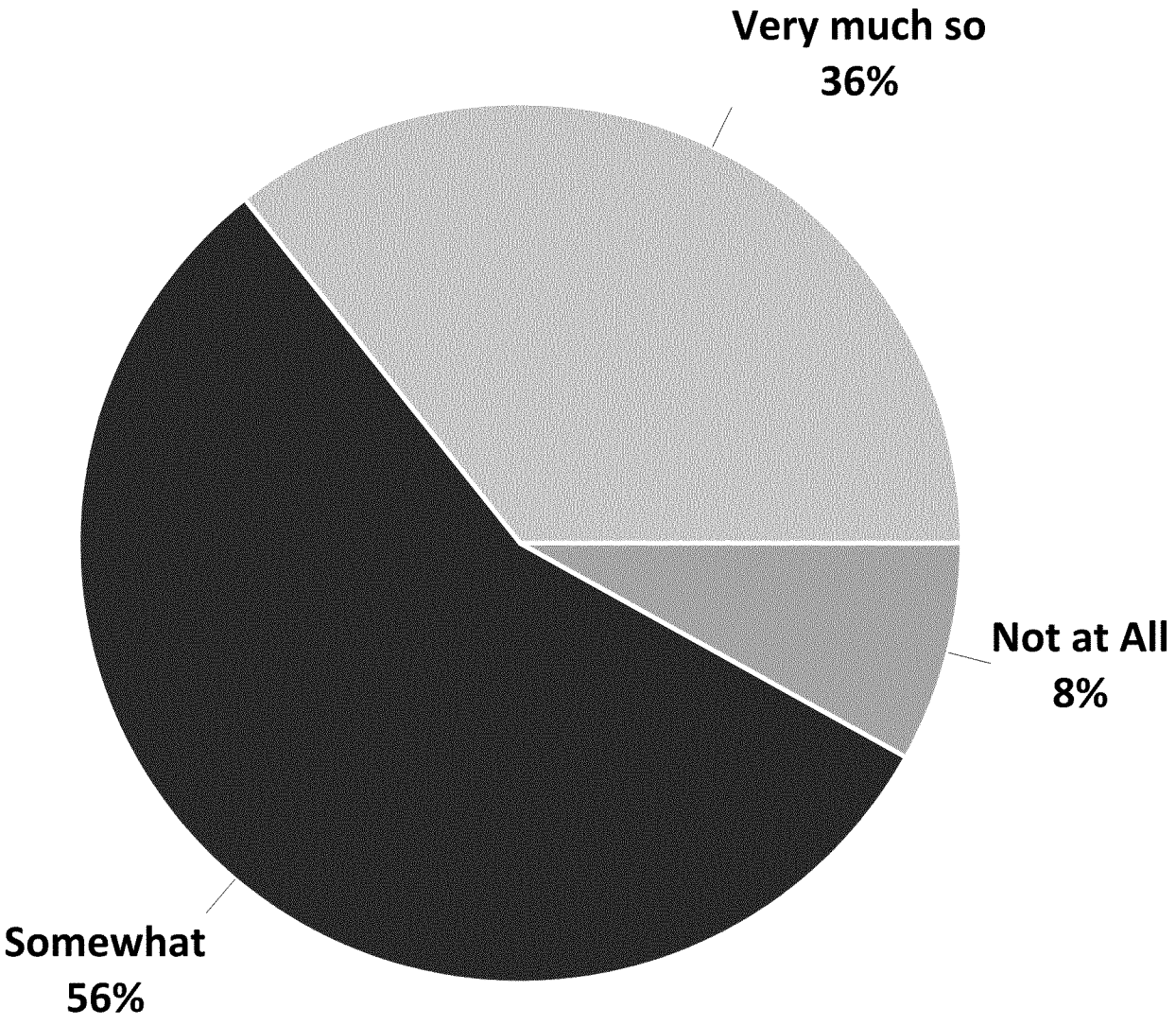
Q5. How frequently have you observed the following in your neighborhood?

by percentage of respondents



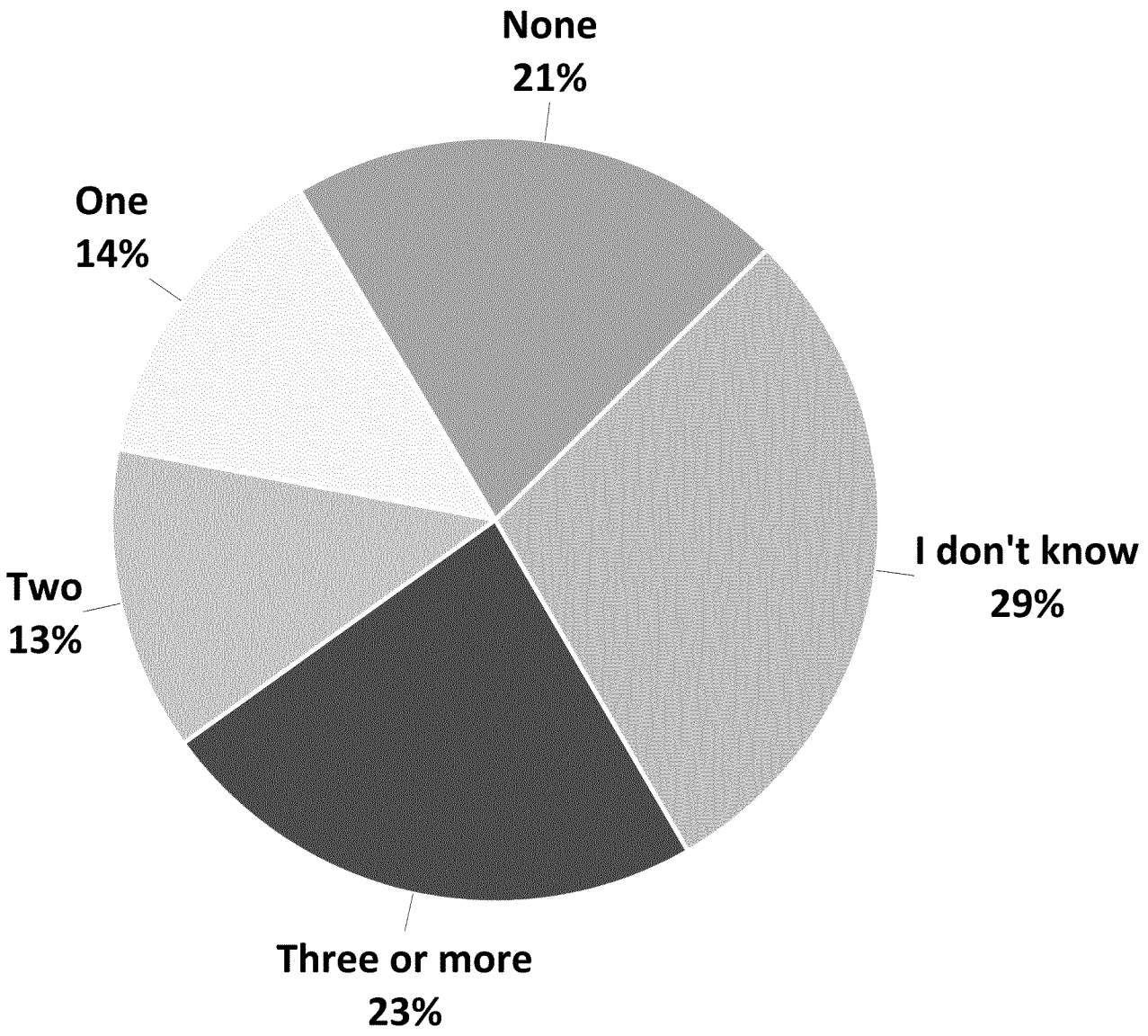
Q6. Do you feel like you know the occupants of neighboring residential properties?

