



Cost-effective solutions to Colorado Springs's short-term rental monitoring and compliance problems

Agenda

- Introductions
- USA and Colorado Springs Specific Market Context
- The Host Compliance Solution
- Discussion and Next Steps

Team Introduction



Ulrik Binzer

Founder & CEO

Classically trained entrepreneur
and short-term rental
compliance thought leader

Golden Gate Capital
McKinsey & Company
Harvard Business School
Royal Danish Army



David Marcus

Co-Founder & CTO

Seasoned software development
and geospatial data science
expert

Nielsen Analytic Consulting
Hewitt Associates
DwellAware
aboutLife
California Institute of Technology



Paul Hetherington

Chief Commercial Officer

20 years of local government
software sales experience

iCompass Technologies
Sierra Wireless
Recon Instruments
Siemens
British Columbia Institute of Technology

More than 290 leading cities and counties (26 in Colorado) are looking to Host Compliance for guidance, data and solutions to their short-term rental challenges

Beaver Creek

City of Aurora

City of Boulder

City of Broomfield

City of Denver

City of Durango

City of Fort Collins

City of Golden

City of Manitou Springs

Cordillera Metropolitan District

Eagle County

Grand County

Gunnison County

Summit County

Town of Breckenridge

Town of Crested Butte

Town of Dillon

Town of Estes Park

Town of Fraser

Town of Frisco

Town of Grand Lake

Town of Mount Crested Butte

Town of Pagosa Springs

Town of Silverthorne

Town of Vail

Village of Bachelor Gulch



Check <https://hostcompliance.com/clients/> for updates

Agenda

- Introductions
- USA and Colorado Springs Specific Market Context
- The Host Compliance Solution
- Discussion and Next Steps

Tell us a bit about you, Colorado Springs, and where you are in terms of regulating short-term rentals?

- ✓ Key findings: Ordinance adopted in January, only 300 in compliance through existing permits and help from property managers. Now the city seeks to bring into compliance the remainder. It appears Host Compliance's services could help save Colorado Springs a significant amount of complexity and allow pro-active enforcement in short order.
- ✓ Analysis shows 2,673 listings and 2,233 properties.
- ✓ Renting out homes on a short-term basis is currently legal.
- ✓ 300 STRs registered to date.
- ✓ Regarding tax status, Colorado Springs is entitled to 6.12% of the gross rental revenues leaving significant tax recovery revenue available.

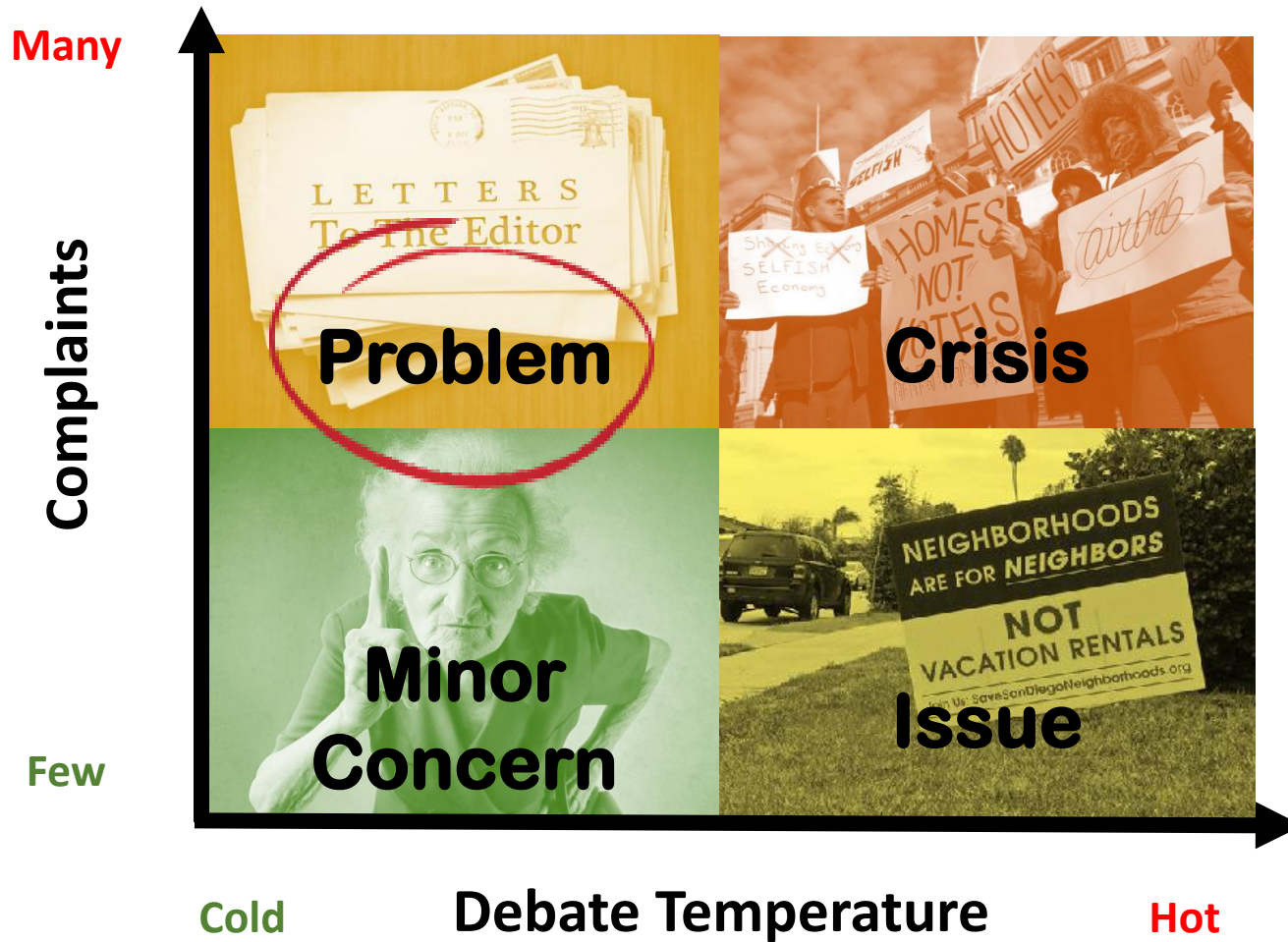


What are Colorado Springs's most important goals as it relates to short-term rentals?

1. Reduce noise, parking, traffic and trash-problems
2. Eliminate party houses
3. Reduce STR's impact on neighborhood character
4. Ensure building safety
5. Improve city's responsiveness to neighbor complaints
6. Stem STR's negative impact on affordable housing availability
7. Improve permit and tax compliance to increase tax revenue
8. Ensure a level playing field between law abiding traditional lodging providers and illegal short-term rentals
9. Reduce tension between short-term rental property owners and their neighbors
10. Send a clear message to citizens that the city takes the STR problems seriously
11. Other?

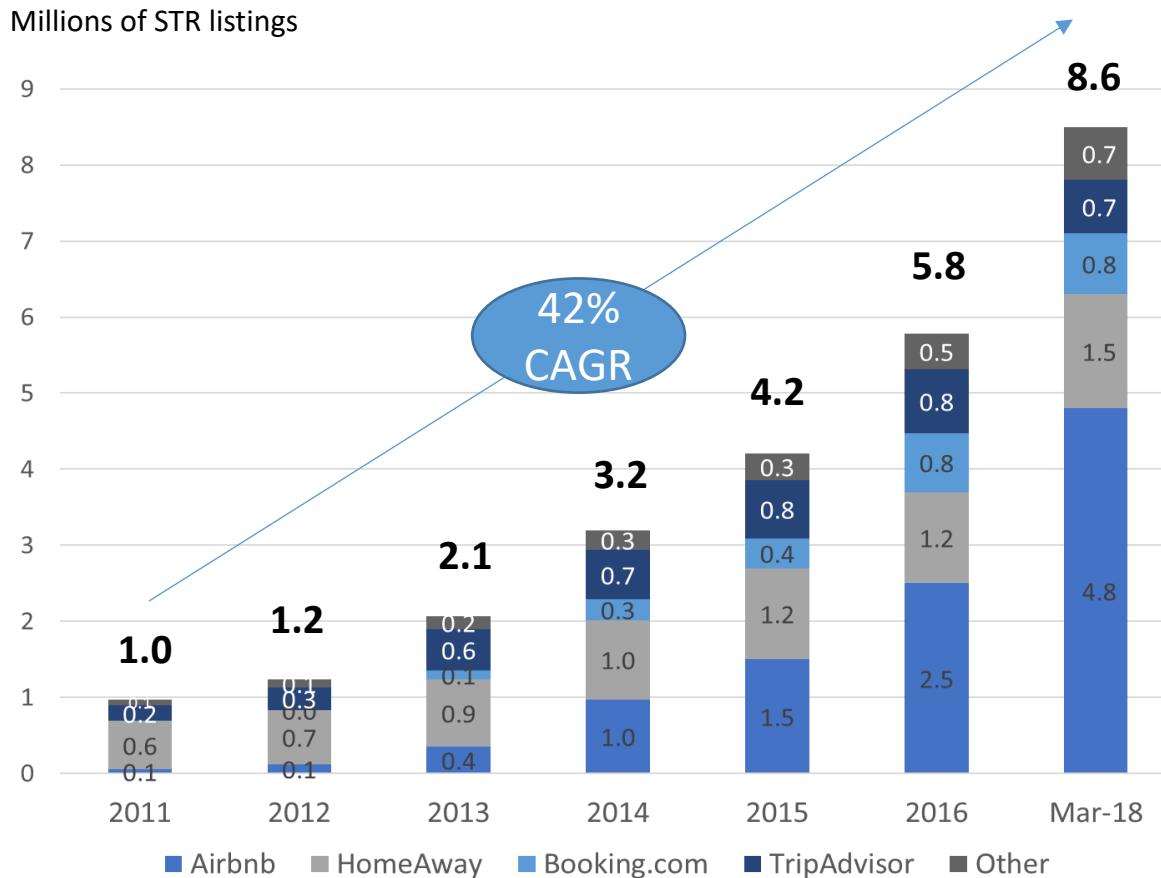


How big of a problem are short-term rentals in Colorado Springs?



