

State of Hawaii Land Use Commission  
P.O. Box 2359  
Honolulu, HI 96804

June 22, 2020

RE: Petitions for Declaratory Order DR20-69 & DR20-70

To the Land Use Commission of the State of Hawaii:

My testimony addresses why short term vacation rentals (STVRs) are intrusive to our neighborhood. My testimony is specific to the STVR next door to my home (TMK: (3) 5-9-012:038) which was occupied by full time residents prior to the sale on April 6, 2018.

Imagine finding a wonderful piece of land in a quiet, peaceful neighborhood with wonderful neighbors. You build your dream house and begin life in your new surroundings. Then your next door neighbor sells their home.

The new owners advertise the home for short term vacation rentals housing 12 adults, with 6 bedrooms and 6 permitted vehicles. Now imagine large groups of vacationers partying during the day and late into the evening in the resort like setting with 6 vehicles in the driveway honking horns setting and resetting alarms. Do you want to live next door to this home?

The property manager has been contacted numerous times over the inexcusable noise levels pouring into our home. The response each time was less than satisfying as they refuse to accept responsibility on behalf of their client.

These are the responses from the property manager when I request some relief from the yelling, loud music and car horns:

From an email Oct 20, 2019

"We cannot control the actions of the guests, and I do stress to every incoming guest that they are in a residential area and to be respectful of the neighbors. These are people who are on vacation as a family, and they are enjoying the amenities of the property. They do not feel that the noise levels are unreasonable when I call them about it. I don't know how to resolve this to your satisfaction while the property remains a vacation rental. I do hear your complaints, and I try to resolve them with the guests."

From and email Nov 16, 2019

"I'm doing all I can, but I cannot tell people on vacation with children to keep their outside voices at a conversational level and expect them to honor it, especially when I'm not there.. I'm well aware that this house is in a neighborhood, rather than a resort, and I try to make this clear to them as well."

From an email Nov 18, 2019

"I do understand where you are coming from, this isn't what you signed up for when you bought your home. I'm doing what I can, but without physically being on property 24/7, I cannot prevent renters from making noise that carries to your home. Even if I was on property, I couldn't prevent that. Thank you for understanding that I am trying, and I appreciate that you keep me informed of violations."

From and email Dec 14, 2019 (when the guests were having a very loud party next door which came straight into my home beginning at 8pm where the noise was intolerable) "I have now left 2 message for the guests. I am not sure what the police could do as it is not quiet hours for Kohala Ranch. I understand your frustration, but do not know what else I can do. It would be more than one hour for me to arrive, as I live in Kona. What can I do?"

We built here in Kohala Ranch specifically as an agricultural and not in a resort community to enjoy a peaceful community with residents who also treat this community as their home and not a cash cow for owners, real estate agents, advertising agencies and property managers.

Thank you for listening to my side of the story.

Respectfully,

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