by percentage of respondents



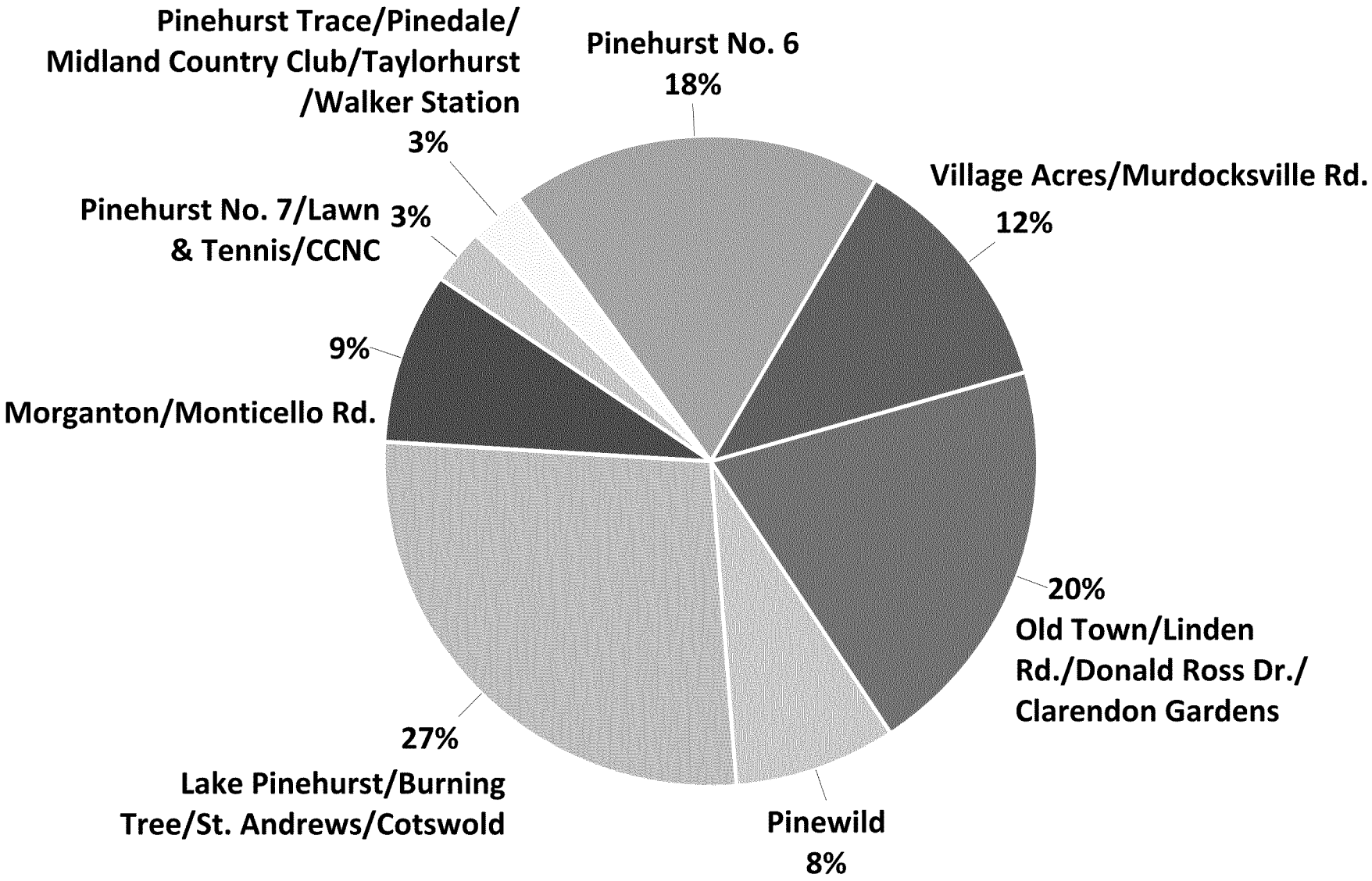
Q7. How many vacation rentals or short-term rental properties are within a two-minute walk of your front door?