Market Context: AirBnb, VRBO and 125+ other vacation rental websites have turned vacation rentals into a booming (underground) economy...

The # of short-term rental listings has grown 850% since 2011



Sources: AirBnB, Expedia, TripAdvisor, Booking.com and Tripping.com

Market is fragmenting



125+ other web platforms



The explosive growth of short-term rentals has pushed local governments to rein in the practice and made it the single most controversial local issue in decades

Airbnb San Francisco backlash: thousands petition for more oversight

More than
offer vis
ones mo



SANTA MONICA

Santa Monica Just Banned Airbnb's Biggest Moneymakers

By Bianca Barragan | May 13, 2015, 12:04pm PDT

f t SHARE



Waiting for lax1-ib.adnxs.com...

In Austin, A Boom In Short-Term Rentals Brings A Backlash

February 9, 2017 · 5:50 PM ET

Heard on AI



Kristen H
has lived f
two-story

"There are
smaller ar
buying up

Like many
market fo

Political contests erupt as cities and hotel industry struggle to curb Airbnb

By Robert McCartney

October 15, 2018 at 5:04 PM



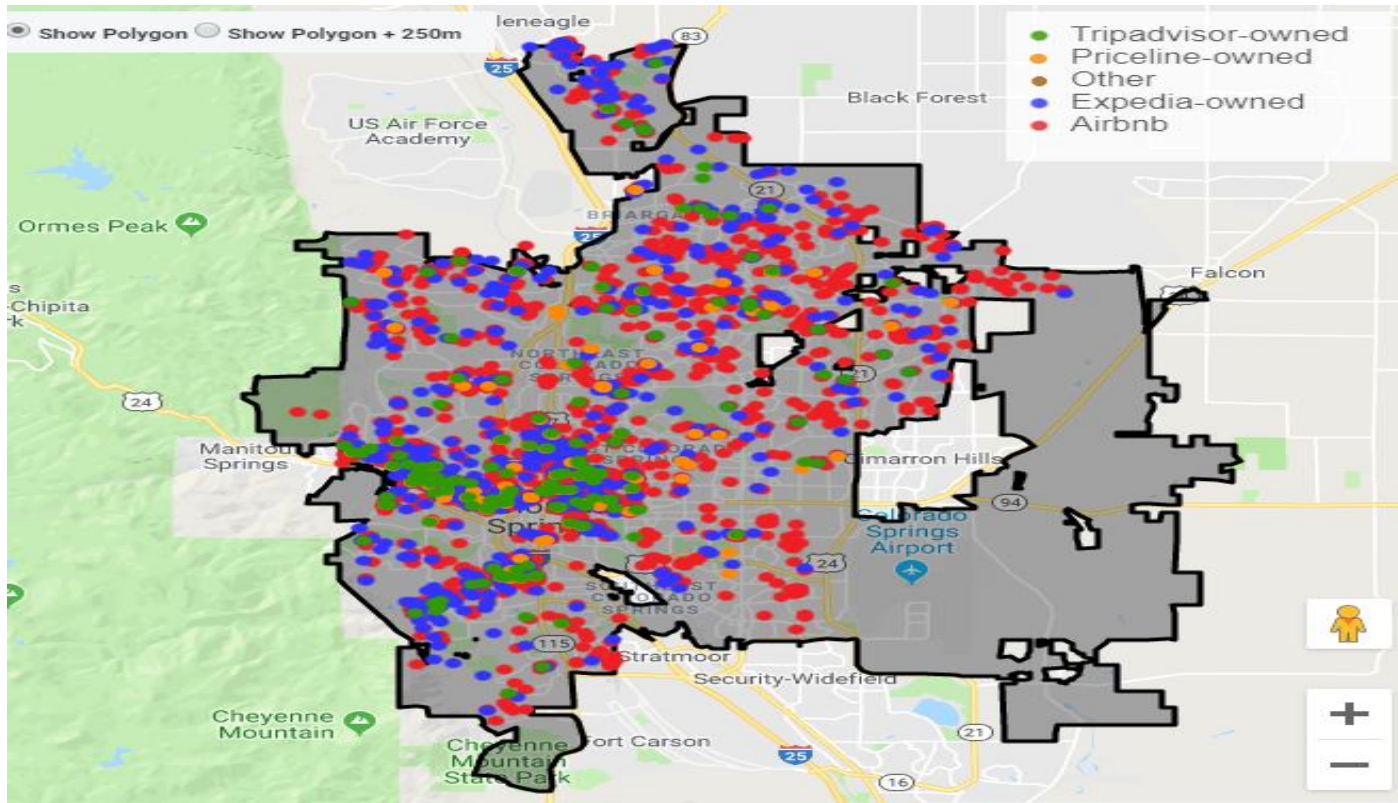
In the last 12 month's 9,189 news stories have covered this issue across the U.S.



HOST COMPLIANCE

...and in Colorado Springs we have identified 2,673 listings, representing 2,233 unique rental units*

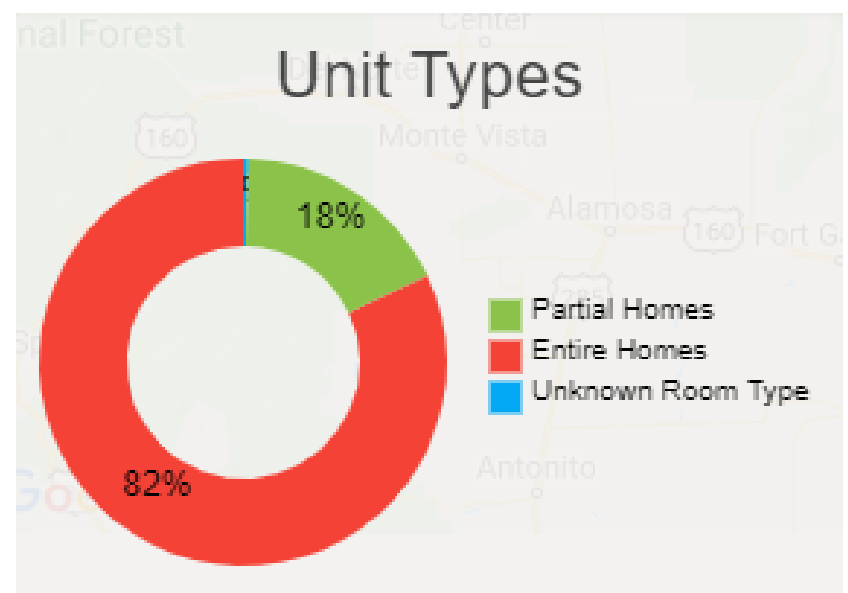
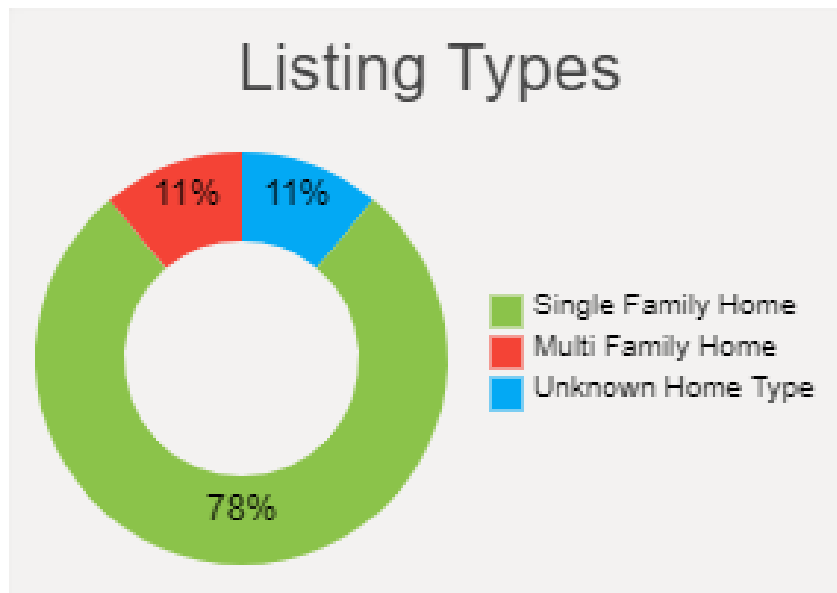
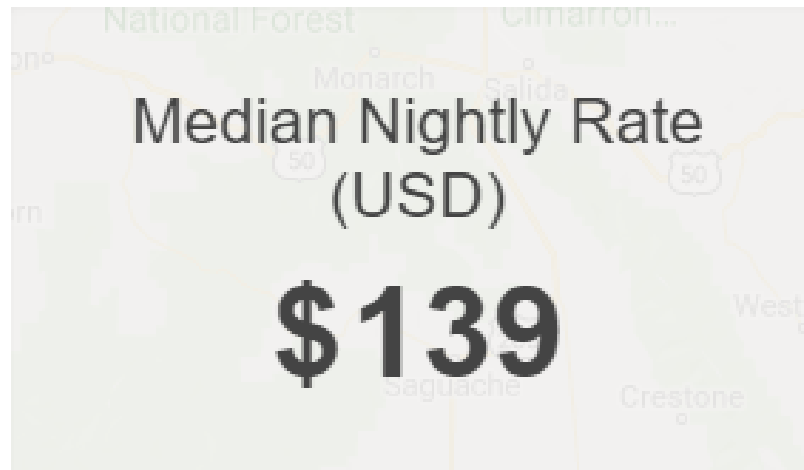
Short-term rentals in Colorado Springs as of June, 2019



