

## HOST COMPLIANCE – OVERVIEW OF SERVICES

- **Address identification.** This includes identification through an online dashboard with complete address information and screenshots of all identified STRs in Littleton's jurisdiction.
  - Up to date list of Littleton's active STR listings
  - High resolution screenshots of all active listings (captured weekly)
  - Full address and contact information for all identifiable STRs
- **Mobile enabled permitting and registration.** This includes mobile/web application forms and back-end systems for streamlining Littleton's permitting and registration processes, and capturing payments, signatures, and required documents.
  - 24/7 availability
  - Web based rental registration
  - Electronic submission with electronic signature of applicants
  - Electronic payment capabilities
- **Compliance monitoring.** This includes ongoing monitoring of STRs for zoning and permit compliance coupled with systematic outreach to illegal short-term rental operations (using Littleton's form letters).
  - Ongoing monitoring of STRs for zoning and permit compliance
  - Pro-active and systematic outreach to unpermitted and/or illegal STRs operators
  - Monthly staff reports on zoning and permit compliance
  - Up to date list of STRs operating without proper permits or illegally
  - Full case history for non-compliant listings
- **Dedicated hotline.** A 24 hour a day, 7 days a week staff telephone hotline for neighbors to report non-emergency STR problems.
  - Incidents can be reported by email or phone
  - Full documentation of all reported incidents
  - Digital recordings and written transcripts of calls
  - Ability for neighbors to include photos, video footage and sound recordings to document complaints
  - Real-time outreach to owners and local contacts of problem properties
  - Weekly staff reports containing:
    - The number and type of reported incidents
    - List of properties for which incidents have been reported
  - Custom reports and analysis of hotline related activities