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Price Proposal

FOR

SHI, Inc.

FOR

Dekalb County, GA

January 21, 2026

presented by



RENTALSCAPE

engineered by



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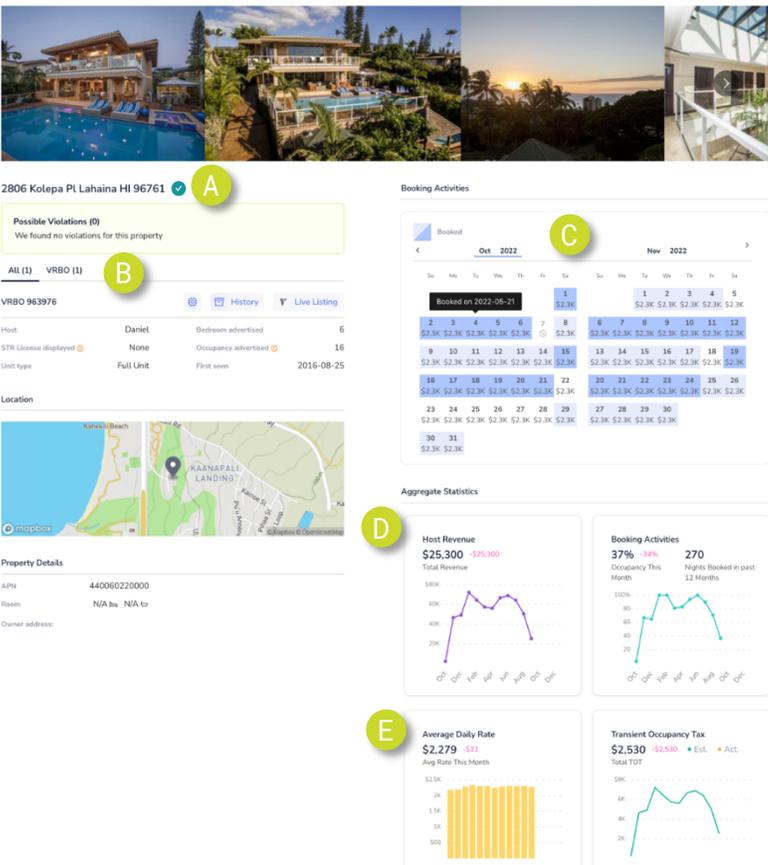
Executive Summary

Rentalscape Short-Term Rental ID & Monitoring Platform

Deckard Technologies utilizes data science expertise to assist local governments with managing their compliance activity and enforcement, such as short-term rental (STR) properties. Our technology ensures that everyone is held accountable to play by the same set of rules, follow all guidelines and ordinances, and pay their fair share of fees and taxes. To accurately track activity within Dekalb County, the Rentalscape platform identifies the exact address of the STR listings within the County limits, enabling accurate display of STR activity within the County and within community districts. Rentalscape groups listings and calculates statistics on a per-property basis. By mapping the exact location of properties, Rentalscape avoids double-counting activity. Knowing the exact location of STR properties enables compliance, enforcement, tax collection and complaint management activities.

About Rentalscape

Deckard’s Dashboard management platform for STR will discover, identify, and efficiently present all STR activity in **Dekalb County**, using unique technical capabilities such as its proprietary future booking detection software, automatic non-compliance recognition, industry-best address identification.



Rentalscape is the only platform that automatically updates upcoming rentals and bookings shortly after reservations are made.

This allows Rentalscape users to reach out to owners and hosts who are unlawfully renting and address any issues relating to these future rentals long before guests arrive, thereby eliminating disturbances, neighbor complaints and other common issues that often arise from illegal rentals.

- A Address
- B Sites Monitored
- C Bookings, Cost, Occupancy
- D Host Revenue
- E Average Daily Rate

Figure 1: Rentalscape Property Card

Rentalscape maintains a database of every booking and stay made on all major platforms. Our system contains information dating back to late 2019 for every STR in Dekalb County. All data can be viewed interactively on the Rentalscape portal with unlimited user access and downloaded on demand in Microsoft Excel format.

Rentalscape dashboard map view shows the exact location of all STR activity, includes districts as defined by the County and displays individual property information and aggregate statistics on a per district basis.

Rentalscape presents detailed STR activities including the precise address, owner information, booking history, availability and more. For each individual booking, the platform provides the actual date the reservation was made as well as the start and end date of each booking, ensuring that the County is able to distinguish back-to-back bookings. These insights are not possible to achieve by simply viewing the listings itself.