by percentage of respondents



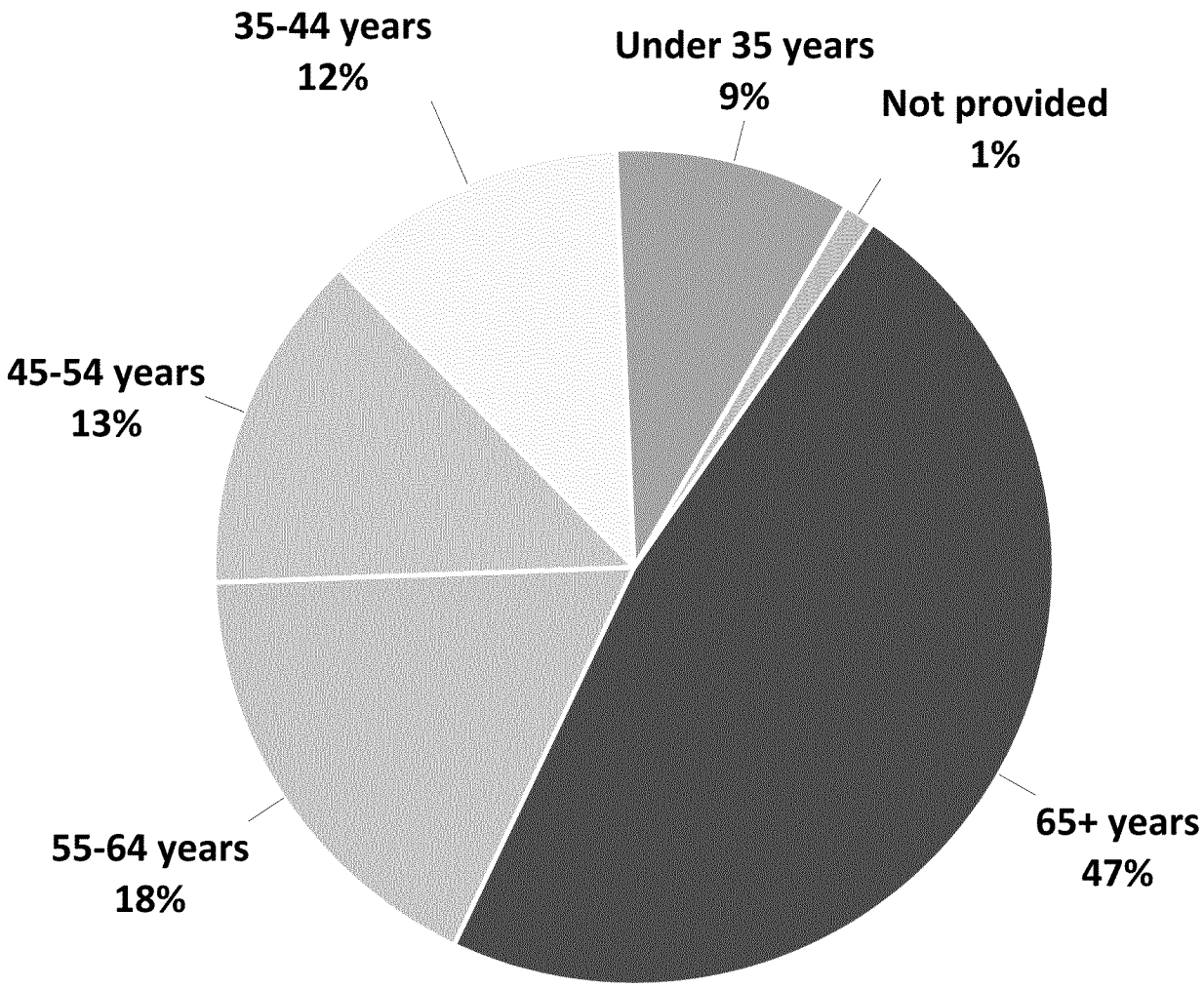
Q8. Which of the following best describes the general neighborhood areas where you live?

by percentage of respondents



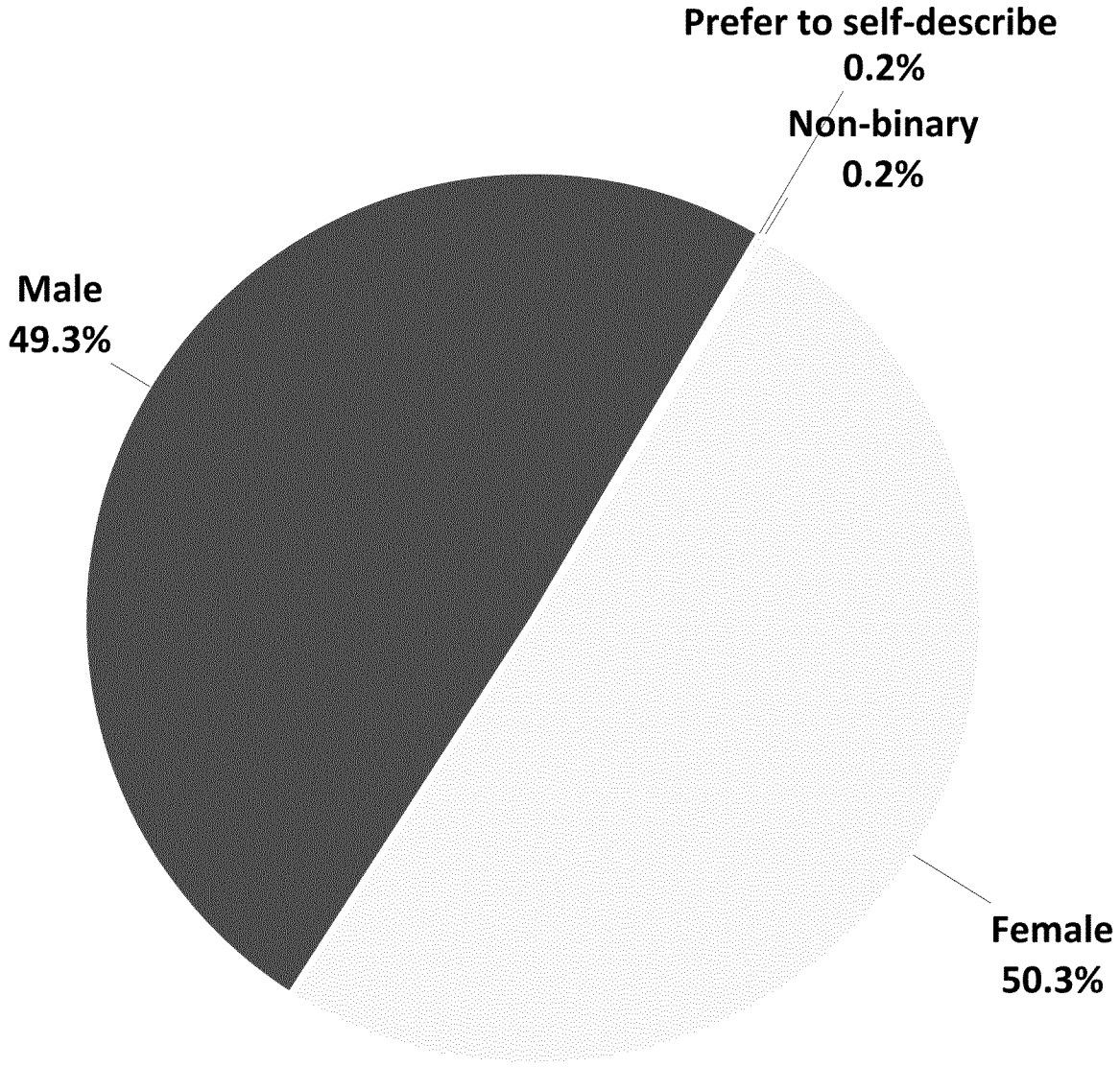
Q9. Which of the following best describes your age?