Sources: Host Compliance proprietary data

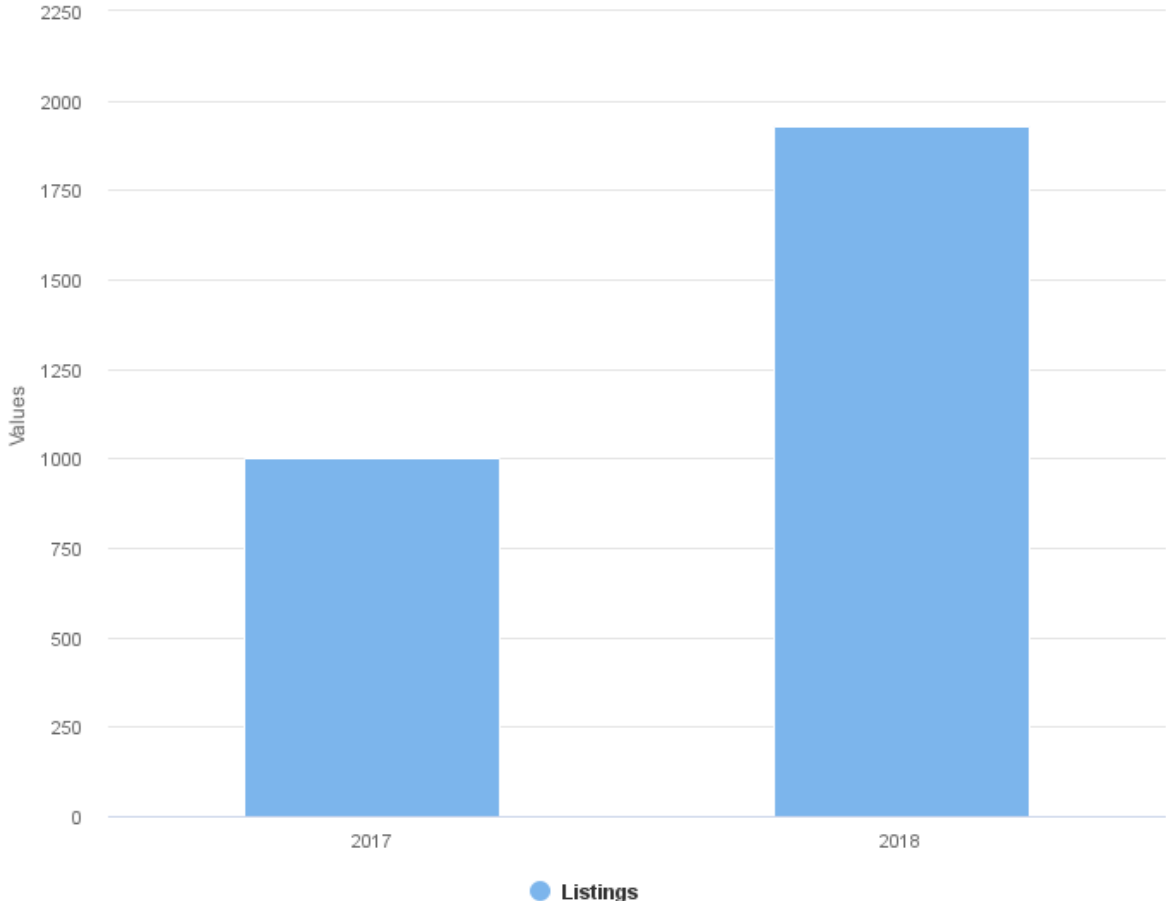
* Host Compliance's pricing is based on the count of listings and rental units that would need to be analyzed and monitored for compliance. In terms of listings, this number is 2,754 as we will expand our search area by several hundred yards beyond the borders of Colorado Springs to capture all relevant listings.

