





Dustin Reilich VP Sales (949) 701-0501 dustin@deckard.com

JANUARY 19,2024

# PRICE PROPOSAL

for the

Municipality of **Anchorage**, AK

SHORT-TERM RENTAL ("STR") INVENTORY, COMPLIANCE & ANALYTIC SERVICES

presented by



engineered by



## **CONTENTS**

Executive Summary	3
References	7
Proposed Products	8
Implementation & Training	11
Optional products	13



### **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 the Municipality of Anchorage, the Rentalscape platform identifies the exact address of the STR listings within the Municipality limits, enabling accurate display of STR activity within the Municipality 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**

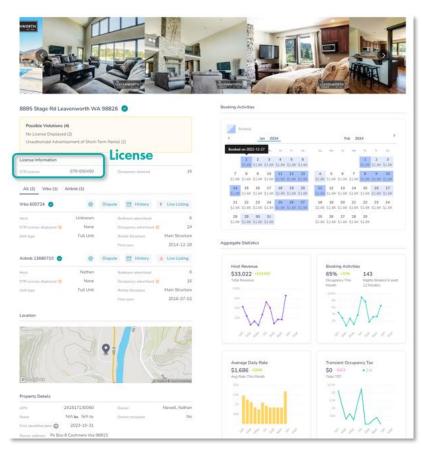


FIGURE 1: **Rentalscape** Property card example on Chelan County, WA

Deckard's Dashboard management platform for STR will discover, identify, and efficiently present all STR activity in the Municipality of Anchorage, 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 shows upcoming rentals and bookings as they occur within 24 hours of the reservation being 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.



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 the Municipality of Anchorage. 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

Municipality 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 Municipality is able to distinguish back-to-back bookings. These insights are not possible to achieve by simply viewing the listings itself.

Rentalscape platform monitors all Municipality

provided ordinances and flags each property should it be in violation. Customer can easily filter the properties to see all violations. Below is an example of a property in Chelan County, WA who could be in violation of not having an STR License displayed in the Listing.

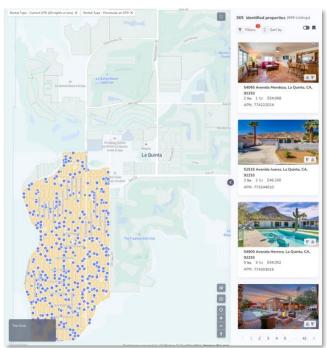


FIGURE 2: Rentalscape Map

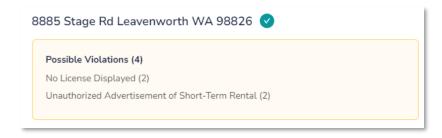


FIGURE 3: Rentalscape example possible violation in Chelan County, WA

#### Rentalscape

Below are 6 properties in the south of Mission Beach we believe are acting as illegal STRs in the city of San Diego, CA.



PROPERTY	LICENSE	DETAILS
2641 Ocean Front Walk		Listing appears to be Unpermitted. The permit number STR-01917L
		displayed on <u>Airbnb</u> belongs to a different address
2645 Ocean Front Walk	STR-00671L	License is not displayed on <u>Vrbo</u> listing
2656 Strandway		Listing appears to be Unpermitted .The permit number STR-02065L
		displayed on Airbnb and Vrbo belongs to a different address
715 Asbury Ct Unit C	STR-02439L	License is not displayed on Airbnb listing
730 Asbury Ct	STR-03900L	License is not displayed on Airbnb listing
7 30 Asbury Ci	31K-03900L	ticerise is not displayed on <u>Anono</u> listing
718 Asbury		Airbnb Listing appears to be Unpermitted
714 Asbury Ct Unit 02	STR-00403L	License number is displayed correctly in the listing
2677 Ocean Front Walk	STR-01845L	License is not displayed on <u>Vrbo</u> listing
755 San Luis Rey Pl	STR-01048L	License is not displayed on <u>Vrbo</u> listing
735 San Luis Rey Pl		Listing appears to be Unpermitted. The permit number STR-03061L
		displayed on <u>Airbnb</u> belongs to a different address
725 San Luis Rey Pl	STR-00617L	License is not displayed on <u>Airbnb</u> and <u>Vrbo</u> listings
2691 Ocean Front Walk	STR-02114L	License is not displayed on <u>Vrbo</u> listing
2679 Mission Blvd		Airbnb Listing appears to be Unpermitted
808 Allerton Ct	STR-01870L	License is not displayed on <u>Vrbo</u> and <u>Flipkey</u> listing
2660 Mission Blvd Unit 8	STR-03043L	License is not displayed on <u>Airbnb</u> listing
2609 Ocean Front Walk	STR-01713L	License number is displayed correctly in the listing
2614 Strandway		Airbnb and Vrbo Listings appears to be Unpermitted
2626 Strandway	STR-04761L	License is not displayed on Airbnb and Vrbo listing

