Host Compliance Scope of Services:

MOBILE ENABLED PERMITTING AND REGISTRATION

The development and hosting of an electronic web-based short term rental registration form. The capabilities of the forms include:

- 24/7 availability
- Mobile adaptive design (if customer's website is also mobile adaptive)
- Embeddable into customer's website using an iframe (by customer IT personnel)
- The ability to validate inputs whenever possible as to minimize data-entry errors
- Electronic signature capabilities
- SSL encryption
- Data available through app.hostcompliance.com
- Data downloadable into CSV format via app.hostcompliance.com

ADDRESS IDENTIFICATION

- Live web-delivered dashboard with aggregate statistics on STR activity
- Detailed monthly report with:
  - Active monitoring of STR listings across websites
  - Analysis of STR activity scale, scope and trends
  - Up-to-date list of jurisdiction's active STR listings
  - High resolution screenshots of all active listings (captured weekly)
  - Full address and contact information for all identifiable STRs in jurisdiction
  - Downloadable into MS Excel or CSV files for portability or upload into other systems

COMPLIANCE MONITORING

- Ongoing monitoring of STRs for zoning and permit compliance
- Pro-active and systematic outreach to unpermitted and/or illegal short-term rental operators (using jurisdiction's form letters)
- Monthly staff report on jurisdiction's zoning and permit compliance:
  - Up-to-date list of STRs operating illegally or without the proper permits
  - Full case history for non-compliant listings

RENTAL ACTIVITY MONITORING AND TAX COLLECTION SUPPORT

- Automatic monitoring of calendar and review activity across STR websites
- Weekly screenshots of review and calendars for each active listing
- Quarterly pro-active, systematic and data-informed outreach to short-term rental operators regarding their tax remittance obligations (using jurisdiction's form letters)
- Quarterly staff report on jurisdiction's STR tax compliance:
  - Up-to-date list of STR landlords suspected of under-reporting taxes
  - Documentation of information that serves as the foundation for the suspicion of tax under-reporting
- Custom reports and analysis to support tax audits and other STR related investigations

24/7 HOTLINE

24/7 staffed telephone and email hotline for neighbors to report non-emergency problems related to STR properties

- Full documentation of all reported incidents
- Digital recordings and written transcripts of all calls
- Ability for neighbors to include photos, video footage and sound recordings to document complaints
- Real-time outreach to owners of problem properties (whenever owner's contact info is known)
- Weekly staff reports containing:
  - The number and types of reported incidents
  - List of properties for which incidents have been reported
- Custom reports and analysis of hotline related activities