Colorado Springs Data Details



Colorado Springs Historical Data Details

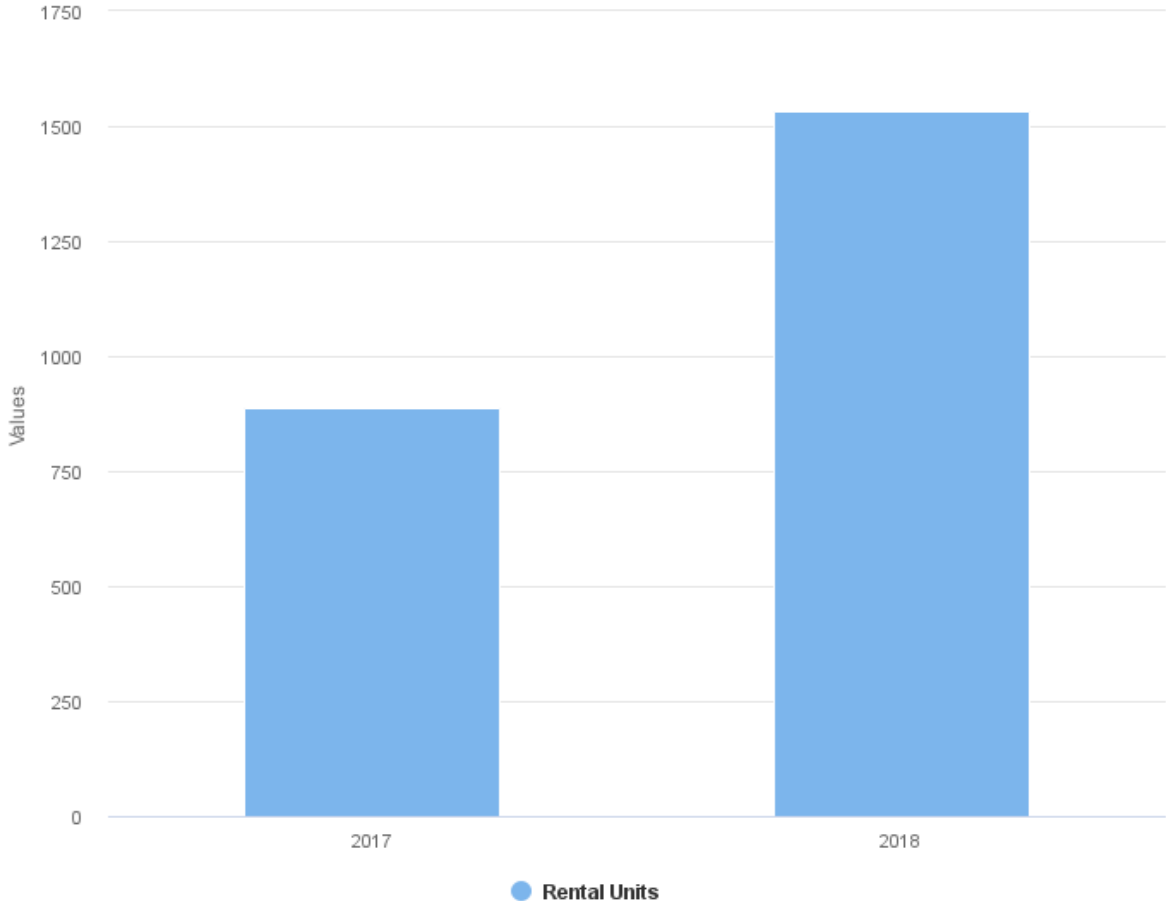
Source: Host Compliance



92% YoY
Growth in
Listings

Colorado Springs Historical Data Details

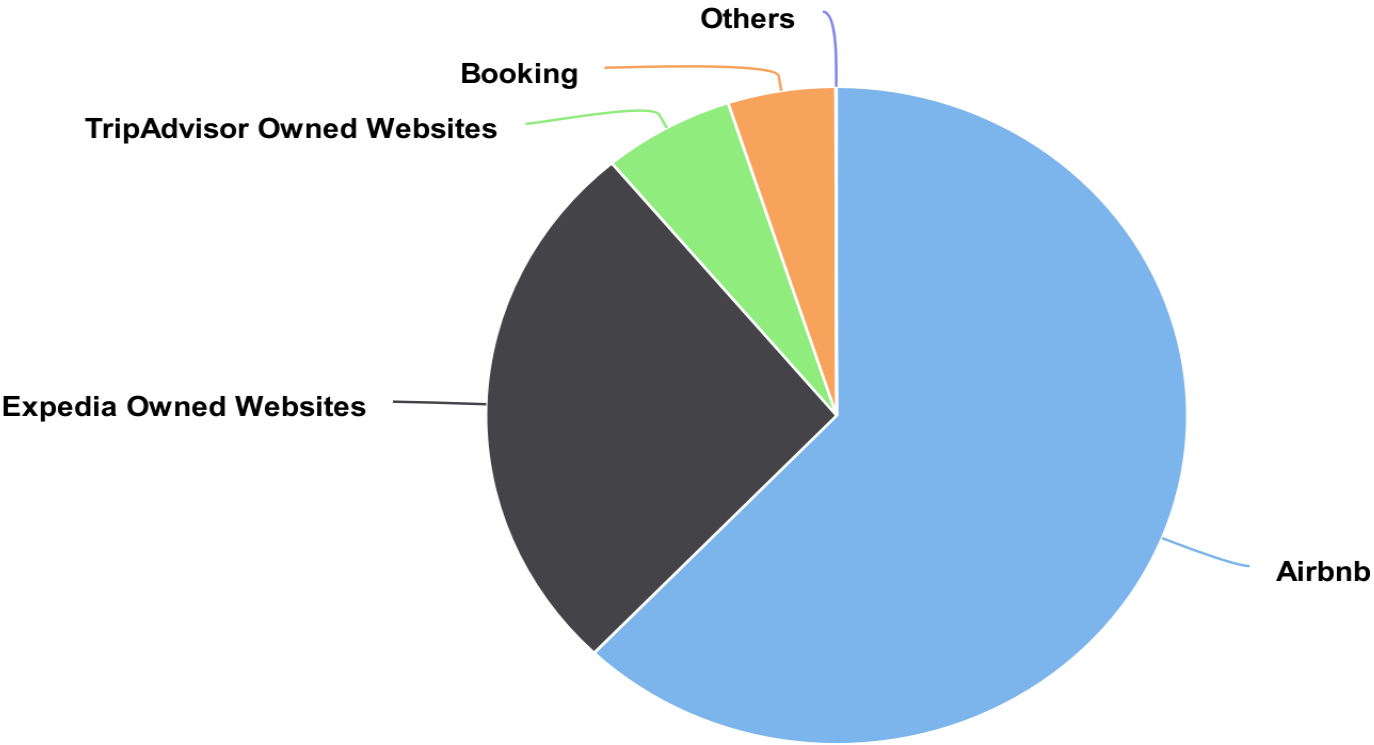
Source: Host Compliance



73% YoY
Growth in
Rental Units

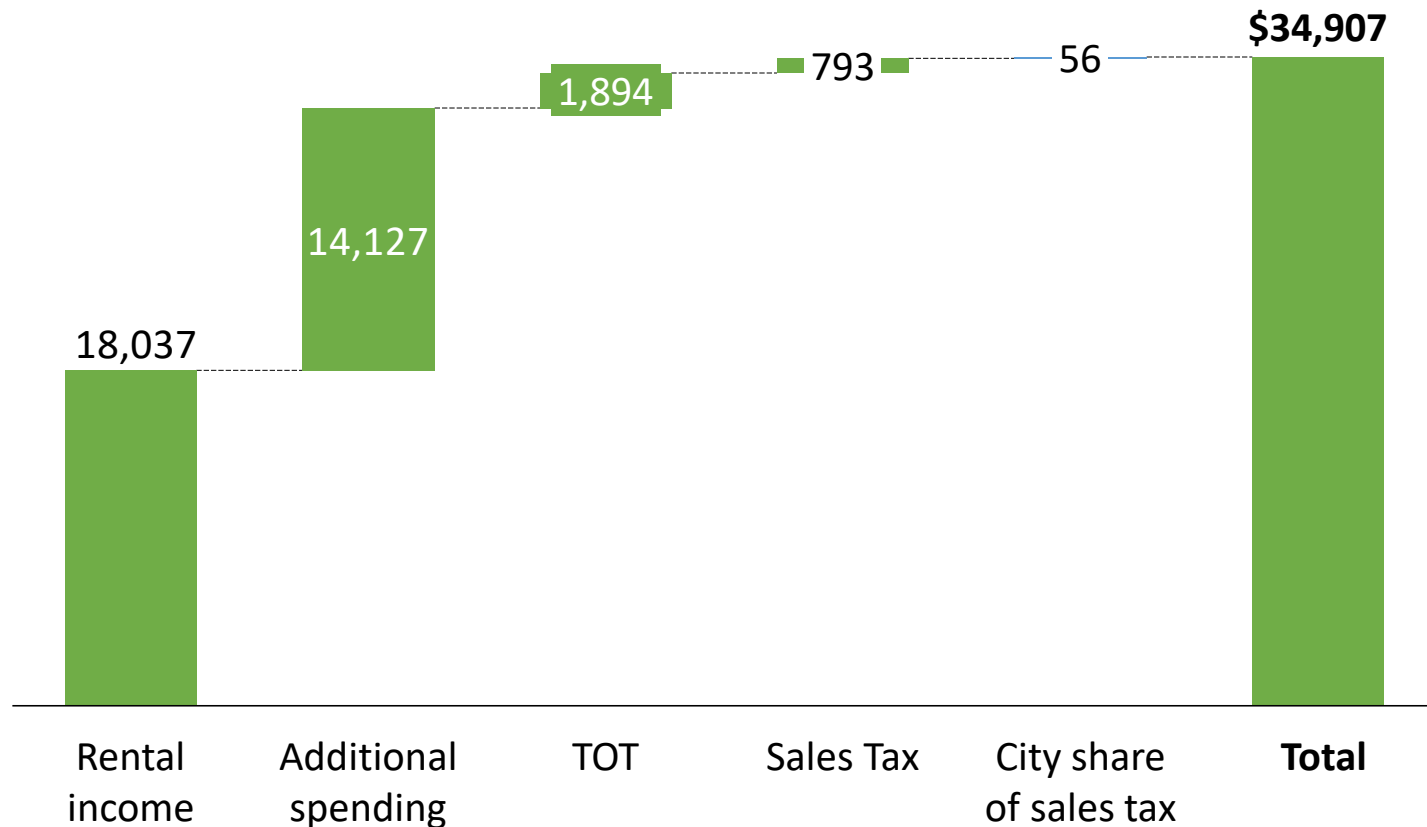
Colorado Springs Host Breakdown Details

Platform Breakdown



The Good: Short-term rentals can drive significant economic growth..

Estimated Annual Economic Impact per STR in the City of San Diego



Source: National University System Institute for Policy Research (October 2015)

The Bad: Short-term rentals can displace long-term tenants, alter the neighborhood character and raise legitimate parking, noise, safety, trash and fairness concerns

Conversion of long-term rentals into STRs can affect housing availability



Increased tourism can change the neighborhood character



Visitors don't always know (or follow) local rules



Short-term renters may not care about keeping good neighborly relations



Increased occupancy can have negative trash related side-effects



Unfair competition from VRBOs can cause conflicts and hotel job losses



In some communities short-term rentals have caused significant neighborhood tension



Emmy Jodoin

“It is loud, and there is live music and karaoke stuff, and it’s all done outside because of the pool. They’re out in front at 4 in the afternoon waiting for their Uber to come, drunk on the front lawn.”

“We did not buy our house to be living next to a hotel. Would you buy a home if you knew a hotel like this was operating next door, if you wanted to set your life up and raise a family?”



Jessica C. Neufeld

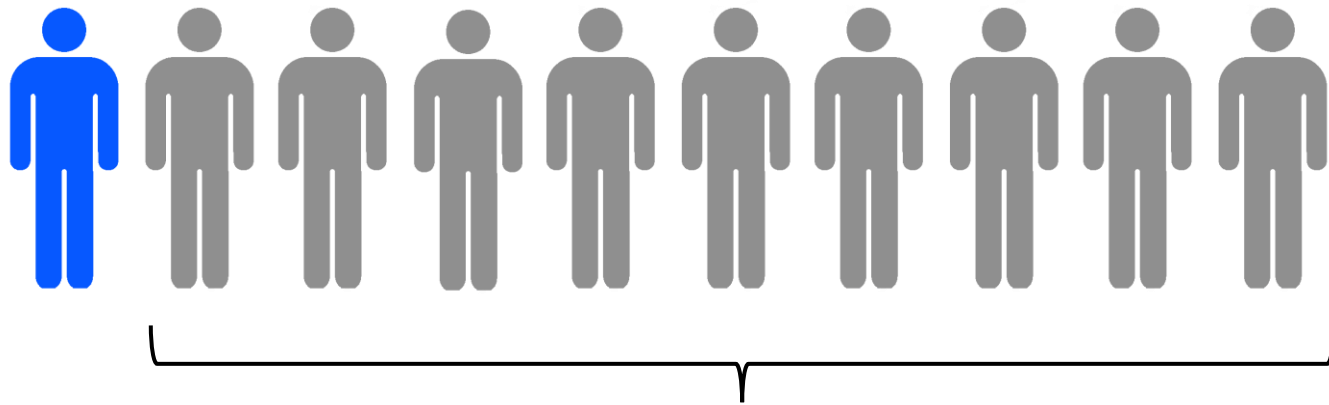


Hazel Old, age 11

“Sometimes, when they are outside, they’re playing beer pong just wearing their underwear”

Without proper enforcement, only a fraction of short-term rentals will get registered and pay their fair share of taxes

IN GENERAL LESS THAN 10% OF STR OWNERS VOLUNTARILY GET A PERMIT AND PAY ALL OF THEIR HOTEL TAXES



Large potential for increasing permit fee and tax collection

Unfortunately manual compliance monitoring and enforcement is ineffective and prohibitively expensive

- ✓ Rental property listings are spread across 100s of different websites
- ✓ Manually monitoring 100s of properties is practically impossible as listings are constantly added, changed or removed
- ✓ Address data is hidden from listings making it time-consuming or impossible to locate the exact properties and identify owners
- ✓ It is practically impossible to collect taxes as there is no easy way to find out how often the properties are rented and for how much
- ✓ The vacation rental platforms refuse to provide the detailed data necessary for enforcing local ordinances
- ✓ Manual compliance monitoring and complaint-based enforcement often leads to claims of selective enforcement

Agenda

- Introductions
- USA and Colorado Springs Specific Market Context
- The Host Compliance Solution
- Discussion and Next Steps

Services tailored to your timeline

Pre-Ordinance

- ✓ Online Ordinance Assistant tool
- ✓ Webinars
- ✓ Guide To Effectively Regulating Short-term Rentals On The Local Government Level
- ✓ Peer Introductions
- ✓ APA Short Term Rental Online Course
- ✓ Free draft review
- ✓ Consulting and facilitation

Post-Ordinance

- ✓ Mobile Permitting and Registration
- ✓ Address Identification
- ✓ Compliance Monitoring
- ✓ Rental Activity Monitoring
- ✓ 24/7 Hotline

Ways we can help



Mobile Enabled Permitting and Registration: Mobile/web forms and back-end systems for streamlining Colorado Springs's and required documents



Address Identification: Online dashboard with complete address information and screenshots of all identifiable STRs in Colorado Springs's jurisdiction



Compliance Monitoring: Ongoing monitoring of STRs for zoning and permit compliance coupled with systematic outreach to illegal short-term rental operators (using Colorado Springs's form letters)



Rental Activity Monitoring and Tax Calculation Support: Ongoing monitoring of Colorado Springs's STR listings for signs of rental activity. Enables data-informed tax compliance monitoring and other enforcement practices that require knowledge of STR activity level



Dedicated Hotline: 24/7 staffed telephone hotline for neighbors to report non-emergency STR problems



To accommodate any budget, our services are priced based on the number of listings that needs to be monitored



Mobile Registration

\$8 /yr



Address Identification

\$22.50 /yr



Compliance Monitoring

\$11.25 /yr



Rental Activity Monitoring

\$15.00 /yr



24/7 Dedicated Hotline

\$9.00 /yr

Note: The exact scope of work can be adjusted to meet Colorado Springs's exact monitoring needs in terms of geography, listing sites, listing types and other variables



Affordable modular pricing tailored to Colorado Springs's needs



Mobile Registration

\$17,864 /yr



Address Identification

\$61,965 /yr



Compliance Monitoring

\$25,121 /yr



Rental Activity Monitoring

\$33,495 /yr



24/7 Dedicated Hotline

\$20,097 /yr

Note: Above pricing assumes 2754 short-term rental listings and based in USD. Host Compliance would be happy to discuss alternative SOWs, contract terms, contract durations and pricing structures if that would be of interest.

