

	Agenda Title:	Agenda Date:
	Short Term Rental Software Presentation	December 15, 2025
Subject/Proposal/Request:		
Demonstration of the Town's new STR Software		
Town of Cape Charles	Attachments:	For Council:
	None.	Action: Information: X
	Staff Contact(s):	Reviewed by:
	Katie Nunez, Director of Planning & Zoning Administrator	Rick Keuroglian, Town Manager

Background & Item Specifics: Town staff has been working with Deckard Technologies in programming the various modules to operate the Short Term Rental Zoning Permit along with associated fees, licenses and other obligations for the past 8 months. The software is specifically called Rentalscape and the Town is ready to launch said software this week on our website to accept new licenses and renewals of licenses for the 2026 calendar year.

I will be providing a live demonstration of the first three components of this software. Here are the components that make up this software package for us:

- 1) PUBLIC PORTAL of RENTALSCAPE - GIS of STRs in Cape Charles – active and up-to-date GIS mapping and listing of STRs in the Town of Cape Charles, both licensed and unlicensed. This includes where the public can file a written complaint thru this software or can call the 24/7 hotline to file a complaint re: STR.
- 2) Rentalscape – registration of new licenses and renewal registration of existing licenses which includes full application pursuant to the CC Zoning Ordinance for Short Term Rentals and payment of business license and STR Zoning Permit Fee.
- 3) Rentalscape – quarterly reporting and transmittal of Transient Occupancy Tax (TOT)
- 4) Inspections – along with iPads for the Inspectors in the field, there are programmed elements of the inspection for the inspector to review and determine compliance – attached is the Checklist as a Word Document.
- 5) “Back-end” of Rentalscape for Town Staff: notification, workflow of applications to inspections to issuance of STR Zoning Permit; reporting of registrations/renewals & compliance with STR Zoning Ordinance; complaints received & investigation of said complaints and disposition of complaints; financial reporting of STR Business license and STR Zoning Permit Fee and Transient Occupancy Tax.

Please note that all of the current 2025 licensees have been uploaded to this software.

Recommendation: Information Only.