Committee Report

To:	Short Term Rental Advisory Committee
From:	Edward Hilton, Economic Development Officer
Date:	June 3, 2025
Subject:	Summary of Granicus Quote for Short-Term Rental Services

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Granicus has provided the Township of North Kawartha a quote for annual subscription services related to short-term rental (STR) program support for the period of July 31, 2026, to July 31, 2027. The total annual cost (in Canadian dollars) is $33,884.07, and includes the following components:

- Address Identification: $14,573.79
- 24/7 Hotline: $5,829.52
- Compliance Monitoring: $7,286.90
- Mobile Permitting & Registration: $6,193.86

Granicus Short-Term Rental Services – Service Descriptions
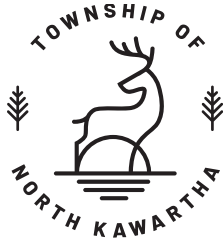
1. Address Identification
The Address Identification service provides municipalities with data on active short-term rental (STR) listings across more than 60 online platforms. This tool compiles information into visual reports and tables, offering insight into STR activity within the municipality. It supports efforts to monitor rental trends, identify potentially unregistered STRs, and inform enforcement or policy decisions.
Reference: https://support.granicus.com/s/article/Address-Identification-101?language=en_US

2. 24/7 Hotline
The 24/7 STR Hotline allows members of the public to report issues related to short-term rentals via phone or online form. Reports can include supporting evidence such as photographs or videos. Submissions are matched to identified STR addresses within the Host Compliance platform. The system provides follow-up options and can refer matters to appropriate authorities when needed.
Reference: https://support.granicus.com/s/article/Short-Term-Rental-Hotline-FAQ?language=en_US

3. Compliance Monitoring
Compliance Monitoring enables municipalities to issue communications to STR operators regarding regulatory requirements and compliance status. The platform supports the generation and delivery of customized letters for matters such as non-compliance notifications, ordinance updates, and occupancy violations. This assists with ongoing education, enforcement, and tracking of STR compliance.
Reference: https://support.granicus.com/s/article/Compliance-Monitoring-101?language=en_US

4. Mobile Permitting and Registration
The Mobile Permitting tool facilitates the online submission and processing of STR registration or permit applications. It allows municipalities to receive applications, supporting documentation, and payments in one centralized system. This service aims to streamline administrative workflows, improve accessibility for applicants, and support overall compliance.
Reference: https://support.granicus.com/s/article/Mobile-Permitting-101?language=en_US