Mobile Enabled Permitting and Registration: Simplify Colorado Springs's registration/permitting process and significantly reduce the administrative costs on the back-end

Host Compliance

Permit Registration Form

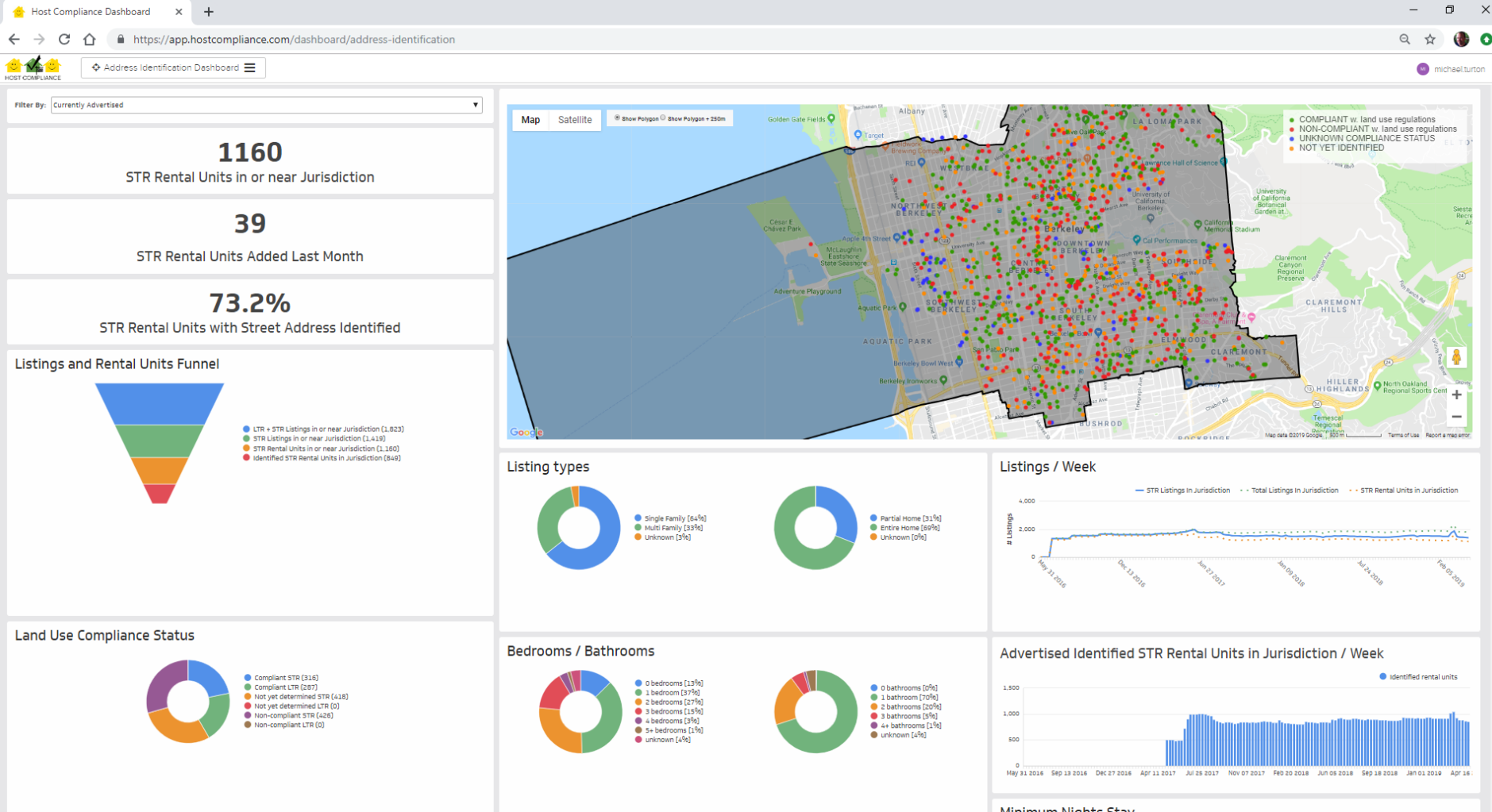
What is the property's parcel number?

123-478765788

You can look up your parcel number on the [tax assessor](#) website.

Next press Enter

Address Identification: Get weekly reports on Colorado Springs's short-term rental activity incl. complete address information and screenshots of all identifiable STRs



Address Identification: Complete listing information and screenshots of all identifiable STRs

Host Compliance Dashboard



Rental Unit Record
1009 Euclid Ave, Berkeley, CA 94708, USA

Active
 Identified ✓
 Compliant ✓

PRINT

Listing(s) Information

VRBO - 321.491438.1074619

Matched Details


Analyst: WWSY

Explanation: Host name "Steven BOUTROUS" matches the property record. Street view shows a matching walk way up to the house.

Listing Photos

Matching 3rd Party Sources

Rental Unit Information



Identified Address
 1009 Euclid Ave, Berkeley, CA 94708, USA

Identified Unit Number
 None

Identified Latitude, Longitude
 37.691546, -122.264576

Parcel Number
 063297503702

Owner Name
 BOUTROUS STEVEN & CARAKASI STELLA TRS

Owner Address
 1009 Euclid Ave Berkeley, CA 94708, US

Owner Name Match City Name Match

Listing Details

Listing URL: <https://www.homeaway.com/vacation-rental/p491438vrb>

Listing Status: Active

Host Compliance Listing ID: hma321.491438.1074619

Listing Title: Gorgeous, Fully-furnished Studio In Berkeley Hills With Incredible Bay View

Property type: Studio

Room type: Entire home/apt

Listing Info Last Captured: Apr 10, 2019

Screenshot Last Captured: Apr 11, 2019

Price: \$126/night

Cleaning Fee: \$50

Information Provided on Listing

Contact Name: Steven BOUTROUS

Latitude, Longitude: 37.691531, -122.264607

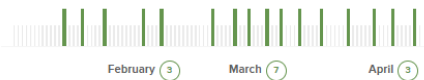
Minimum Stay (# of Nights): 5

Max Sleeping Capacity (# of People): 2

Number of Reviews: 69

Last Documented Stay: 12/2018

Listing Screenshot History

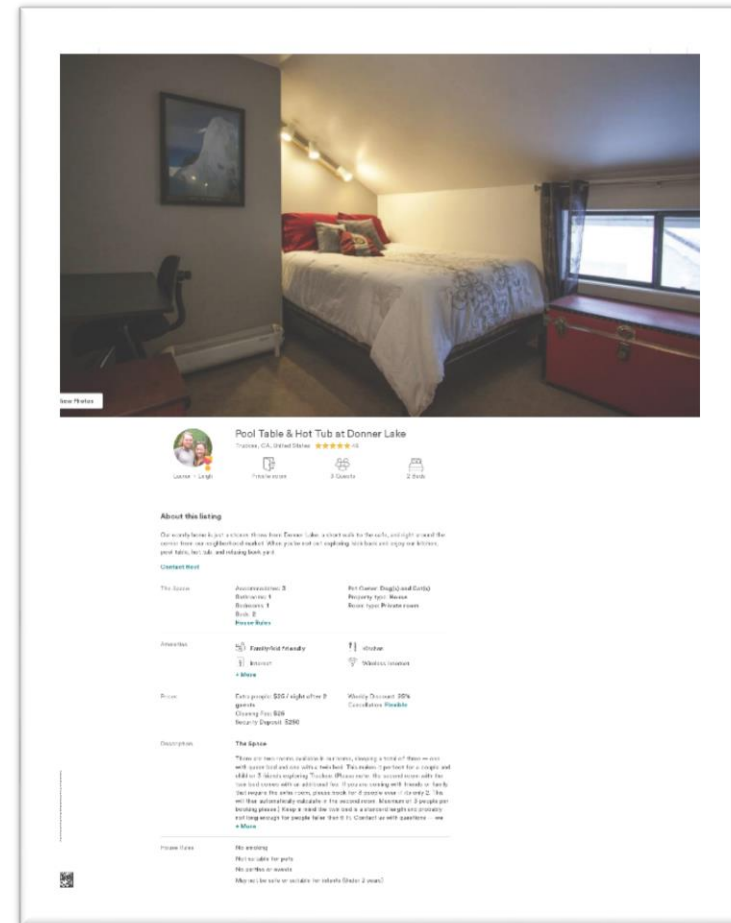
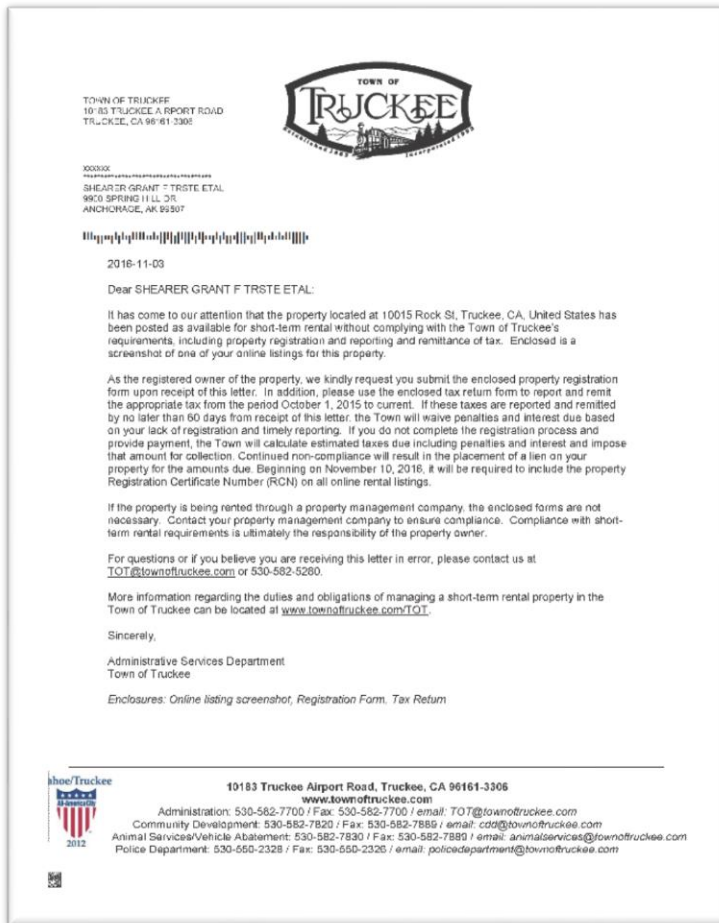