by percentage of respondents



Q10. What is your gender?

by percentage of respondents



3 Cross-Tabular Data by Question 7

Cross-Tabular Analysis

Overview

The tables on the following pages contain cross tabulations of survey questions by select respondent characteristics. Chi-square tests of significance were applied to these survey questions as a way to understand differences between the groups. If a letter is capitalized, there is a 99% probability there is an actual difference between respondents in each of the groups. If the letters are lower case, the probability of actual differences would be 95%. For each subgroup that has a statistically significant difference, an upper case or lower case letter denoting significance is shown in the category.

The letter denotes the category from which it is statistically different. Items that have no letter denotation in their column were not statistically different.

An example is provided on the following page.

Cross-Tabular Analysis

Since the letters A, B, C, D, and E are capitalized for respondents that "frequently" have problems with noisy neighbors, there is a 99% probability that there is an actual difference between households that have three or more vacation rentals or short-term rental properties within a two-minute walk of their front door, compared to households that have two or less. If the letters were lower case, there is a 95% probability that there is an actual difference.

Q5. How frequently have you observed the following in your neighborhood?

N=401	Q7. How many vacation rentals or short-term rental properties are within a two-minute walk of your front door					Total
	None A	One B	Two C	Three or more D	Don't know E	A
Q5-2. Problems with noisy neighbors						
Frequently	0.0% D	1.8% D	2.0% D	17.0% ABCE	0.9% D	4.7%
Somewhat frequently	4.8% cd	7.3%	17.6% aE	17.0% aE	5.1% CD	9.7%
Rarely	38.1%	41.8%	43.1%	34.0%	40.2%	38.9%
Never	57.1% cD	49.1% d	35.3% ae	29.8% AbE	53.8% cD	45.9%
Not sure	0.0%	0.0%	2.0%	2.1%	0.0%	0.7%

Q2. How would you rate the quality of life in your immediate neighborhood (on your street, block, cul-de-sac, etc.)?

N=401	Q7. How many vacation rentals or short-term rental properties are within a two-minute walk of your front door					Total
	None A	One B	Two C	Three or more D	Don't know E	A
Q2. How would you rate quality of life in your immediate neighborhood						
Excellent	76.2% bDE	60.0% a	62.7%	46.8% A	56.4% A	59.6%
Good	23.8% de	36.4%	33.3%	38.3% a	40.2% a	34.9%
Neutral	0.0% D	3.6%	3.9%	9.6% Ae	1.7% d	3.7%
Poor	0.0%	0.0%	0.0%	4.3%	1.7%	1.5%
Very poor	0.0%	0.0%	0.0%	1.1%	0.0%	0.2%

Q3. How important are the following factors to the quality of life in your neighborhood?

N=401

	Q7. How many vacation rentals or short-term rental properties are within a two-minute walk of your front door					Total
	None A	One B	Two C	Three or more D	Don't know E	A
Q3-1. Walkable streets						
Very important	67.9% c	61.8% C	86.3% aBDE	63.8% C	60.7% C	66.3%
Somewhat important	22.6% c	32.7% C	7.8% aBDE	27.7% C	28.2% C	24.9%
Not important	9.5%	3.6%	5.9%	7.4%	10.3%	8.0%
Not sure	0.0%	1.8%	0.0%	1.1%	0.9%	0.7%

Q3. How important are the following factors to the quality of life in your neighborhood?

N=401

	Q7. How many vacation rentals or short-term rental properties are within a two-minute walk of your front door					Total
	None A	One B	Two C	Three or more D	Don't know E	A
Q3-2. Quiet, peaceful setting						
Very important	89.3% b	74.5% a	88.2%	80.9%	79.5%	82.3%
Somewhat important	9.5% b	23.6% a	9.8%	16.0%	17.9%	15.5%
Not important	1.2%	1.8%	2.0%	1.1%	2.6%	1.7%
Not sure	0.0%	0.0%	0.0%	2.1%	0.0%	0.5%

Q3. How important are the following factors to the quality of life in your neighborhood?

N=401

	Q7. How many vacation rentals or short-term rental properties are within a two-minute walk of your front door					Total
	None A	One B	Two C	Three or more D	Don't know E	A
Q3-3. Knowing your neighbors						
Very important	42.9% e	29.1% D	47.1% E	52.1% BE	26.5% aCD	38.9%
Somewhat important	50.0% d	54.5% D	45.1%	31.9% aBE	57.3% D	47.9%
Not important	7.1%	16.4%	7.8%	14.9%	14.5%	12.5%
Not sure	0.0%	0.0%	0.0%	1.1%	1.7%	0.7%

Q3. How important are the following factors to the quality of life in your neighborhood?