FIGURE 4: Mission Bay, City of San Diego, CA Short-Term Rental Status



Upon receipt of the updated ordinances, Rentalscape will be updated to reflect the ordinance changes.

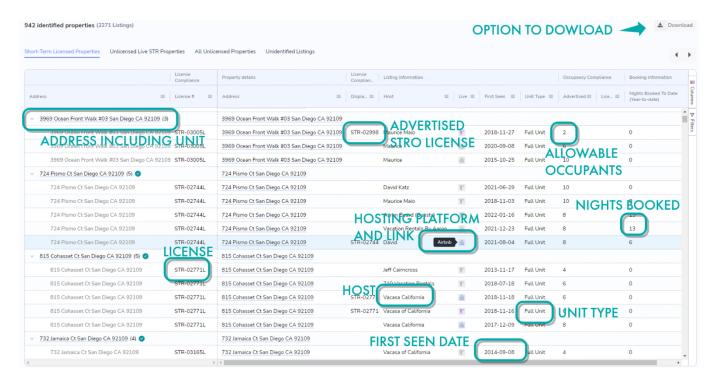


FIGURE 5: Rentalscape List view City of San Diego, CA

#### **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 Municipality 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 and its clients.

#### **REFERENCES**

#### City of Phoenix, AZ

Tiffany Nitzsche, LEAD INFORMATION TECHNOLOGY SYSTEMS SPECIALIST tiffany.nitzsche@phoenix.gov (602) 568-6499 Rentalscape

#### Placer County, CA

Doug Jastrow, REVENUE SERVICES MANAGER dwjastro@placer.ca.gov (916) 543-3945 Rentalscape

#### Chelan County, WA

Kirsten Ryles, SHORT TERM RENTAL MANAGER kirsten.ryles@co.chelan.wa.us (509) 667-6526 Rentalscape

#### Riverside County, CA

John Hildebrand, PLANNING DIRECTOR jhildebr@rivco.org (951) 955-1888 Rentalscape

#### City of Scottsdale, AZ

Brent Stockwell, ASSISTANT CITY MANAGER bstockwell@scottsdaleaz.gov (480) 312-7288 Rentalscape

#### City of Galveston, TX

Bryson Frazier, CHIEF FINANCIAL OFFICER bfrazier@galvestonparkboard.org (409) 797-5137 Rentalscape, Registration/Permit Portal, Tax Portal, 24/7 Complaint & Online Form



## PROPOSED PRODUCTS

#### THE RENTALSCAPE PORTAL

The Rentalscape portal is a cloud-based system for Municipality 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 Municipality going back at least 12 months. We use US Census data to identify Municipality limits and any parcels or listings within the limits are monitored. Rentalscape also tracks properties outside the Municipality until they are accurately identified. On occasion, the STR listing estimated location for a property falls outside the Municipality, but the actual location of the property once address identified is inside the Municipality. 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. Ownership 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 the Municipality of Anchorage ordinance