Timeline of Activity

View the series of events and documentation pertaining to this property

- 1 Documented Stay December, 2018
- 2 Documented Stays November, 2018
- 2 Documented Stays October, 2018
- 2 Documented Stays September, 2018
- 2 Documented Stays August, 2018
- 3 Documented Stays July, 2018
- 2 Documented Stays June, 2018
- 1 Documented Stay May, 2018
- Listing hma321.491438.1074619 Reposed April 28th, 2018
- Listing hma321.491438.1074619 Removed April 22nd, 2018
- Deadline Notice: Delivered January 6th, 2018
- Deadline Notice: Sent December 29th, 2017
- 1 Documented Stay September, 2017
- 2 Documented Stays August, 2017
- Launch Notice: Delivered August 18th, 2017
- Launch Notice: Sent August 11th, 2017
- 1 Documented Stay July, 2017
- 3 Documented Stays June, 2017
- 2 Documented Stays May, 2017

Compliance Monitoring: Put Colorado Springs's outreach efforts on auto-pilot by outsourcing the mailing of notices to non-compliant short-term rental operators



Rental Activity Monitoring: Easily identify tax fraud and prioritize and initiate tax audits by monitoring Colorado Springs's STR listings for signs of rental activity

Revenue Estimate by Rental Unit

https://app.hostcompliance.com/dashboard/estimated-vs-reported-revenue-by-rental-unit

Revenue Estimate by Rental Unit

Quick Search Showing 1 to 50 of 2,367 entries

Add or Remove Filters Pre-Defined Filter Combinations No filters have

Unit Permit/Registration Numbers (Any) Parcel Number (Any) Unit Number (Any)

Revenue Estimate by Rental Unit since January 01, 2018

Host Compliance Rental Unit ID	Unit Permit/Registration Numbers	Address	Parcel Number	Unit Number	Estimated Gross Revenue (USD)	Estimated Non Airbnb Gross Revenue (USD)	Reported Revenue (USD)	Quar Rev
8iqMBgHGQglTv+J5	901	14742 Skislope Way, Truckee, CA 96161, USA	046170008000	N/A	\$74,294	\$0	\$591,061	
gLxi3lcOEtjraEpp	7	10007 Bridge St, Truckee, CA 96161, USA	019111001000	N/A	\$17,118	\$0	\$406,777	
NNC736S8Jc0fcMYm	1219	13545 Weisshorn Ave, Truckee, CA 96161, USA	044470020000	N/A	\$88,211	\$36,722	\$291,640	
L8P5GSjIEmMECvBj	849	10101 W River St, Truckee, CA 96161, USA	019090030000	N/A	\$1,761	\$0	\$254,385	
9B3azAl-ffCdjxtv	849	10101 W River St, Truckee, CA 96161, USA	019090030000	N/A	\$4,765	\$0	\$254,385	
m9lMottCFip1lnDZ	849	10101 W River St, Truckee, CA 96161, USA	019090030000	N/A	\$21,281	\$0	\$254,385	
x360m+xsxvq-2Wrrq	335	12947 Hansel Ave, Truckee, CA 96161, USA	045160012000	N/A	\$66,119	\$20,056	\$165,504	
coxDI+HZTpt0+rmz	19	10070 Gregory Pl, Truckee, CA 96161, USA	017150048000	N/A	\$0	\$0	\$165,349	
oPz6TIRGKWfYbQHW	672	12565 Settlers Ln, Truckee, CA 96161, USA	019740042000	N/A	\$108,949	\$75,349	\$161,019	
muB5Pgn0KNAhMNF	881	13658 Skislope Way, Truckee, CA 96161, USA	046130014000	N/A	\$71,809	\$71,809	\$140,360	
YzzBksAy5J56NNUp	773-3	10989 Ghirard Ct, Truckee, CA 96161, USA	019880008000	N/A	\$60,226	\$43,740	\$126,523	
VQsbRrsQ2NbpIT0	37-20	12212 Skislope Way, Truckee, CA 96161, USA	044390024000	N/A	\$33,643	\$0	\$118,237	
ePL0rmqKtecj52M+	STR0000-00-20-51	12340 Brookstone Dr, Truckee, CA 96161, USA	019990012000	N/A	\$15,600	\$15,600	\$113,632	
xcd3VJP4P3ET24M	892	14050 Hansel Ave, Truckee, CA 96161, USA	045530014000	N/A	\$56,049	\$19,824	\$109,499	
4uu0QNIk+0Di+FGZ	1293, 37-26	12306 Viking Way, Truckee, CA 96161, USA	046040029000	N/A	\$41,334	\$19,278	\$106,036	
I91NsrJbHRNzulZ	565	11575 Zermatt Dr, Truckee, CA 96161, USA	044040024000	N/A	\$39,378	\$19,567	\$102,797	
N5piA9VPkdg7si-	1163	12975 Skislope Way, Truckee, CA 96161, USA	044230004000	N/A	\$40,146	\$8,336	\$98,404	
4uyABW6xk++5DFuj	62-37	12158 Skislope Way, Truckee, CA 96161, USA	044390028000	N/A	\$36,161	\$28,783	\$96,864	
wQIzhQ3Z0G7CTmcl	1229	11045 Alder Dr, Truckee, CA 96161, USA	019220004000	N/A	\$50,063	\$14,983	\$96,385	
Ti84-IKbHh0y+rr-n	281	12974 Pinnacle Loop, Truckee, CA 96161, USA	046360014000	N/A	\$40,275	\$40,275	\$95,575	
zmMS53WlvmJ2Nqed	827	10154 High St, Truckee, CA 96161, USA	019103001000	N/A	\$68,749	\$29,169	\$94,900	
H6+qVocEMfhwloFS	251-17, 469-2	12276 Stockholm Way, Truckee, CA 96161, USA	046330027000	N/A	\$37,369	\$28,573	\$90,148	
bkQ-0He7p3BUuSUP	1224	14585 Denton Ave, Truckee, CA 96161, USA	017301026000	N/A	\$37,761	\$0	\$87,956	
qtnrG8KFCsb2zcp0	469-118	14664 S Shore Dr, Truckee, CA 96161, USA	017371019000	N/A	\$35,813	\$22,314	\$87,600	
84o5VtyqM2K0A885	STR0000-00-20-92	12831 Stockholm Way, Truckee, CA 96161, USA	046450015000	N/A	\$37,687	\$26,584	\$87,022	
g8xrD8wx3JIDj-a1	435	12724 Muhlebach Way, Truckee, CA 96161, USA	045550019000	N/A	\$34,878	\$20,600	\$86,584	

Rental Activity Monitoring: Easily identify tax fraud and prioritize and initiate tax audits by monitoring Colorado Springs's STR listings for signs of rental activity

Revenue validation

https://app.hostcompliance.com/dashboard/audits

HOST COMPLIANCE

Revenue validation

Quick Search

Showing 1 to 24 of 24 entries

Add or Remove Filters

No filters have been applied.

ID (Any) Period Start (Any) Period End (Any) Amount (USD) (Any)

ID	Period Start	Period End	Amount (USD)	Site URL	Registration Number	Signature	Signatory Name	Created	Documents
506	2018-01-01	2018-03-31	\$21,201	VRBO - https://www.vrbo.com/1167729	STR0000-00-21-84	View	Aaron Jacob Axelrod	2019-01-23 09:45AM	Payments.pdf
505	2018-01-01	2018-03-31	\$21,201	VRBO - https://www.vrbo.com/1167729	STR0000-00-21-84	View	Aaron Jacob Axelrod	2019-01-23 09:45AM	Payments.pdf
354	2018-01-01	2018-03-31	\$8,419	VRBO - https://www.vrbo.com/618316	STR0000-00-21-17	View	Ryan Ley	2018-10-04 10:34AM	hansel receipts.pdf
356	2018-07-01	2018-09-30	\$7,245	VRBO - https://www.vrbo.com/618316	STR0000-00-21-17	View	Ryan Ley	2018-10-04 10:34AM	hansel receipts.pdf
509	2018-07-01	2018-09-30	\$6,659	VRBO - https://www.vrbo.com/1167729	STR0000-00-21-84	View	Aaron Jacob Axelrod	2019-01-23 09:45AM	Payments.pdf
510	2018-07-01	2018-09-30	\$6,659	VRBO - https://www.vrbo.com/1167729	STR0000-00-21-84	View	Aaron Jacob Axelrod	2019-01-23 09:45AM	Payments.pdf
432	2018-04-01	2018-06-30	\$5,817	Airbnb - https://www.airbnb.com/rooms/813812	STR0000-00-21-20	View	Matthew Darby	2018-11-25 10:06PM	ToT for 12155 St Bernard.pdf
349	2017-10-01	2017-12-31	\$3,356	Airbnb - https://www.airbnb.com/rooms/19929343	STR0000-00-20-95	View	Amber McPherson	2018-10-03 07:26AM	McPhersonShortTermRental.csv
353	2017-10-01	2017-12-31	\$2,871	VRBO - https://www.vrbo.com/618316	STR0000-00-21-17	View	Ryan Ley	2018-10-04 10:34AM	hansel receipts.pdf
433	2018-07-01	2018-09-30	\$2,588	Airbnb - https://www.airbnb.com/rooms/813812	STR0000-00-21-20	View	Matthew Darby	2018-11-25 10:06PM	ToT for 12155 St Bernard.pdf
431	2018-01-01	2018-03-31	\$1,957	Airbnb - https://www.airbnb.com/rooms/813812	STR0000-00-21-20	View	Matthew Darby	2018-11-25 10:06PM	ToT for 12155 St Bernard.pdf
350	2018-01-01	2018-03-31	\$776	Airbnb - https://www.airbnb.com/rooms/19929343	STR0000-00-20-95	View	Amber McPherson	2018-10-03 07:26AM	McPhersonShortTermRental.csv
358	2018-01-01	2018-03-31	\$728	Airbnb - https://www.airbnb.com/rooms/19381842	STR0000-00-20-86	View	craig hiroshi yamauchi	2018-10-08 08:00AM	airbnb_2018.xlsx
357	2018-07-01	2018-09-30	\$630	Airbnb - https://www.airbnb.com/rooms/19381842	STR0000-00-20-86	View	craig hiroshi yamauchi	2018-10-08 08:00AM	airbnb_2018.xlsx
355	2018-04-01	2018-06-30	\$0	VRBO - https://www.vrbo.com/618316	STR0000-00-21-17	View	Ryan Ley	2018-10-04 10:34AM	hansel receipts.pdf

