HOST COMPLIANCE

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24/7 Hotline overview

Serving local governments with short-term rental compliance monitoring and enforcement solutions, Host Compliance has developed a deep understanding of what works and what doesn't when it comes to enforcing short-term rentals and making it easy for affected neighbors to report and document ordinance violations.

Hotline Benefits

The core of Host Compliance's hotline solution is a sophisticated call center platform that allows neighbors to easily report noise, parking, trash and other short-term rental related issues 24/7/365.

The call flow is illustrated on the chart shown below and is partially automated in order to ensure 100% consistency and make the service cost-effective. It also contains several innovative features worth describing in more detail:

- **Automatic Evidence Collection:** Host Compliance's systems allow the City / County to automatically request evidence of the alleged code violation directly from the complainant via text message or email. This evidence can take the form of images, videos, audio recordings or any other electronic evidence than can help substantiate the complaint. The evidence is requested either via text message or email, and the provided evidence is uploaded straight into our online system in real time. Requesting this evidence directly from the complainant immediately after they submit their complaint has many benefits:
    - It greatly improves the City / County's ability to prove ordinance violations
    - It make is easier to differentiate between real and frivolous complaints
    - It can eliminate the need to dispatch code enforcement officers and thereby dramatically reduce the cost of obtaining the evidence

- **Automatic Outbound Calls to the Owners/Managers of Problem Properties:** Host Compliance's system automatically cross references complaints with the City / County's database of registered short-term rentals in order to:
    - Automatically call the owner or designated contact person for the short-term rental property that is causing problems within minutes of receiving the complaint.
    - Easily identify serial offenders of the City / County's noise/parking/traffic and other ordinances and use this data to initiate further actions against these "bad actors"

- **Automatic Collection of Data on Complaint Outcomes:** Host Compliance's system incorporated the ability to automatically call back complainants after a designated amount of time in order to:
    - Collect data on the outcome of the complaint and the property's owners responsiveness

- Allow the complainant to easily escalate the complaint to code enforcement or the sheriff's department in the event the issue has not been resolved within the designated time-frame

Requesting this data automatically and directly from the complainant within a certain time frame of him or her submitting the initial complaint has many benefits:

It greatly improves the City / County's ability to be prioritize complaints and only devote costly on-the-ground personnel where appropriate and necessary.

It makes it easier to document serious code violations and differentiate these from less severe problems

It makes easy to identify responsive and nonresponsive property owners and managers and initiate further actions against those that do not respond to complaints and issues in a timely manner

It can eliminate the need to dispatch code enforcement officers and thereby dramatically reduce the cost of obtaining the evidence.

- **Automatic Call Recordings:** Host Compliance's system records all calls and saves the recordings in the cloud for instant playback and future retrieval. Having real-time access to all call recordings makes it easy for code enforcement staff to quickly get up to speed on the situation and if necessary initiate immediate on-the ground follow-up actions

- **24/7 Real-time Dashboard:** All calls to the hotline are automatically logged in our online dashboard which is available 24/7/365 from both desktop and mobile devices. The dashboard includes all pertinent information including:

  1. Time and date of the call
  2. Complaint type
  3. Address of the property that the complaint pertains to
  4. Whether the particular address is associated with a registered short-term rental property
  5. Complainant's contact information (if given)
  6. Any evidence submitted by the complainant
  7. A link to a recording of the call

- **Real-time Email and Text Message Notifications:** If desired, our system can provide immediate text and email notifications to designated city personnel whenever a new complaint is received.

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