N=401

	Q7. How many vacation rentals or short-term rental properties are within a two-minute walk of your front door					Total
	None A	One B	Two C	Three or more D	Don't know E	A
Q3-4. Safety						
Very important	94.0%	89.1%	96.1%	94.7%	93.2%	93.5%
Somewhat important	6.0%	10.9%	3.9%	4.3%	6.0%	6.0%
Not sure	0.0%	0.0%	0.0%	1.1%	0.9%	0.5%

Q3. How important are the following factors to the quality of life in your neighborhood?

N=401

	Q7. How many vacation rentals or short-term rental properties are within a two-minute walk of your front door					Total
	None A	One B	Two C	Three or more D	Don't know E	A
Q3-5. Community services						
Very important	50.0%	61.8%	64.7%	62.8%	56.4%	58.4%
Somewhat important	42.9%	34.5%	31.4%	28.7%	38.5%	35.7%
Not important	7.1%	1.8%	2.0%	6.4%	1.7%	4.0%
Not sure	0.0%	1.8%	2.0%	2.1%	3.4%	2.0%

Q3. How important are the following factors to the quality of life in your neighborhood?

N=401

	Q7. How many vacation rentals or short-term rental properties are within a two-minute walk of your front door					Total
	None A	One B	Two C	Three or more D	Don't know E	A
Q3-6. Sense of belonging						
Very important	46.4% e	38.2%	43.1%	47.9% E	29.1% aD	40.1%
Somewhat important	42.9%	54.5%	45.1%	39.4% e	53.0% d	46.9%
Not important	10.7%	3.6% e	9.8%	11.7%	16.2% b	11.5%
Not sure	0.0%	3.6%	2.0%	1.1%	1.7%	1.5%

Q3. How important are the following factors to the quality of life in your neighborhood?

N=401

	Q7. How many vacation rentals or short-term rental properties are within a two-minute walk of your front door					Total
	None A	One B	Two C	Three or more D	Don't know E	A
Q3-7. Housing aesthetics						
Very important	67.9% e	60.0%	70.6% e	62.8%	49.6% ac	60.6%
Somewhat important	29.8% e	34.5%	29.4% e	33.0%	46.2% ac	35.9%
Not important	1.2%	5.5%	0.0%	2.1%	3.4%	2.5%
Not sure	1.2%	0.0%	0.0%	2.1%	0.9%	1.0%

Q3. How important are the following factors to the quality of life in your neighborhood?

N=401

	Q7. How many vacation rentals or short-term rental properties are within a two-minute walk of your front door					Total
	None A	One B	Two C	Three or more D	Don't know E	A
Q3-8. Social interaction						
Very important	34.5% b	18.2% ad	33.3%	35.1% b	23.1%	28.9%
Somewhat important	52.4%	63.6% d	58.8%	44.7% b	54.7%	53.6%
Not important	11.9%	16.4%	7.8% e	19.1%	20.5% c	16.2%
Not sure	1.2%	1.8%	0.0%	1.1%	1.7%	1.2%

Q4. From the list of items in Question 3, which FOUR factors are the MOST IMPORTANT to the quality of life in your neighborhood? (top 4)

N=401	Q7. How many vacation rentals or short-term rental properties are within a two-minute walk of your front door					Total
	None A	One B	Two C	Three or more D	Don't know E	A
Q4. Sum of Top 4 Choices						
Walkable streets	59.5%	56.4%	62.7%	57.4%	68.4%	61.6%
Quiet, peaceful setting	72.6% bc	87.3% ad	88.2% ad	70.2% bc	76.1%	77.1%
Knowing your neighbors	28.6% D	34.5%	33.3%	48.9% Ae	31.6% d	35.7%
Safety	86.9%	92.7%	90.2%	84.0%	87.2%	87.5%
Community services	35.7%	47.3%	41.2%	40.4%	48.7%	42.9%
Sense of belonging	16.7%	18.2%	11.8%	16.0%	18.8%	16.7%
Housing aesthetics	47.6%	54.5% e	47.1%	45.7%	38.5% b	45.4%
Social interaction	19.0% Bc	3.6% Ade	5.9% ad	18.1% bc	13.7% b	13.5%
None chosen	3.6%	0.0%	2.0%	2.1%	2.6%	2.2%

Q5. How frequently have you observed the following in your neighborhood?

N=401

	Q7. How many vacation rentals or short-term rental properties are within a two-minute walk of your front door					Total
	None A	One B	Two C	Three or more D	Don't know E	A
Q5-1. Improper placement of waste receptacles						
Frequently	3.6%	5.5%	2.0%	9.6%	3.4%	5.0%
Somewhat frequently	9.5% d	14.5%	21.6%	21.3% a	12.8%	15.5%
Rarely	59.5% D	50.9%	51.0%	36.2% A	48.7%	48.6%
Never	26.2%	27.3%	23.5%	25.5%	33.3%	27.9%
Not sure	1.2% d	1.8%	2.0%	7.4% ae	1.7% d	3.0%

Q5. How frequently have you observed the following in your neighborhood?

N=401

	Q7. How many vacation rentals or short-term rental properties are within a two-minute walk of your front door					Total
	None A	One B	Two C	Three or more D	Don't know E	A
Q5-2. Problems with noisy neighbors						
Frequently	0.0% D	1.8% D	2.0% D	17.0% ABCE	0.9% D	4.7%
Somewhat frequently	4.8% cd	7.3%	17.6% aE	17.0% aE	5.1% CD	9.7%
Rarely	38.1%	41.8%	43.1%	34.0%	40.2%	38.9%
Never	57.1% cD	49.1% d	35.3% ae	29.8% AbE	53.8% cD	45.9%
Not sure	0.0%	0.0%	2.0%	2.1%	0.0%	0.7%

Q5. How frequently have you observed the following in your neighborhood?