Tax Audit Automation: Systematically request and collect data from property owners suspected of under-reporting taxes



Short-term Rental Revenue Validation Form

Please report each listing advertising your short-term rental.

Listing Website: Homeaway / VRBO / VacationRentals.com ▼

Listing Webpage: <https://www.airbnb.com/rooms/12345>

Listing Website: Tripadvisor / Flipkey ▼

Listing Webpage: <https://www.airbnb.com/rooms/12345>

+ Add another

Back

Tax Audit Automation: Systematically request and collect data from property owners suspected of under-reporting taxes

Please enter the taxable receipts for the listing on Airbnb at <https://www.airbnb.com/rooms/1838274> (Listing 1 / 2).

Access your Airbnb history at https://www.airbnb.com/my_reservations?all=1&print=1&target=_blank

Taxable receipts INCLUDE, but are not limited to, nightly rents, weekly rents, standard cleaning fees, pet fees, internet charges, late check-out fees, extra person fees, and resort fees. Taxable receipts EXCLUDE refundable deposits and any additional items included in a special package rate, such as ski passes, or other recreational activity or additional service subject to CA sales tax.

2015	Calendar Quarter 1 2015 (January 01 - March 31)	Please enter the taxable receipts for Quarter 1 / 2015 <input type="text" value="\$xx,xxx"/>
	Calendar Quarter 2 2015 (April 01 - June 30)	Please enter the taxable receipts for Quarter 2 / 2015 <input type="text" value="\$xx,xxx"/>
	Calendar Quarter 3 2015 (July 01 - September 30)	Please enter the taxable receipts for Quarter 3 / 2015 <input type="text" value="\$xx,xxx"/>
	Calendar Quarter 4 2015	Please enter the taxable receipts for Quarter 4 / 2015

24/7 STR Hotline: Make 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



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

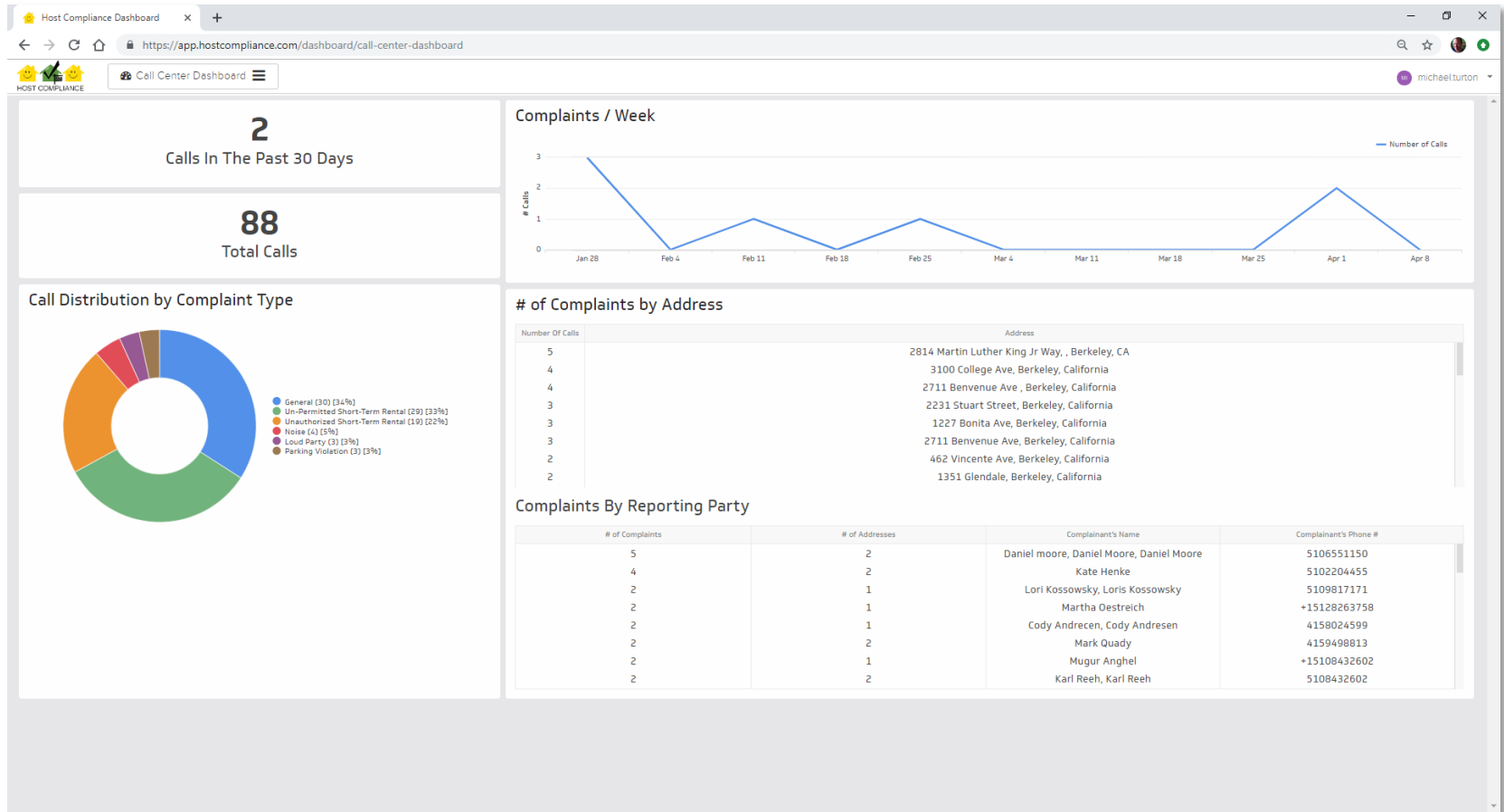


Step 4

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



24/7 STR Hotline: Make it easy for neighbors to report, prove and resolve non-emergency STR related problems in real-time



24/7 STR Hotline: Make it easy for neighbors to report, prove and resolve non-emergency STR related problems in real-time