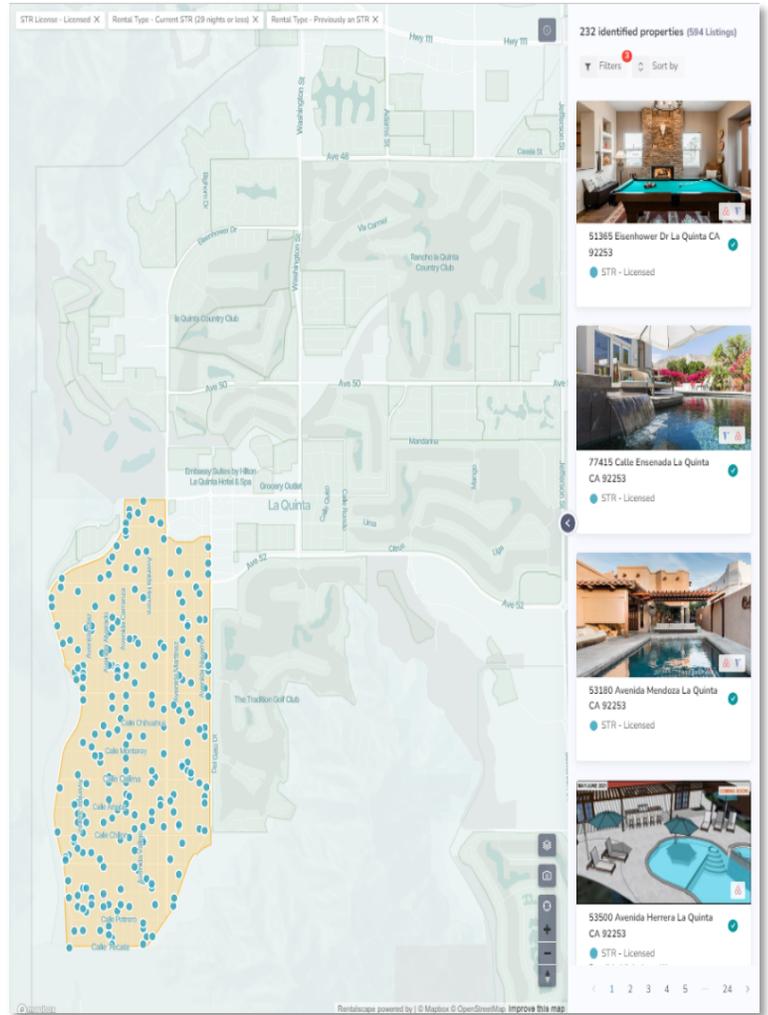


Figure 2: Rentalscape Map

In Summary

In every jurisdiction in which we are providing service we have increased compliance and improved tax collection. Our process starts with producing the cleanest data possible – ensuring reporting is accurate and compliance levels are carefully monitored. We have in-house property appraisers and STR property managers. We also regularly consult with County staff to ensure we are always up to date with the latest STR best practices. Our systems come with unlimited user access and unlimited end-user training. Our customers give testimonials regarding the ease of use of our systems and vastly superior level of customer service when compared to other providers in the market.

References

We believe that **continuous innovation** is required to face the challenges of today and of tomorrow. We are proud of our achievements and solutions that enable cities and counties to manage short-term rental activities and to ensure local rules and ordinances are enforced for the betterment of local residents.

The following references are examples of successful partnerships between Deckard Technologies & its clients.

Chatham County, GA

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Rentalscape

Proposed Products

The Rentalscape Portal

The Rentalscape portal is a cloud-based system for County staff to track STR properties, monitor STR activity, manage STR permits and record information about properties. The data in the system is constantly being updated as new properties are discovered and address identified, as new permit applications are made and as permits are expired or revoked.

The Rentalscape portal displays information on all STR listings found within the County going back at least 12 months. We use US Census data to identify County limits and any parcels or listings within the limits are monitored. Rentalscape also tracks properties outside the County until they are accurately identified. On occasion, the STR listing estimated location for a property falls outside the County, but the actual location of the property once address identified is inside the County. Rentalscape displays:

1. Any permitted STR property
2. Any property with a currently live STR listing
3. Any property with historic STR listings
4. Any property with a future or past STR booking (even if the property currently does not have a live listing)

Rentalscape includes the ability to filter the properties displayed (e.g., only permitted properties, or only properties in a specific HOA), and to download all results. All data displayed is available for direct download from Rentalscape.

Information shown in Rentalscape for each property includes:

Property characteristics

1. Property address
2. Owner name and mailing address
3. Residential type (primary residence, secondary/investment property)
4. Property type
5. Number of bedrooms and bathroom at the property, per public records data
6. A map showing the property's location
7. Maximum occupancy per Dekalb County ordinance

Listing characteristics

1. Listing URL for each listing associated with each specific property
2. Listing ad ID for each listing associated with each specific property
3. Rental calendar showing current month's activity as well as past twelve months and upcoming three months booking activity (frequently updated calendar)
4. Rentalscape clearly and easily differentiates between regular bookings and host-blocked dates that are not revenue-generating
5. Host name (when available)
6. Stay limitations (minimum/maximum)
7. Permit/license number if included in the listing
8. Daily Rental rate at time of booking
9. Rental frequency
10. Individual links to all active listing for the property
11. **PDF copy of each listing, as well as a history of all previous versions of the listing**, to identify any possible changes, as well as keep a record in case the listing is taken down by the host. Each image has a date-stamp showing when it was created and is kept indefinitely.
12. Rental type (Whole home, shared home)
13. Bedrooms and bathrooms advertised
14. Maximum occupancy, per listing

