

Web: hostcompliance.com/tips
Call: (435) STR-HELP (787-4357)



Short-term Rentals Telephone Hotline Implementation Meeting

2017

Host Compliance Introduction



- Silicon Valley based technology company
- Exclusively focused on providing short-term rental compliance monitoring technology to local governments
- Team of seasoned local government technology executives and data-scientists

Host Compliance's STR Hotline 101

- Designed to deal with non-emergency short-term rental related nuisances specific to a particular rental unit such as:
 - Tips about non-permitted STRs
 - Noise issues
 - Trash problems
 - Parking violations
 - Non-permitted events
 - Etc.
- **NOT** meant to deal with:
 - Emergencies such as fire, crime or medical problems
 - Issues unrelated to short-term rentals
 - Short-term rental related issues unrelated to a specific property/rental unit
 - General questions related to short-term rentals such as:
 - How do I get a permit
 - How do I pay my taxes
 - How can I find out if my neighbor operates a short-term rental
 - How many short-term rentals are there in X neighborhood.

The Process: Host Compliance's 24/7 STR Hotline services makes it easy for neighbors to report, prove and resolve non-emergency STR related problems in real-time

Step 1

Concerned neighbor calls 24/7 short-term rental hotline (435) STR-HELP



Step 2

Complainant provides info on alleged violation and is asked to provide photo, video or other proof of alleged violation



Step 3

If property is registered, Host Compliance immediately calls host to seek resolution



Step 4

Problem solved or escalated – Complaints saved in database so serial offenders be held accountable



APPENDIX

Detailed Call Flow