#### **Listing Characteristics**

- 8. Listing URL for each listing associated with each specific property
- 9. Listing ad ID for each listing associated with each specific property
- 10. Rental calendar showing current month's activity as well as past twelve months and upcoming three months booking activity (calendars update daily)
- 11. Rentalscape clearly and easily differentiates between regular bookings and host-blocked dates that are not revenue-generating
- 12. Host name (when available)
- 13. Stay limitations (minimum/maximum)
- 14. Permit/license number if included in the listing
- 15. Daily Rental rate at time of booking
- 16. Rental frequency
- 17. Individual links to all active listing for the property
- 18. 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.
- 19. Rental type (Whole home, shared home)
- 20. Bedrooms and bathrooms advertised
- 21. Maximum occupancy, per listing

#### **Estimated Sales Tax Based on Rental Activity**

- 22. Occupancy rate
- 23. Estimated rental income
- 24. Estimated tax

Rentalscape is configured to match the Municipality's ordinance and is capable of flagging violations following the Municipality'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 Municipality 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 Municipality. 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 the Municipality of Anchorage.



FIGURE 6: **Rentalscape** the Municipality of Anchorage Dashboard Example



## **IMPLEMENTATION & TRAINING**

Implementation is on your timeline!! Upon Contract signing, Deckard will assign the Municipality of Anchorage a Dedicated Account Manager, who will work with the Municipality to develop "best practices" based on Deckard's experiences with other clients. The account manager will ensure that the implementation process proceeds smoothly and will be the main point of contact for any questions, suggestions, training, or concerns. The account manager will also participate in periodic calls with Municipality staff as requested.

And since Rentalscape is Cloud Based, no hardware or software is installed!

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.

## Sample Timeline



FIGURE 7: Sample Timeline for **Rentalscape** 



Currently, Rentalscape is showing close to **4223 live STR listings in the Municipality of Anchorage**. Based on the number of live STR listings, we estimate there are **2000+ short-term rental properties in the Municipality**, advertised on one or more platforms.

While other providers charge a recurring identification fee annually, Deckard Technologies only charges an identification fee once when the property is initially identified. In addition, 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.





## **OPTIONAL PRODUCTS**

**STR Registration and Renewal Portal** is a configurable system that is customized for each client branding, custom fields such as occupancy rules specific to the Municipality (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, allows for renewals and updates.

**24/7 Complaint Line & Online Form** is available for fielding complaints raised by the public related to short-term rentals. The Complaint Line is a 24/7 Live US based Call Taker environment. The Call Taker collects the appropriate information (ie address, property owner, type of incident, date of incident, etc) and contacts the designated Municipality contact. Hotline services are offered at 3 different levels:

**Basic** - Standard call flow. Information is taken and forwarded to the Municipality. 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 Municipality contact.

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

**Tax Payment Portal** can be utilized to collect taxes from STR operators on a monthly, quarterly, or yearly basis. The Rentalscape Tax Payment system collects information regarding the number of nights available for booking, and the number of nights booked. The system is customized for each jurisdiction and includes automatic calculation of tax due based on the Municipality's tax rate, automatic calculation of late fees and penalties, and the ability to apply leniency on a per-property basis for late fees should it be required. The Rentalscape Tax Payment system utilizes Stripe payment processing that allows for payment by credit card or by ACH payments. Payments are directly remitted to the Municipality. The system generates nightly reports that are delivered to the Municipality, allowing for easy reconciliation of transactions. This system reduces the manual work required when processing paper forms.

**Letter Campaign for STR Hosts** - Rentalscape will create and send letters to all Identified STR hosts/owners explaining the Municipality's STR ordinances, requirements, and process. The letter templates will be approved by the Municipality staff prior to beginning the mailings. Rentalscape's targeted letter campaign, timed to generate best results, have shown great efficacy in cutting the number of unregistered hosts by over 50% within the first six months of a new client engagement.

**STR Constituent Portal** – The Constituent Portal is an interactive public online map for publication of all registered short-term rentals within the Municipality. The exact information on the map can be configured to meet the Municipality's needs and includes information such as the property owner and emergency contact information. The portal is branded with the Municipality's information and can include links to systems such as the short-term rental registration system.

**Foreclosure/Vacant Property Portal** helps government agencies combat blight created by vacant and foreclosed properties! By identifying at risk vacant properties and contacting the responsible party, Rentalscape helps you carry out enforcement to increase compliance with Vacation Property Ordinances.