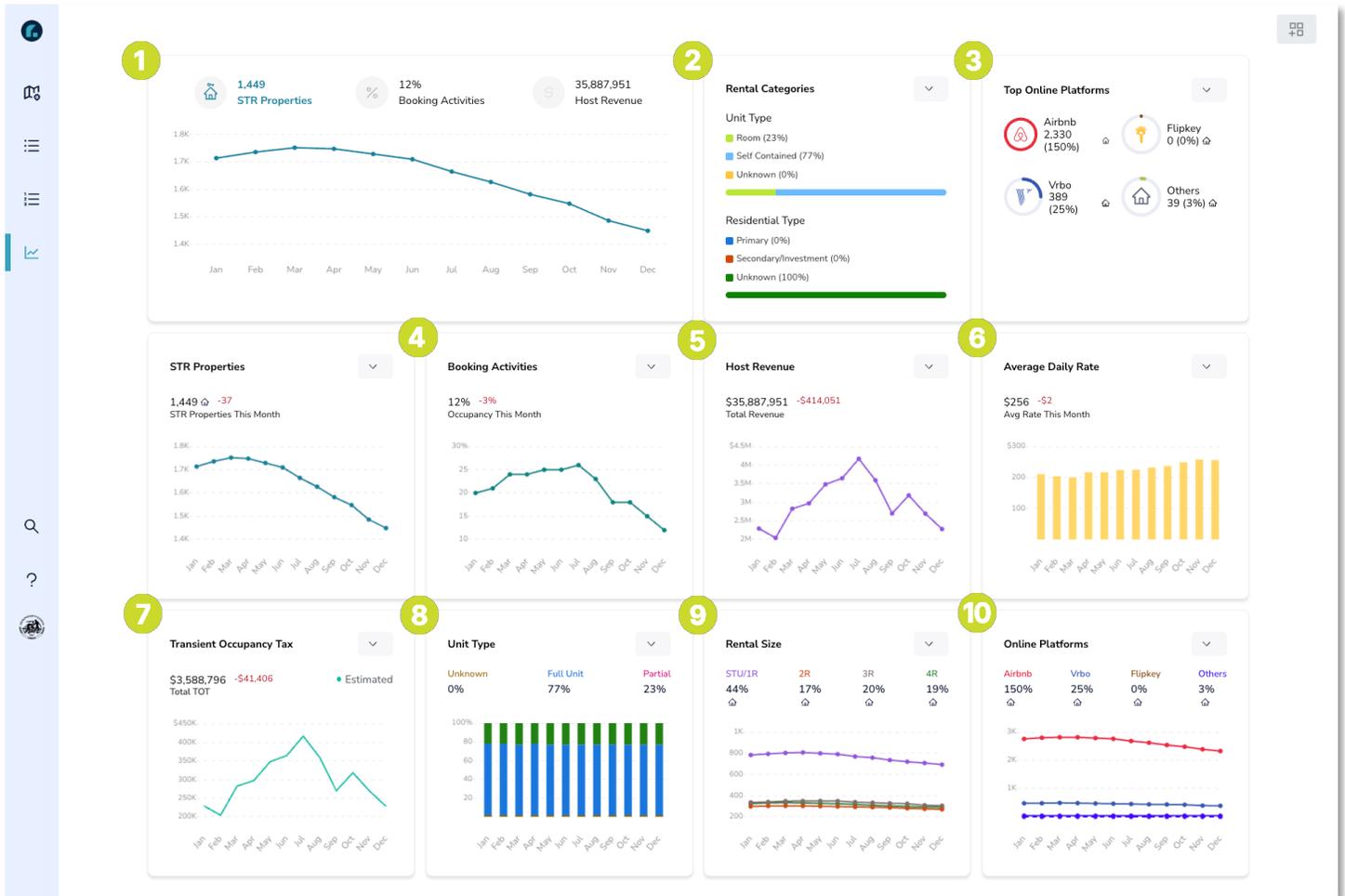
Estimated sales tax based on rental activity

1. Occupancy rate
2. Estimated rental income
3. Estimated tax

Rentalscape is configured to match the County's ordinance and is capable of flagging violations following the County's exact rules, including but not limited to permit registration and occupancy advertised versus permitted occupancy. Rentalscape looks for bookings less than 30 days when flagging STRs. When bookings longer than 30 days are created, these are correctly categorized as long-term rentals and do not cause a property to be treated as an STR.

Rentalscape actively monitors permit status and STR listings daily, flagging violations as they occur. We have encountered situations where other providers have flagged properties as "no longer listed" or "only performing long-term rentals", that later re-list or take a short-term booking, and are subsequently missed by these other vendors as violating the County ordinance. **Rentalscape continuously monitors every listing every day** including bookings up to a year in advance. As soon as an unpermitted booking is taken, Rentalscape sets a violation.

Rentalscape includes a **Dashboard** that provides an overview of all STR activity in the County. This Dashboard includes aggregated revenue, bookings, and property data, and highlights top-earning hosts and owners as seen below. Please note that some charts will not be activated until we go live in Dekalb County.



- 1 STR PROPERTIES
- 7 ESTIMATED TAX REVENUE
- 2 MOST ACTIVE HOSTS
- 8 UNIT TYPE
- 3 TOP PLATFORMS
- 9 RENTAL SIZE
- 4 BOOKING ACTIVITIES
- 10 ONLINE PLATFORMS
- 5 HOST REVENUE
- 6 AVERAGE DAILY RATE

Figure 3: Rentalscape Dekalb County Dashboard Example

Implementation & Training

Upon Contract signing, Deckard will assign Dekalb County a Client Success Manager (CSM), who will work with the County to develop “best practices” based on Deckard’s experiences with other clients. The CSM will ensure that the implementation process proceeds smoothly and will be the main point of contact for any questions, suggestions, training, or concerns. The CSM will also participate in periodic calls with County staff as requested.

Since Rentalscape is cloud-based, no hardware or software installation is required.

Most jurisdictions have been up and running with Rentalscape within a couple weeks with Address Identification complete within 4 weeks of receipt of the permit and listing data.