N=401

	Q7. How many vacation rentals or short-term rental properties are within a two-minute walk of your front door					Total
	None A	One B	Two C	Three or more D	Don't know E	A
Q5-3. RVs, boats, & other over-sized vehicles						
Frequently	0.0% D	3.6%	3.9%	11.7% AE	0.9% D	4.0%
Somewhat frequently	1.2% bcd	9.1% a	9.8% a	7.4% a	3.4%	5.5%
Rarely	36.9%	30.9%	29.4%	34.0%	34.2%	33.7%
Never	61.9% d	52.7%	51.0%	44.7% ae	59.0% d	54.4%
Not sure	0.0% c	3.6%	5.9% a	2.1%	2.6%	2.5%

Q5. How frequently have you observed the following in your neighborhood?

N=401

	Q7. How many vacation rentals or short-term rental properties are within a two-minute walk of your front door					Total
	None A	One B	Two C	Three or more D	Don't know E	A
Q5-4. Parking in the right-of-way or excessive vehicles						
Frequently	2.4% D	7.3%	3.9%	13.8% A	6.0%	7.0%
Somewhat frequently	6.0% bCD	18.2% a	21.6% Ae	22.3% AE	8.5% cD	14.2%
Rarely	53.6% De	40.0%	47.1%	31.9% A	38.5% a	41.4%
Never	38.1%	32.7%	23.5% E	29.8% e	45.3% Cd	35.7%
Not sure	0.0%	1.8%	3.9%	2.1%	1.7%	1.7%

Q5. How frequently have you observed the following in your neighborhood?

N=401

	Q7. How many vacation rentals or short-term rental properties are within a two-minute walk of your front door					Total
	None A	One B	Two C	Three or more D	Don't know E	A
Q5-5. Drug use, public intoxication						
Frequently	0.0% d	0.0%	2.0%	5.3% a	0.9%	1.7%
Somewhat frequently	1.2% cD	0.0% cd	7.8% abE	10.6% AbE	0.0% CD	3.7%
Rarely	8.3% d	14.5%	11.8%	19.1% aE	6.8% D	11.7%
Never	89.3% bcD	76.4% ad	74.5% ade	55.3% AbcE	88.0% cD	77.3%
Not sure	1.2% bd	9.1% a	3.9%	9.6% a	4.3%	5.5%

Q5. How frequently have you observed the following in your neighborhood?

N=401

	Q7. How many vacation rentals or short-term rental properties are within a two-minute walk of your front door					Total
	None A	One B	Two C	Three or more D	Don't know E	A
Q5-6. Trespassing						
Frequently	0.0% d	1.8%	2.0%	5.3% ae	0.0% d	1.7%
Somewhat frequently	3.6%	5.5%	2.0%	6.4%	2.6%	4.0%
Rarely	28.6%	14.5% d	19.6%	30.9% b	19.7%	23.4%
Never	66.7%	76.4% D	70.6%	54.3% BE	75.2% D	68.1%
Not sure	1.2%	1.8%	5.9%	3.2%	2.6%	2.7%

Q5. How frequently have you observed the following in your neighborhood?

N=401

	Q7. How many vacation rentals or short-term rental properties are within a two-minute walk of your front door					Total
	None A	One B	Two C	Three or more D	Don't know E	A
Q5-7. Prostitution						
Frequently	0.0%	0.0%	0.0%	1.1%	0.0%	0.2%
Somewhat frequently	0.0%	0.0%	0.0%	1.1%	0.0%	0.2%
Rarely	0.0%	1.8%	2.0%	2.1%	0.9%	1.2%
Never	97.6% bcD	87.3% a	86.3% a	79.8% Ae	91.5% d	88.8%
Not sure	2.4% bcD	10.9% a	11.8% a	16.0% A	7.7%	9.5%

Q6. Do you feel like you know the occupants of neighboring residential properties?

N=401

	Q7. How many vacation rentals or short-term rental properties are within a two-minute walk of your front door					Total
	None A	One B	Two C	Three or more D	Don't know E	A
Q6. Do you feel like you know the occupants of neighboring residential properties						
Very much so	47.6% E	34.5%	33.3%	41.5% E	23.9% AD	35.7%
Somewhat	50.0% E	56.4%	58.8%	44.7% E	69.2% AD	56.4%
Not at all	2.4% D	9.1%	7.8%	13.8% A	6.8%	8.0%

4 Tabular Data

Q1. How would you describe your immediate neighborhood?

Q1. How would you describe your immediate neighborhood	Number	Percent
Single-family	372	92.8 %
Multi-family (i.e. condos, apartments, townhomes)	24	6.0 %
Mixed use (i.e. among commercial properties)	5	1.2 %
Total	401	100.0 %

Q2. How would you rate the quality of life in your immediate neighborhood (on your street, block, cul-de-sac, etc.)?

Q2. How would you rate quality of life in your immediate neighborhood	Number	Percent
Excellent	239	59.6 %
Good	140	34.9 %
Neutral	15	3.7 %
Poor	6	1.5 %
Very poor	1	0.2 %
Total	401	100.0 %

Q3. How important are the following factors to the quality of life in your neighborhood?

(N=401)

	Very important	Somewhat important	Not important	Not sure
Q3-1. Walkable streets	66.3%	24.9%	8.0%	0.7%
Q3-2. Quiet, peaceful setting	82.3%	15.5%	1.7%	0.5%
Q3-3. Knowing your neighbors	38.9%	47.9%	12.5%	0.7%
Q3-4. Safety	93.5%	6.0%	0.0%	0.5%
Q3-5. Community services	58.4%	35.7%	4.0%	2.0%
Q3-6. Sense of belonging	40.1%	46.9%	11.5%	1.5%
Q3-7. Housing aesthetics	60.6%	35.9%	2.5%	1.0%
Q3-8. Social interaction	28.9%	53.6%	16.2%	1.2%

WITHOUT NOT SURE

Q3. How important are the following factors to the quality of life in your neighborhood? (without "not sure")

(N=401)

	Very important	Somewhat important	Not important
Q3-1. Walkable streets	66.8%	25.1%	8.0%
Q3-2. Quiet, peaceful setting	82.7%	15.5%	1.8%
Q3-3. Knowing your neighbors	39.2%	48.2%	12.6%
Q3-4. Safety	94.0%	6.0%	0.0%
Q3-5. Community services	59.5%	36.4%	4.1%
Q3-6. Sense of belonging	40.8%	47.6%	11.6%
Q3-7. Housing aesthetics	61.2%	36.3%	2.5%
Q3-8. Social interaction	29.3%	54.3%	16.4%

Q4. From the list of items in Question 3, which FOUR factors are the MOST IMPORTANT to the quality of life in your neighborhood?

