

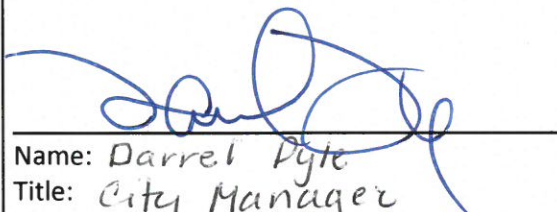



First Amendment to Host Compliance Services Agreement

THIS FIRST AMENDMENT (the "**Amendment**") dated March 25, 2020 (the "**Effective Date**") hereby amends the Host Compliance Services Agreement entered into as of March 25, 2019 (the "**Agreement**") between Host Compliance LLC, a Delaware limited liability company ("**Host Compliance**") and City of Norman at 201 W Gray St, Norman, OK 73069 (the "**Customer**").

1. The Customer and Host Compliance hereby agree to
 - a. Add Compliance Monitoring, Hotline, Rental Activity Monitoring, Mobile Permitting and Tax Collection to the services being provided by Host Compliance to the Customer, commencing on March 25, 2020.
 - b. Renew the Agreement for an annual term starting March 25, 2020 to March 24, 2021; and
 - c. Supplement the existing Schedule A to the Agreement with the attached Schedule A for the renewal term starting on the effective date.
2. Except as set forth in this Amendment, the Agreement is unaffected and shall continue in full force and effect in accordance with its terms. If there is conflict between this Amendment and the Agreement, the terms of this Amendment will prevail.

IN WITNESS WHEREOF Host Compliance and the Customer have executed this Amendment as of the Effective Date.

<p>City of Norman by its authorized signatory:</p>  <hr/> <p>Name: <i>Darrel Pyle</i> Title: <i>City Manager</i> Date: <i>4-3-20</i></p> <p>Billing Contact: Billing Email: Billing Direct Phone:</p>	<p>Host Compliance LLC by its authorized signatory:</p>  <hr/> <p>Name: Mark Hynes Title: Chief Executive Officer Date: 4/2/2020</p> <p>Account Executive: Helene Gaglioti Email: helene.gaglioti@hostcompliance.com Account Executive Phone: 415.529.6291</p>
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Schedule A for the term of March 25, 2020 – March 24, 2021

Address Identification

Monthly email-delivered report and live web-delivered dashboard with complete address information and screenshots of all identifiable STRs in City of Norman's jurisdiction:

- Up-to-date list of jurisdiction's active STR listings
- High resolution screenshots of all active listings (captured weekly)
- Full address and contact information for all identifiable STRs in jurisdiction
- All available listing and contact information for non-identifiable STRs in jurisdiction

Compliance Monitoring

Ongoing monitoring of the short-term rentals operating in City of Norman's jurisdiction for zoning and permit compliance coupled with systematic outreach to non-compliant short-term rental property owners (using City of Norman's form letters)

- Ongoing monitoring of STRs for zoning and permit compliance
- Pro-active and systematic outreach to unpermitted and/or illegal short-term rental operators (using jurisdiction's form letters)
- Monthly staff report on jurisdiction's zoning and permit compliance:
- Up-to-date list of STRs operating illegally or without the proper permits
- Full case history for non-compliant listings

24/7 Short-term Rental Hotline

24/7 staffed telephone and online hotline for neighbors to report non-emergency problems related to STR properties:

- Incidents can be reported by phone or online
- Full documentation of all reported incidents
- Digital recordings and written transcripts of all calls
- Ability for neighbors to include photos, video footage and sound recordings to document complaints
- Real-time outreach to owners of problem properties (whenever owner's contact info is known)
- Weekly staff reports containing:
 - The # and types of reported incidents
 - List of properties for which incidents have been reported
- Custom reports and analysis of hotline related activities

Rental Activity Monitoring and Tax Collection Support

Ongoing monitoring of jurisdiction's short-term rental properties for signs of rental activity and/or tax compliance:

- Automatic monitoring of review activity across 15+ STR websites
- Weekly screenshots of reviews and calendars for each active listing
- Quarterly pro-active, systematic and data-informed outreach to short-term rental operators regarding their tax remittance obligations (using City of Norman's form letters)
- Quarterly staff report on jurisdiction's STR tax compliance:



- Up-to-date list of short-term rental landlords suspected of under-reporting taxes
- Documentation of information that serves as the foundation for the suspicion of tax under-reporting
- Custom reports and analysis to support tax audits and other STR related investigation

Mobile Enabled Web Based Tax Assessment Collection Forms

The development and hosting of an electronic web-based short-term rental tax assessment collection forms. The capabilities of the forms include:

- 24/7 availability
- Mobile adaptive design
- The ability to validate inputs whenever possible as to minimize data-entry errors
- Electronic signature capabilities
- Electronic credit and debit card payment capabilities
- Ability to collect supporting documents (if required)
- SSL encryption
- Data available through app.hostcompliance.com
- Data downloadable into csv format via app.hostcompliance.com

Mobile Enabled Web Based Registration

The development and hosting of an electronic web-based short-term rental form. The capabilities of the forms include:

- 24/7 availability
- Mobile adaptive design
- The ability to validate inputs whenever possible as to minimize data-entry errors
- Electronic signature capabilities
- Electronic credit and debit card payment capabilities
- Ability to collect supporting documents (if required)
- SSL encryption
- Data available through app.hostcompliance.com
- Data downloadable into csv format via app.hostcompliance.com

Total Annual Subscription Service Price for the term of March 25, 2020 – March 24, 2021

\$25,000