Dekalb County, GA

Assuming contract on February 1st, 2026

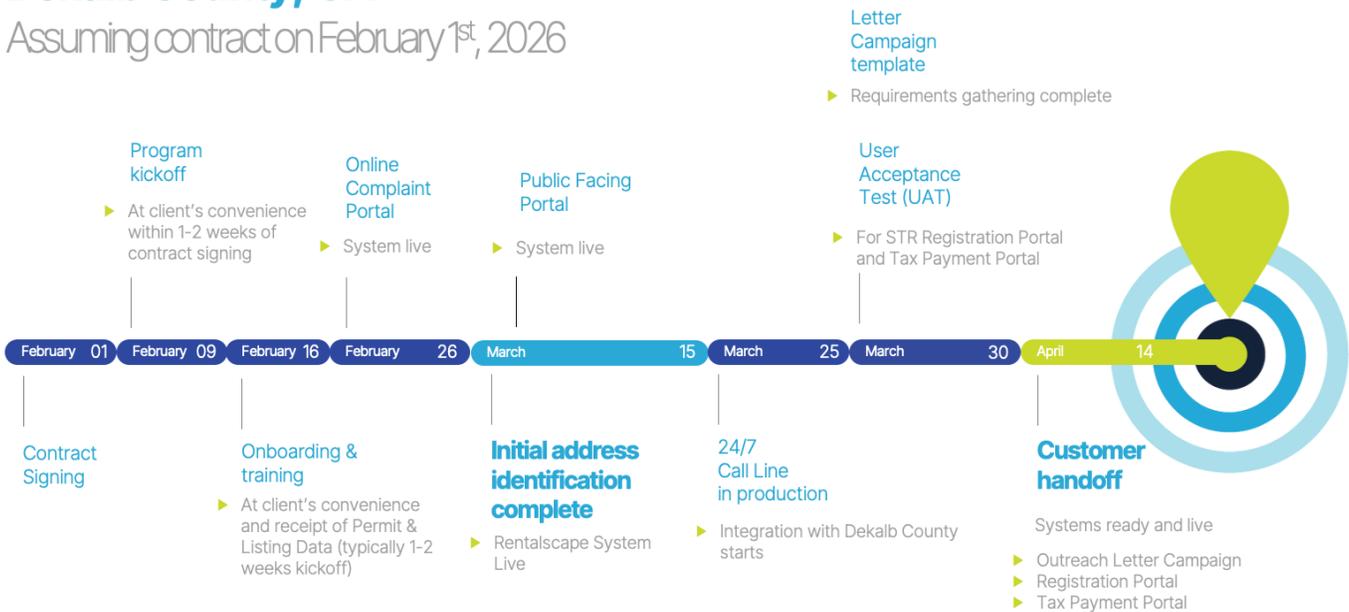


Figure 4: Sample Timeline for Rentalscape

Pricing Proposal

Currently, Rentalscape is showing close to **3009 live STR listings in Dekalb County**. Based on the number of live STR listings, we estimate there are **1297+ short-term rental properties in the County**, advertised on one or more platforms.

Deckard Technologies can provide a comprehensive, all-inclusive system that meets the requirements specified in the Proposal. Alternatively, each of our products is available for individual purchase as standalone items, allowing for tailored solutions to meet specific needs.

We only **charge fees on a per property, not per listing, basis**. Since a single property can have multiple listings, we feel it is unfair to charge fees based on listing count. Finally, we do not charge one fee for compliance monitoring and another for rental activity monitoring as, in our view, these are the same service.



Base Product Pricing

ADDRESS IDENTIFICATION, COMPLIANCE MONITORING, & RENTAL ACTIVITY REPORTING	Price
<ul style="list-style-type: none"> Identify property & address Identify property owner address Real-time reporting of all new listings & frequent calendar monitoring 10,000+ Websites monitored Daily, worldwide FutureCast™ - Identify future bookings as they are made on the rental platform 	\$56,483.87 Annually
OUTREACH CAMPAIGN	
<ul style="list-style-type: none"> Letter campaign to inform STR illegal operators regarding compliance requirements and procedures All letter templates will receive County approval pre-campaign Campaign includes one Introductory letter and two additional escalation letters 	INCLUDED
STR REGISTRATION PORTAL	
<ul style="list-style-type: none"> Online, intuitive portal for registration and renewal Fields configurable to meet County needs Identify properties that need registration fee Provide daily reports on new and modified permits 	\$13,290.32
TAX PAYMENT PORTAL	
<ul style="list-style-type: none"> Easy to use online tax payment portal Configurable tax, late fee and interest rates on a per-property basis Provide daily reports on tax payments and remittances to the County 	\$22,150.54
COMPLAINT 24/7 HOTLINE & ONLINE FORM	
<ul style="list-style-type: none"> 24/7 US bilingual (upon request) call center with live agents – Premier (see Page 13 for Detail Information) Online complaint form 	\$22,150.54
CONSTITUENT PORTAL	
<ul style="list-style-type: none"> Public facing portal (Link placed on Jurisdiction’s website) Permit/Licensing Data and Responsible Party Contact Info for every STR Property (Standard) 	\$6,645.16
TOTAL YEAR ONE	\$120,720.43

- Note:** Pricing valid for 90 days
Note 2: Pricing Confidential
Note 3: Cooperative Contract (OMNIA)

Other Included Products

REPORTING & ANALYSIS

- On Demand, Dynamic reporting, offering multiple ad hoc reports INCLUDED
- Filters allowing users to focus on specific segments of the STR population

CLIENT SUCCESS MANAGER

- Single Point of Contact for County staff for all matters
- Ensures the County is following Industry best practices INCLUDED
- Shepherds the implementation process from start to finish
- Periodic meetings/calls throughout the life of the account

UNLIMITED ACCOUNTS & TRAINING SESSIONS

- No limit on the number of Rentalscape user accounts
- No per-session training costs INCLUDED
- Single Sign-On (SSO) available
- Dedicated client support staff available to assist with customer request

Product Information

STR Registration & Renewal Portal

The STR Registration and Renewal Portal - [Web-based and Mobile-enabled Online] is an intuitive, user-friendly, and fully configurable system for STR registration. This portal allows STR owners and property managers to register their short-term rental properties with minimal effort. The portal is designed to accommodate both small single-property operators and large property managers with multiple properties.

The STR registration portal syncs all data with the local jurisdiction’s Assessor Parcel Number, ensuring that only properties with parcels in your community can register. This eliminates the need for activation codes or support from County/Vendor. However, if assistance is needed, the Deckard team is always available to provide support to the property manager or property owner as needed.

The STR registration portal also tracks properties leveraging GIS shape files, allowing specific neighborhoods or residential zones to be included or excluded from the ability to register, even identifying exempt properties. The registration system can be configured to accept affidavits of compliance, copies of insurance coverage, any documents required, acknowledgment of the submission of a tax registration forms to County, along with any other configuration or affidavit necessitated by the County.

Case Study



Placer County, CA, has over **5,000** short-term rental properties with more than **11,000** STR listings associated with them. The simplicity of the **Rentalscape Registration Portal** enabled the Deckard Technologies team, on behalf of Placer County, to identify, conduct outreach, and register over **5,000** properties in under four weeks with minimal need for human interaction.

Configuration of this portal to include Dekalb County branding.