Q4. Top choice	Number	Percent
Walkable streets	71	17.7 %
Quiet, peaceful setting	119	29.7 %
Knowing your neighbors	26	6.5 %
Safety	150	37.4 %
Community services	6	1.5 %
Sense of belonging	4	1.0 %
Housing aesthetics	13	3.2 %
Social interaction	3	0.7 %
None chosen	9	2.2 %
Total	401	100.0 %

Q4. From the list of items in Question 3, which FOUR factors are the MOST IMPORTANT to the quality of life in your neighborhood?

Q4. 2nd choice	Number	Percent
Walkable streets	53	13.2 %
Quiet, peaceful setting	95	23.7 %
Knowing your neighbors	19	4.7 %
Safety	115	28.7 %
Community services	39	9.7 %
Sense of belonging	18	4.5 %
Housing aesthetics	38	9.5 %
Social interaction	8	2.0 %
None chosen	16	4.0 %
Total	401	100.0 %

Q4. From the list of items in Question 3, which FOUR factors are the MOST IMPORTANT to the quality of life in your neighborhood?

Q4. 3rd choice	Number	Percent
Walkable streets	64	16.0 %
Quiet, peaceful setting	59	14.7 %
Knowing your neighbors	40	10.0 %
Safety	62	15.5 %
Community services	55	13.7 %
Sense of belonging	20	5.0 %
Housing aesthetics	64	16.0 %
Social interaction	17	4.2 %
None chosen	20	5.0 %
Total	401	100.0 %

Q4. From the list of items in Question 3, which FOUR factors are the MOST IMPORTANT to the quality of life in your neighborhood?

Q4. 4th choice	Number	Percent
Walkable streets	59	14.7 %
Quiet, peaceful setting	36	9.0 %
Knowing your neighbors	58	14.5 %
Safety	24	6.0 %
Community services	72	18.0 %
Sense of belonging	25	6.2 %
Housing aesthetics	67	16.7 %
Social interaction	26	6.5 %
None chosen	34	8.5 %
Total	401	100.0 %

SUM OF TOP 4 CHOICES

Q4. From the list of items in Question 3, which FOUR factors are the MOST IMPORTANT to the quality of life in your neighborhood? (top 4)

Q4. Sum of Top 4 Choices	Number	Percent
Walkable streets	247	61.6 %
Quiet, peaceful setting	309	77.1 %
Knowing your neighbors	143	35.7 %
Safety	351	87.5 %
Community services	172	42.9 %
Sense of belonging	67	16.7 %
Housing aesthetics	182	45.4 %
Social interaction	54	13.5 %
None chosen	9	2.2 %
Total	1534	

Q5. How frequently have you observed the following in your neighborhood?

(N=401)

	Frequently	Somewhat frequently	Rarely	Never	Not sure
Q5-1. Improper placement of waste receptacles	5.0%	15.5%	48.6%	27.9%	3.0%
Q5-2. Problems with noisy neighbors	4.7%	9.7%	38.9%	45.9%	0.7%
Q5-3. RVs, boats, & other over-sized vehicles	4.0%	5.5%	33.7%	54.4%	2.5%
Q5-4. Parking in the right-of-way or excessive vehicles	7.0%	14.2%	41.4%	35.7%	1.7%
Q5-5. Drug use, public intoxication	1.7%	3.7%	11.7%	77.3%	5.5%
Q5-6. Trespassing	1.7%	4.0%	23.4%	68.1%	2.7%
Q5-7. Prostitution	0.2%	0.2%	1.2%	88.8%	9.5%

WITHOUT NOT SURE

Q5. How frequently have you observed the following in your neighborhood? (without "not sure")

(N=401)

	Frequently	Somewhat frequently	Rarely	Never
Q5-1. Improper placement of waste receptacles	5.1%	15.9%	50.1%	28.8%
Q5-2. Problems with noisy neighbors	4.8%	9.8%	39.2%	46.2%
Q5-3. RVs, boats, & other over-sized vehicles	4.1%	5.6%	34.5%	55.8%
Q5-4. Parking in the right-of-way or excessive vehicles	7.1%	14.5%	42.1%	36.3%
Q5-5. Drug use, public intoxication	1.8%	4.0%	12.4%	81.8%
Q5-6. Trespassing	1.8%	4.1%	24.1%	70.0%
Q5-7. Prostitution	0.3%	0.3%	1.4%	98.1%

Q6. Do you feel like you know the occupants of neighboring residential properties?

Q6. Do you feel like you know the occupants of neighboring residential properties	Number	Percent
Very much so	143	35.7 %
Somewhat	226	56.4 %
Not at all	32	8.0 %
Total	401	100.0 %

Q7. How many vacation rentals or short-term rental properties are within a two-minute walk of your front door?

Q7. How many vacation rentals or short-term rental properties are within a two-minute walk of your front door	Number	Percent
None	84	20.9 %
One	55	13.7 %
Two	51	12.7 %
Three or more	94	23.4 %
Don’t know	117	29.2 %
Total	401	100.0 %

WITHOUT DON’T KNOW

Q7. How many vacation rentals or short-term rental properties are within a two-minute walk of your front door? (without "don't know")

Q7. How many vacation rentals or short-term rental properties are within a two-minute walk of your front door	Number	Percent
None	84	29.6 %
One	55	19.4 %
Two	51	18.0 %
Three or more	94	33.1 %
Total	284	100.0 %

Q8. Which of the following best describes the general neighborhood areas where you live?

