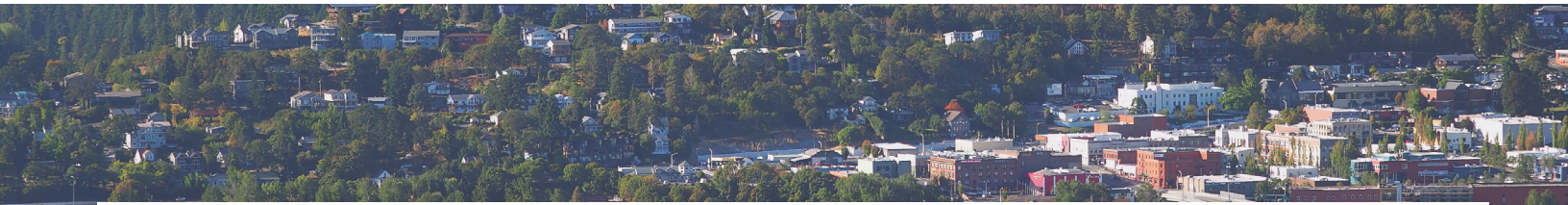




Hood River, Oregon

How an outdoor recreation hub tackled short-term rental concerns using Host Compliance



95%
address
identification

100%
revenue covered
costs

0
new employees
required

Improved
resolutions to
complex issues

OVERVIEW

Hood River, Oregon, was seeking a solution to help navigate the complex issues created by the rise of short-term rentals and the concerns that STRs are impacting housing values, altering communities, and making it harder for long-term renters to find affordable housing options.

SITUATION

Limited resources and a time-consuming process hamstrung the city's efforts to regulate STRs. City employees relied on residents to report disruptive houses, and regulation was inconsistent. In addition, as STRs proliferated, available housing stock began to dwindle, which began pricing many long-term residents out of the area.

SOLUTION

With Host Compliance, Hood River was able to implement a way for the city to communicate with its residents that was "less personal and invasive."

RESULTS

Host Compliance worked to eliminate reluctance among residents to comply with regulations, and to counteract the notion that STR operators could fly under the radar. Complaints by long-term residents declined significantly as the system automatically identified those who were non-compliant. Over a short time, residents became aware that regulations would be enforced, and efforts to avoid them were virtually eliminated. The platform freed up resources that would have been used to manually investigate cases of non-compliance.

MUST HAVE SOLUTION

Host Compliance

“ With Host Compliance, I love that there's no undertone of snooping or neighbors tattling on each other for code enforcement issues. It's just an automated system that finds listings via search, so it's not personal or invasive. The system treats all STR operators equally.”

- Will Norris, Finance Director/
Interim City Manager, City of
Hood River