- Adding custom fields such as occupancy rules specific to the County (e.g., occupancy limits, bedroom counts)
- Collection of documents as required for the STR registration process
- STR registration approval portal
- Configurable STR permit pricing and expiration
- Collection of any STR permit fees
- Regular reporting

Rentalscape STR Registration collects permit fees via the Stripe secure payment processing system and allows payment via credit card or ACH bank transfer.

Should the County wish to individually approve each STR permit (some of our clients automatically issue STR permits once payment is received, while others individually approve permits), the **Rentalscape Permit Management** portal allows County staff to view and then approve or reject permit applications. In addition, the portal can be used to suspend or revoke permits when operators are not in good standing.

The **Rentalscape Registration portal** also allows STR operators to update contact details for themselves, their property managers, and their local contacts. Rentalscape sends an email notification to both the applicant and the County for each new application received and every permit approved. Additionally, Rentalscape generates a daily report containing the status and details of all permits.

The Rentalscape staff will work with Dekalb County to configure the registration system as needed.

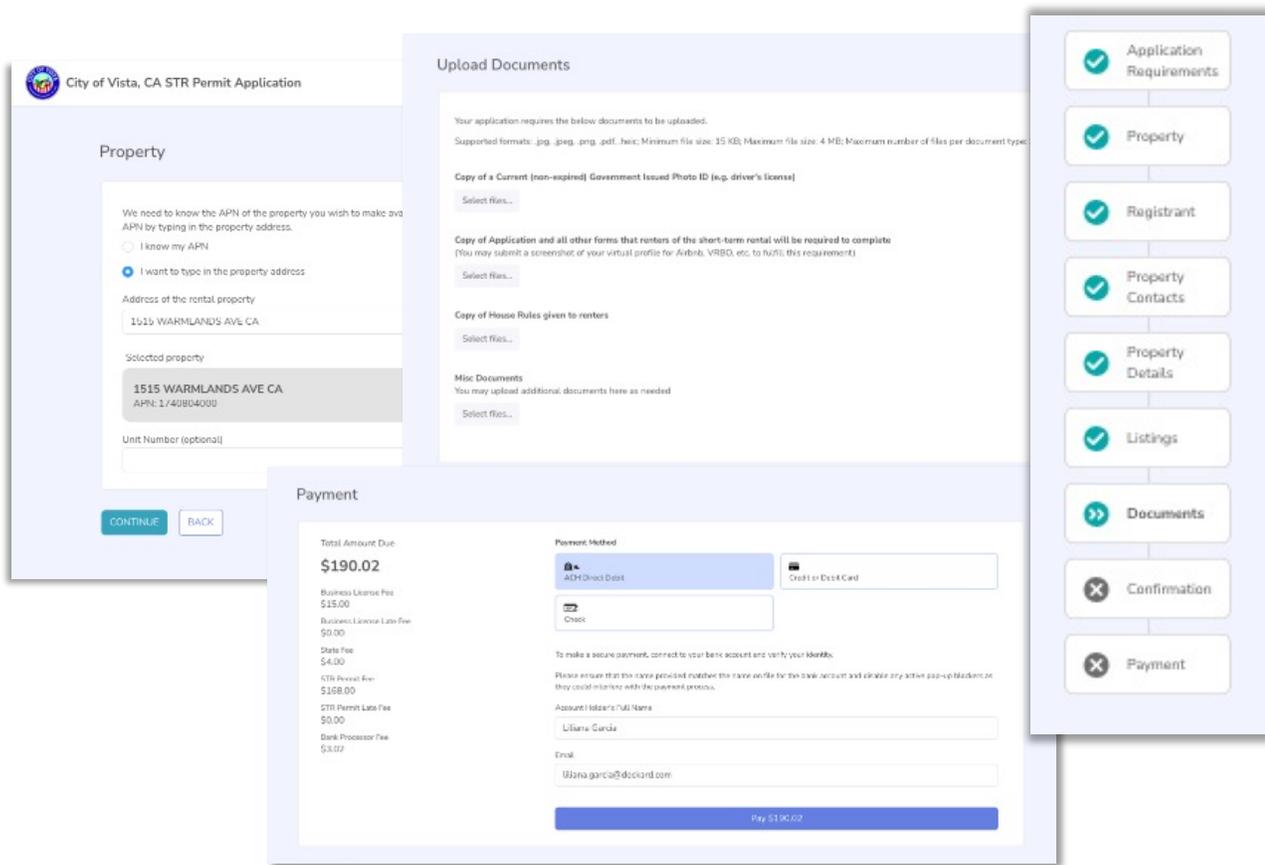


Figure 5: **Rentalscape** STR Registration System

Permit Management

The Rentalscape County Permit Management portal allows County staff with comprehensive tools to manage short-term rental (STR) permits and applications. Through the portal, staff can view permits, update permit statuses (approve, deny, or revoke), and add notes. Each STR permit is automatically linked to identified STR listings that match the permit address, with accuracy ensured using APNs and unit numbers.

The ability to track permits effectively is crucial for managing a successful STR program. This functionality is an integral part of our registration portal, streamlining the oversight of permits and enhancing the overall efficiency of program administration.

464 Whipperwill Current

STR License

License number	002390	License holder	
Issue date	2024-09-01	Expiration date	2025-09-02

> Collapse details

Current v

Withdrawn

Revoked

Suspended

Send license

Edit

License settings

Permit Held By
Property manager

Permit Holder

First Name

Last Name

Phone Number

Email

Property Manager

First Name

Last Name

Phone Number

Email

Property Owner(s)

Property Owner #1

First Name

Last Name

Phone Number

Email

Responsible Operator Contact

Possible Violations
We found no violations for this property

Add Note

Talked to owner. Tennant Notice is in place and back-taxes have been remited.

Add

Figure 6: Rentalscape Permit Details Screen showing notes, permit status and details of all permits

Tax Payment Portal

The **Tax Payment Portal** can be used to collect taxes from STR operators on a monthly, quarterly, or yearly basis. The Rentalscape Tax Payment system gathers information on the number of nights available for booking and the number of nights booked.