Q8. Which following best describes the general neighborhood areas where you live	Number	Percent
Pinehurst No. 6	71	17.7 %
Pinehurst Trace/Pinedale/Midland Country Club/ Taylorhurst/Walker Station	11	2.7 %
Pinehurst No. 7/Lawn & Tennis/CCNC	11	2.7 %
Morganton/Monticello Rd.	33	8.2 %
Lake Pinehurst/Burning Tree/St. Andrews/Cotswold	105	26.2 %
Pinewild	31	7.7 %
Old Town/Linden Rd./Donald Ross Dr./Clarendon Gardens	78	19.5 %
Village Acres/Murdocksville Rd.	48	12.0 %
Not provided	13	3.2 %
Total	401	100.0 %

WITHOUT NOT PROVIDED

Q8. Which of the following best describes the general neighborhood areas where you live? (without "not provided")

Q8. Which following best describes the general neighborhood areas where you live	Number	Percent
Pinehurst No. 6	71	18.3 %
Pinehurst Trace/Pinedale/Midland Country Club/ Taylorhurst/Walker Station	11	2.8 %
Pinehurst No. 7/Lawn & Tennis/CCNC	11	2.8 %
Morganton/Monticello Rd.	33	8.5 %
Lake Pinehurst/Burning Tree/St. Andrews/Cotswold	105	27.1 %
Pinewild	31	8.0 %
Old Town/Linden Rd./Donald Ross Dr./Clarendon Gardens	78	20.1 %
Village Acres/Murdocksville Rd.	48	12.4 %
Total	388	100.0 %

Q9. Which of the following best describes your age?

Q9. Which following best describes your age	Number	Percent
Under 35 years	36	9.0 %
35-44 years	47	11.7 %
45-54 years	53	13.2 %
55-64 years	70	17.5 %
65+ years	190	47.4 %
Not provided	5	1.2 %
Total	401	100.0 %

WITHOUT NOT PROVIDED

Q9. Which of the following best describes your age? (without "not provided")

Q9. Which following best describes your age	Number	Percent
Under 35 years	36	9.1 %
35-44 years	47	11.9 %
45-54 years	53	13.4 %
55-64 years	70	17.7 %
65+ years	190	48.0 %
Total	396	100.0 %

Q10. What is your gender?

Q10. Your gender	Number	Percent
Male	197	49.1 %
Female	201	50.1 %
Non-binary	1	0.2 %
Prefer to self-describe	1	0.2 %
Not provided	1	0.2 %
Total	401	100.0 %

WITHOUT NOT PROVIDED

Q10. What is your gender? (without "not provided")

Q10. Your gender	Number	Percent
Male	197	49.3 %
Female	201	50.3 %
Non-binary	1	0.3 %
Prefer to self-describe	1	0.3 %
Total	400	100.0 %

Q10-4. Self-describe your gender:

Q10-4. Self-describe your gender	Number	Percent
Gender Fluid	1	100.0 %
Total	1	100.0 %

5 Survey Instrument

2022 Village of Pinehurst Neighborhood Survey

Please take a few minutes to complete this survey. Your input is an important part of the Village's ongoing effort to identify and respond to resident concerns. If you have questions, please contact Jeff Sanborn, Village Manager at (910) 295-1900, ext. 1101 or at *jsanborn@vopnc.org*.

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1. How would you describe your immediate neighborhood?

____(1) Single-family
____(2) Multi-family (i.e. condos, apartments, townhomes)
____(3) Mixed use (i.e. among commercial properties)

2. How would you rate the quality of life in your immediate neighborhood (on your street, block, cul-de-sac, etc.)?

____(1) Excellent ____(2) Good ____(3) Neutral ____(4) Poor ____(5) Very Poor

3. How important are the following factors to the quality of life in your neighborhood?

		Very Important	Somewhat Important	Not Important	Not Sure
1.	Walkable streets	3	2	1	9
2.	Quiet, peaceful setting	3	2	1	9
3.	Knowing your neighbors	3	2	1	9
4.	Safety	3	2	1	9
5.	Community services	3	2	1	9
6.	Sense of belonging	3	2	1	9
7.	Housing aesthetics	3	2	1	9
8.	Social interaction	3	2	1	9

4. From the list of items in in Question 3, which FOUR factors are the MOST IMPORTANT to the quality of life in your neighborhood? *[Write in your answers below using the numbers from the list in Question 3.]*

1st: ____ 2nd: ____ 3rd: ____ 4th: ____

5. How frequently have you observed the following in your neighborhood?

		Frequently	Somewhat Frequently	Rarely	Never	Not Sure
1.	Improper placement of waste receptacles	4	3	2	1	9
2.	Problems with noisy neighbors	4	3	2	1	9
3.	RVs, boats, and other over-sized vehicles	4	3	2	1	9
4.	Parking in the right-of-way or excessive vehicles	4	3	2	1	9
5.	Drug use, public intoxication	4	3	2	1	9
6.	Trespassing	4	3	2	1	9
7.	Prostitution	4	3	2	1	9

6. Do you feel like you know the occupants of neighboring residential properties?

____(1) Very much so ____(2) Somewhat ____(3) Not at All

7. How many vacation rentals or short-term rental properties are within a two-minute walk of your front door?

____(1) None ____(2) One ____(3) Two ____(4) Three or more ____(5) I don't know

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8. Which of the following best describes the general neighborhood areas where you live?

____(1) Pinehurst No. 6
____(2) Pinehurst Trace/Pinedale/Midland Country Club/Taylorhurst/Walker Station
____(3) Pinehurst No. 7/Lawn & Tennis/CCNC
____(4) Morganton/Monticello Rd.
____(5) Lake Pinehurst/Burning Tree/St. Andrews/Cotswold
____(6) Pinewild
____(7) Old Town/Linden Rd./Donald Ross Dr./Clarendon Gardens
____(8) Village Acres/Murdocksville Rd.

9. Which of the following best describes your age?

____(1) Under 25 years
____(2) 25-34 years
____(3) 35-44 years
____(4) 45-54 years
____(5) 55-64 years
____(6) 65+ years

10. What is your gender?

____(1) Male
____(2) Female
____(3) Non-binary
____(4) Prefer to self-describe

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify the level of satisfaction with Village services in your area. If your address is not correct, please provide the correct information. Thank you.

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