

Bounds - Paradise Retreats - #3  
Letter dated 12.2.16

**Daly, Julia Rutherford**

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**From:** Joseph Bounds <joseph@paradiseretreats.com>  
**Sent:** Friday, December 02, 2016 10:55 PM  
**To:** sbcob  
**Subject:** NoiseAware can help solve short term rental noise issues

Dear SB County Board of Supervisors:

For the last 10 years, Paradise Retreats has managed over 100 short term rentals in Santa Barbara County.

From personal experience, I know that short term renters can sometimes generate noise complaints.

A primary philosophy of Paradise Retreats is to respect and enforce our neighbors' right to the quiet enjoyment of their property. The nature of short term rentals allows us to have much more involvement in (and control over) the behavior of our Guests. Whenever we are informed of a noise complaint, we take immediate action to resolve it.

Until recently, the main way we were made aware of noise issues at our properties was by a neighbor contacting us. This puts neighbors in a bad position for two reasons. One, by the time they decide to call us, the noise issue has been bothering them for some time and they are upset. Two, they resent the fact that they need to be the "police" of a property near them.

We recently discovered and have implemented an effective system which solves both of these issues.

The system is called **Noise Aware** ( <https://www.noiseaware.io> ).

How does NoiseAware protect against noise complaints? Like a smoke detector for noise, NoiseAware sends an alert (via text message and/or email) when quiet hours violations are detected. The NoiseAware sensor plugs into the wall, connects to wifi and takes continuous noise measurements (note: it only records decibel levels, so guest privacy is never jeopardized).

We customize our Quiet Hours and Noise Sensitivity levels, and when the settings for allowable noise is exceeded, a "noise alert" text message is sent to our On-Duty Property Services Manager (24/7). This notification allows us to be proactive and immediately respond to the situation before the neighbors feel the need to report it to us. NoiseAware has proven to be a simple and necessary tool that saves neighbors & police from being de-facto noise monitors.

Our experience is that over 99% of short term rental nights booked do NOT result in noise violations. That is why I support reasonable short term rental legislation that allows responsible, neighborly hosts and managers to exercise their right to rent private property short term. Additionally, I also support legislation that penalizes irresponsible proprietors of short term rentals.

I would be happy to work with you or anyone else at the Board of Supervisors to better explain NoiseAware and/or our data on noise violations.

Sincerely,

Joseph Bounds

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