The Rentalscape Tax Payment system is configurable for each jurisdiction and includes automatic calculation of tax due based on the County’s tax rate, automatic calculation of late fees and penalties, and the ability to apply leniency on a per-property basis for late fees if needed.

The Rentalscape Tax Payment system uses Stripe for payment processing, allowing payments by credit card or ACH. Payments are remitted directly to the County. Our existing customers have seen an increase in tax payments after adopting this system due to the ease of use of the portal. The Rentalscape Tax Payment system generates nightly reports that are delivered to the County facilitating easy reconciliation of transactions. This system reduces the manual work required when processing paper forms.

Figure 7 below shows the Placer County Tax Payment system showing Placer County specific fields. The Rentalscape staff will work with Dekalb County to configure the Tax Payment system as needed.

The screenshot displays the Rentalscape Lodging Tax Payment System interface, which is divided into several key sections:

- Navigation Panel:** A vertical sidebar on the left contains four steps: 'Select Properties', 'Report Revenue', 'Confirm and Sign', and 'Payment', each with a corresponding icon and a checkmark.
- Report Revenue:** The main content area is titled 'Report Revenue' and includes a sub-header 'For the current and previous quarters, please report the taxable receipts'. Below this, it shows a table for 'Jan - Mar 2025' for property '1695 Mountain Pass Cir Vista Ca 92081'. The table lists:

Total Revenue including all fees	\$ 24680
Allowable Deductions	\$ 0
Taxable Receipts	\$24,680.00
Property Occupancy	No. Days Available: 31, No. Days Occupied: 12
- Confirm and Sign:** A modal window titled 'Confirm and Sign' prompts the user to confirm information. It includes a 'Tax Summary' section showing 'Total Due Jan-Mar 2025' as '\$2,468.00'. Below this, there is a 'Certifications' section with a checked box stating 'I certify under penalty of perjury that the foregoing is true and correct.' and a 'Legal Name of Authorized Signatory' field with the name 'Liliana Garcia' and a date of '2025-04-15'.
- Payment:** A modal window titled 'Payment' shows the 'Total Amount Due' as '\$2,474.50'. It breaks down the total into: TOT (\$2,468.00), Penalties (\$0.00), Interest (\$0.00), and Bank Processor Fee (\$6.50). The 'Payment Method' section offers 'ACH Direct Debit' (selected) and 'Credit or Debit Card'. Below this, there is a 'Payment Method' section with a 'Check' option. A note states: 'To make a secure payment, connect to your bank account and verify your identity. Please ensure that the name provided matches the name on file for the bank account and disable any active pop-up blockers as they could interfere with the payment process.' The 'Account Holder's Full Name' field contains 'Liliana Garcia' and the 'Email' field contains 'liliana.garcia@deckard.com'. A large blue button at the bottom says 'Pay \$2,474.50'.
- Stripe Integration:** A separate window on the right shows the Stripe logo and text: 'Deckard Technologies, Inc. uses Stripe to connect your accounts'. It lists benefits: 'Fast and simple' (Connect your account in seconds) and 'Your data is encrypted' (Deckard Technologies, Inc. can access data. You can disconnect at any time). At the bottom, it says 'By continuing, you agree to Stripe's Terms and Privacy Policy' and has an 'Agree and continue' button.

Figure 7: Rentalscape Lodging Tax Payment System

24/7 Complaint Line & Online Form

The Rentalscape 24/7 Complaint Line is available to field complaints from the public related to short-term rentals. The Complaint Line operates 24/7 with live, U.S.-based bilingual call takers. The call taker collects the necessary information (e.g., address, property owner, type of incident, date of incident, etc.) and contacts the designated County contact and/or the emergency contact for the owner/host.

Rentalscape Online Complaint Form is also included. Neighbors can report and provide evidence for non-emergency concerns. The Complaint Form is configurable with your logo. All complaints are logged and reported to the appropriate staff/department.

Figure 8:

Rentalscape Online Complaint Form

Complaint Line services are offered at 3 different levels:

Basic - Standard call flow. Information is taken and forwarded to the client. Calls are referred to the appropriate staff without follow up required.

Classic - Call Center will contact the local contact when information is available (permitted properties), notify them of the complaint then forward the information to the local city contact.

Premier - Premium call flow. Dispatcher will attempt to get a complaint resolution. The local contact can be contacted up to 3 times before referring caller out to appropriate staff.

STR Constituent Portal

The Rentalscape STR Constituent Portal is a user-friendly, interactive public online map designed to provide transparency and easy access to information regarding all registered short-term rentals within the County. The portal allows residents, visitors, and other stakeholders to quickly view the location and status of registered properties through an intuitive web interface. All displayed data is configurable to align with the County’s policies, privacy requirements, and enforcement objectives, ensuring that only approved information is made publicly available.

The portal can be configured to display key property details such as registration status, permit numbers, property owner information, and designated local or emergency contact information, as authorized by the County. This functionality supports increased community awareness while helping residents identify compliant rentals and appropriate points of contact when concerns arise. By centralizing this information in a single, publicly accessible platform, the County can reduce administrative inquiries, improve responsiveness, and promote accountability among short-term rental operators.

In addition, the Rentalscape STR Constituent Portal is fully branded with the County’s name, logo, and visual identity to provide a seamless extension of the County’s official website and digital services. The portal can also include direct links to related systems, such as the County’s short-term rental registration system or 24/7 hotline, allowing users to easily navigate between public information and official processes. This integrated approach enhances the County’s ability to communicate regulations, encourage compliance, and deliver a modern, transparent public-facing solution that supports effective short-term rental management.