Short-term Rental Hotline and Compliance

https://app.hostcompliance.com/dashboard/str-hotline

Short-term Rental Hotline

Quick Search: Showing 1 to 50 of 88 entries

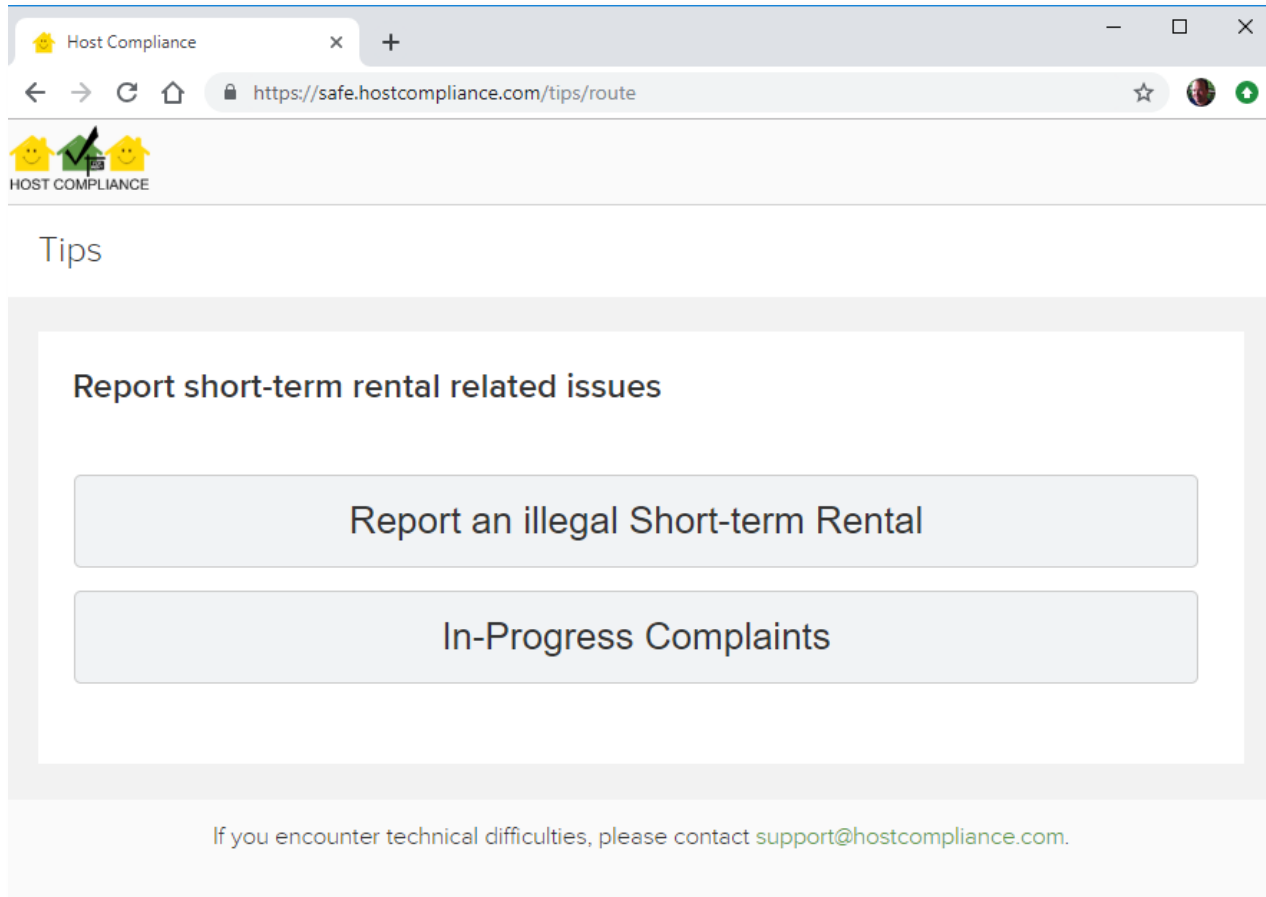
Add or Remove Filters

Call Time (Any) | Caller Name (Any) | Caller Callback Phone (Any) | Call Recording (Any)

No filters have been applied

Call Time	Caller Name	Caller Callback Phone	Call Recording	Reported Address	Reported Issue	Complaint Type	Max Bedrooms	Max Sleeping Capacity	Unit Permit/Registration Number	Unit Emergency Contact Number	Caller Requested Notification of Unit Emergency Contact	Caller Requested Automatic Callback
2018-09-29 10:13AM	Kate Hante	510-220-4455	Call Recording	2711 Benvenue Ave, Berkeley, California	Nuisance at a Short-term Rental: loud party. She is calling in regards to disturbances report in June 23, 2018. There was a dog that came charging to her and barking at her. Also in July, (out of control dog) July 27 she had renters that had a number of parties with 20 children, this happened 3 different times. She had her window opened at people were smoking that was just unbearable. She also emailed the corporation head of department.	Loud Party	N/A	N/A			No	No
2018-09-11 04:45PM	Deborah Kropp	510-524-7572	Call Recording	1227 Bonita Ave, Berkeley, California	Nuisance at a Short-term Rental: noise. The caller does not want the owner to know. The caller still has some noise issues but also has a big issue with the trash accumulating as she states she has pictures as well if we need this. Also she wants to know if they are compliant to have an Air B&B. The caller is upset and wants make note that she did advise the property and states they have not done anything about this.	Noise	N/A	N/A			No	Yes
2018-09-11 04:20PM	Andrew Fisher	415-994-8312	Call Recording	2541 Edmont Avenue, Unit A, Berkeley, California	Unauthorized Short-term Rental: Caller advised the unit is rented by a tenant. In the city of Berkeley you need permission to rent out space in the apartment to lease. She does not have permission of any kind. She has been informed in writing but continues to do so.	Unauthorized Short-Term Rental	N/A	N/A				No
2018-09-11 02:51PM	Sally Sowko	510-219-4508	Call Recording	1227 Bonita Avenue, Berkeley, California	Unauthorized Short-term Rental: She is calling because trash are all over the place. She has pictures to provide. Please call	Unauthorized Short-Term Rental	N/A	N/A				No
2018-09-07 12:29PM	Theo Richard	740-469-2490	Call Recording	1247 Cedar St, Berkeley, California	Unauthorized Short-term Rental: The address above permit was denied Permit #ZCSTR017-0017 AIRBB #3265243 1424 Josephine St CA94703 - Permit denied- Permit ##ZCSTR2017-0042 AIRBB 1880995 1003 Merced St CA 94707 - no permit AIRBB# 16620722 1634 Grant St CA 94703- Inquire Permit #ZCSTR2017-0007 AIRBB3710961	Unauthorized Short-Term Rental	1	4	ZCSTR2017-0017	510-524-4910		No

24/7 STR Hotline: Make it easy for neighbors to report, prove and resolve non-emergency STR related problems in real-time



Benefits to using Host Compliance's services

- ✓ Ensures fair, continuous and consistent compliance monitoring and enforcement
- ✓ Frees up valuable staff time that can be focused on higher-value added activities
- ✓ Minimizes noise, parking and trash violations
- ✓ Minimizes the impact on local law and code enforcement agencies as complaints are first handled by our 24/7 hotline and routed to the appropriate property owner before further enforcement actions are triggered
- ✓ Maximizes Colorado Springs's tax and permit fee collections
- ✓ REVENUE POSITIVE – in most cases, the additional permitting fees alone pays for Host Compliance's services several times
- ✓ Requires NO up-front investment or complicated IT integration
-> we can be up and running in a couple of weeks
- ✓ **6 MONTH MONEY BACK GUARANTEE!**

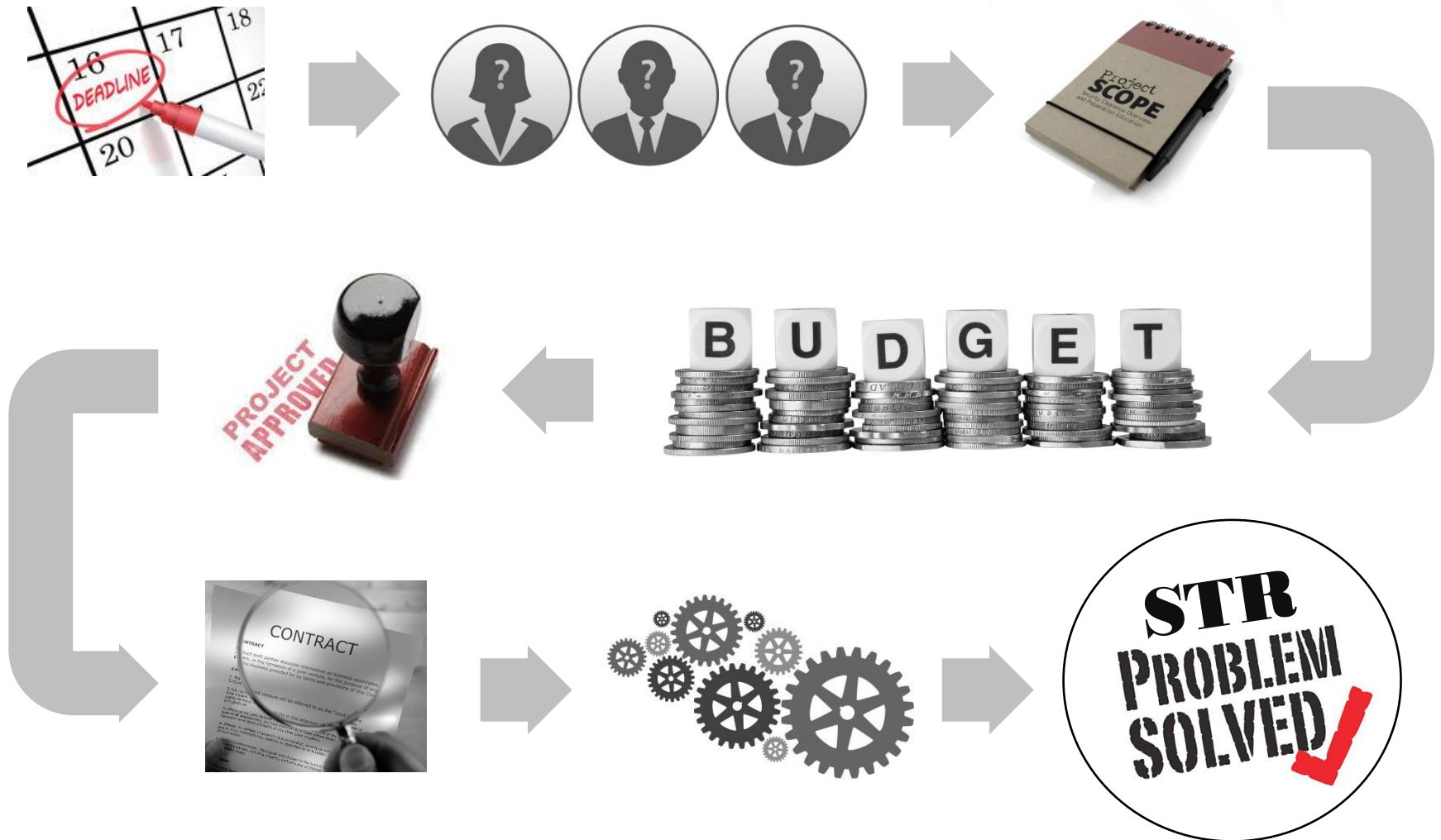
Agenda

- Introductions
- USA and Colorado Springs Specific Market Context
- The Host Compliance Solution
- Discussion and Next Steps

Feedback

TELL
US WHAT
YOU THINK...

Working backwards to a solution to Colorado Springs's STR problems



Next Steps

- ✓ Send you this presentation
- ✓ Schedule all team meeting?
- ✓ Set timeline to decide on best solution for Colorado Springs's needs
- ✓ Confirm timing of possible rollout (needed to secure Colorado Springs's place in the queue)

Contact info

Please feel free to contact us anytime if you have any questions about short-term rental regulation and how to best address the associated monitoring and enforcement challenges.

Kyle Salonga

kyle@hostcompliance.com

(415) 874-1783

Paul Hetherington

paulh@hostcompliance.com

(604) 763-7285

www.hostcompliance.com