

## Standard Operating Procedures re: STRs for Meredith (per Jordan Grant September 2021)

Meredith contracts with TCB Security for nightly patrols of Bayshore (2x / night) to check on the properties that Meredith manages.

Among the things they check for are the number of cars at each property and whether there are any trash issues.

All complaint calls are handled within 30 minutes.

TCB Security also handles after-hour and overflow calls for Meredith. All calls into the Meredith office are recorded. If a call comes in after hours and TCB takes the call, those calls are not recorded by Meredith.

Meredith management has expressed a sincere interest in meeting with the Good Neighbor Committee and working collaboratively to resolve any neighborhood issues related to STRs that the company manages.