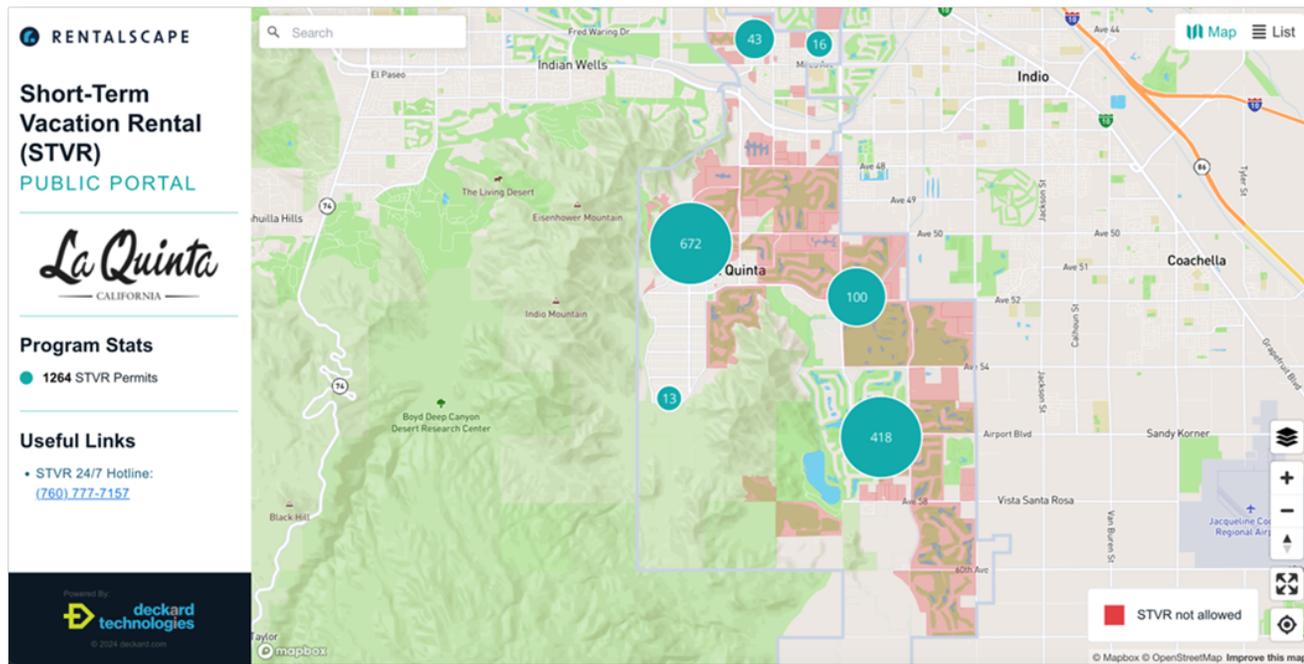


Figure 9: Rentalscape STR Constituent Portal

Letter Campaign for STR Hosts

Rentalscape will create and send letters to all identified STR hosts, explaining the tax requirements, current rate, and payment process. The letter templates will be approved by Dekalb County staff before the mailings begin.

Rentalscape’s targeted letter campaign, strategically timed to generate the best results, has proven highly effective in reducing the number of unregistered hosts by over 50% within the first six months of a new client engagement. Recently, Placer County in California used Rentalscape to identify a single property where taxes due exceeded \$50,000.

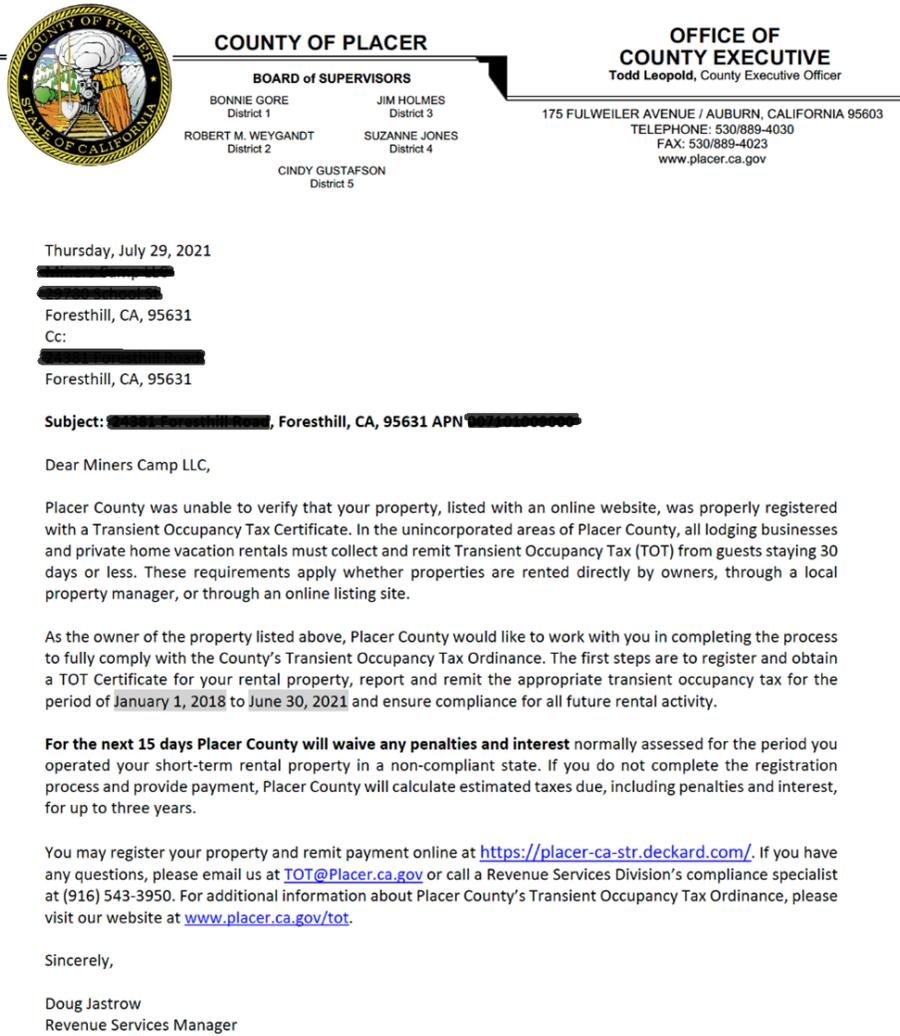


Figure 10: Rentalscape Placer County Complaint Letter

System Security

Overview

System Reliability, Data Integrity, Security Policy & Practice

Deckard Technologies, as a SOC 2 Type I compliant organization, will implement and maintain appropriate administrative, technical, and organizational security measures to safeguard against unauthorized access, disclosure, or theft of the city data. These security measures will be in accordance with recognized industry practices. The Dekalb County will retain all rights, title, and interest in its data related to the services provided under this Agreement.

System Integrity

Deckard Technologies hosts all systems on Amazon Web Services (AWS), certified under FIPS, FEDRAM, PCI DSS, and SOC2.

To enhance security beyond AWS, Deckard enforces internal policies, such as daily virtual machine replacements and service restarts every 15 minutes. All services operate within private virtual networks, monitored via API Gateways.

Access is restricted to internal development staff. No data breaches have occurred, and the last 18 months have seen 100% system uptime.

Data Storage & Segregation

Government data is stored encrypted on AWS (Amazon S3 and Postgres databases). Access is tightly controlled via schema-level separation, ensuring no cross-customer data exposure.

All data is traceable, and access is fully governed. Data is transmitted securely over TLS 1.2 or above. Systems are defined as code, enabling full reconstruction within minutes if compromised.

Daily backups and restoration tests ensure database recovery under one hour.

Personal Information Handling

Deckard uses Digify for secure handling of personal documents.

Deckard staff never access personal data, which is accessed only by government users through Digify integrated in the Rentalscape platform.

Digify complies with ISO 27001, GDPR, and HIPAA standards, and is also hosted on AWS.

Payment Processing

Deckard's Rentalscape system processes hundreds of millions of dollars for local governments. No payment information is stored by Deckard. All integrations are with SOC-compliant providers, including:

-  Stripe
-  Hamer Payments
-  Fiserv
-  Heartland
-  Full Pay
-  CORE
-  Invoice Cloud

Visit our Security Section

Click the button below to learn more

LEARN MORE



deckard
technologies

RENTALSCAPE

ADA Compliance

The Rentalscape platform is designed to fully comply with current Americans with Disabilities Act (ADA) requirements and adheres to Web Content Accessibility Guidelines (WCAG) 2.1 Level AA standards. The system explicitly supports assistive technologies such as screen readers and voice recognition software, features large text fonts with minimal visual distraction, and utilizes design elements that avoid color barriers to accommodate users with color blindness. Furthermore, to ensure usability for all constituents, we assist jurisdictions in hosting training videos that provide step-by-step audio and text instructions, ensuring the registration and portal experience is user-friendly and accessible to the widest possible range of residents.

See document attached.

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Product Line



STR Registration and Renewal Portal

This system is fully configurable and tailored to each client, featuring custom branding and fields specific to jurisdiction requirements, such as occupancy limits and bedroom counts. It securely collects necessary documents for the STR registration process and includes an approval portal for efficient registration management. The platform offers configurable permit/license pricing and expiration settings, facilitates the collection of permit fees, supports renewals and updates, and provides regular reporting capabilities.



Letter Campaign for STR Hosts

Rentalscape will create and distribute letters to illegal operators, detailing the jurisdiction’s STR ordinances, requirements, and procedures. All letter templates will be reviewed and approved by the jurisdiction’s staff before mailings commence. Our strategically timed, targeted letter campaigns have proven highly effective, reducing the number of unregistered hosts by over 50% within the first six months of new client engagement.



Tax Payment Portal

The portal facilitates tax collection from STR operators on a monthly, quarterly, or yearly basis. The Rentalscape Tax Payment system gathers data on nights available for booking and nights booked, and it is customized to each jurisdiction. It features automatic tax calculation based on the jurisdiction’s tax rate, incorporates late fee and penalty computations, and provides the flexibility to apply leniency on a collective jurisdiction basis when necessary. Using Stripe for payment processing, the system accepts credit card and ACH payments, with funds remitted directly to the jurisdiction. It also generates nightly reports for easy reconciliation, significantly reducing the manual effort associated with processing paper forms.



24/7 Complaint Line & Online Complaint Portal

The Complaint Line is available 24/7 to field public complaints related to short-term rentals, operated by live, U.S.-based call takers. Call takers collect essential information, such as the address, property owner, type of incident, and date, and then notify the designated jurisdiction contact. Our hotline services are offered at three different levels to accommodate various needs.

▶ **Basic:** Standard call flow. Information is taken and forwarded to the jurisdiction. Calls are referred to the appropriate staff without follow up required.

▶ **Premier:** Premium call flow. Dispatcher will attempt to get a complaint resolution. The local contact can be contacted up to 3 times before referring caller out to appropriate staff.

▶ **Classic:** Call Center will contact the local contact when information is available (permitted properties), notify them of the complaint then forward the information to the local jurisdiction contact.

▶ **Rentalscape Online Complaint Form:** Neighbors can report and provide evidence for non-emergency concerns with photos and videos. The Complaint Form is customized with your logo. All complaints are logged and reported to the appropriate staff/department.



STR Constituent Portal

The Constituent Portal is an interactive public online map that displays all registered short-term rentals within the jurisdiction. It is fully configurable to meet the jurisdiction’s needs, providing information such as the property owner and emergency contact details. The portal is branded with the jurisdiction’s identity and can include links to related systems, like the short-term rental registration platform.



Inspection Module

This module streamlines the inspection process, enhancing efficiency and effectiveness for field agents and jurisdiction staff. It is a mobile-enabled system that allows agents to conduct and document health and safety inspections directly in the field. Agents can add notes, comments, and even generate complaints or tickets in PDF format on-site.