



HIKARU

Spaces that Shine

Discover Hikaru's 3-Step
Compliance Protocol



Who is Stay Hikaru?

The corporate housing division of Hikaru has been operating since 2019. We provide premier accommodations for our corporate clients across the USA.



Some of our clients include:



uchi

amazon

BCG

BOSTON
CONSULTING
GROUP



gauss

ale
SOLUTIONS



Why Does Hikaru Have a 3-Step Guest Compliance Protocol?

Hikaru was founded on a core traditional principle of respect. As a short-term rental company, Hikaru obtains leases in multifamily apartment communities alongside other tenants as neighbors. Hikaru strives to accommodate the best guests and want our tenant neighbors to feel safe and secure. Additionally, our protocol decreases the risk of theft, damage, and/or criminal activity.



What is Hikaru's 3-Step Guest Compliance Protocol?

For *all* Hikaru reservations, the following protocols are implemented:

1. Criminal Background Screening
2. Comprehensive Rental Agreement
3. Preventative Security System



1. Criminal Background Screening

This is the first compliance step that occurs when a potential guest requests to book with Hikaru.

The primary guest on all Hikaru reservations, regardless of the booking platform, is screened for criminal background.

A guest must successfully pass all levels of Hikaru's screening process or their reservation will be canceled.



How does Hikaru Perform a Criminal Background Screening?

Upon making a reservation Hikaru automatically sends an email requiring the guest to verify their identity and submit their information for a criminal background screen.

The link provided takes them to Hikaru's criminal screening tool, TransUnion Smart Move.

The guest is asked for their full legal name, previous addresses, social security number and date of birth.

A criminal background report is sent securely to Hikaru where our Trust & Safety Manager analyzes the results and makes a decision based on Hikaru's screening policy.



What is Hikaru's Screening Policy?

No severe criminal convictions and sex offenses including but not limited to murder, terrorism, rape, assault, battery and child abuse.

Our screening checks the OFAC list and public state and country criminal records as well as state and national sex offender registries.

For lesser charges Hikaru's screening policy takes several factors into account, such as the severity of the charge, when the charge was placed, and the type of offense.



How is a Criminal Background Screening Performed when Booked on Other Platforms?

All of our listings on Airbnb and VRBO require the guest to be ID-verified with a satisfactory background screening. Airbnb's verification process checks multiple facets of a guest's identity:

- A guest's first and last name and date of birth
- For United States residents, certain databases of public state and county criminal records are checked, as well as state and national sex offender registries for criminal convictions and sex offender registrations. For a guest who lives outside the United States, to the extent permitted by applicable laws and to the extent available, they may obtain the local version of background or registered sex offender checks.



How is a Criminal Background Screening Performed when Booked on Other Platforms?

- Multiple FCRA-compliant vendors are used to conduct felony conviction checks, national sex offender searches as well as global sanctions reviews including OFAC and terrorist watch lists. These checks cover digitized criminal court records, department of correction records, wanted lists, global watchlist records, and all available state sex offender registries that exist online in the U.S. In addition, they also cover domestic and foreign watch lists and sanction lists, such as domestic and international fugitives, FBI lists (i.e., terrorism, most wanted, white-collar criminals), Interpol, politically exposed persons, U.S. Dept of Treasury lists, Drug Enforcement Administration (DEA) lists, and many others.

Sample Criminal Screenings

Criminal Report

Applicant Data as Entered
Name: Mark Hansen
Requested By: Automation Criminal
Property: Automation_criminal
Data/Time: 02/15/2016 4:27 PM (Mountain)

MARK HANSEN
State: Colorado
Aliases: No aliases found
Physical Features: No Physical Features listed
PERSON PHYSICAL FEATURES: No Physical Features listed

Photo Unavailable

Summary:
Summarizes the total number of offenses listed on the report.
More detail about each offense can be found below.

Comments:
Includes any additional information from the court about each offense.

Court Action:
The Activity type field reflects the offense information contained in the record. The Court Record ID is the reference number the court uses to look up an offense.

Court:
States where the court is.

Court Charge:
The Charge Degree field provides certain information including the severity of the offense, the result of the charge and other information the landlord can use to conduct additional research.

Summary

Incident(s)	Bookings(s)	Arrest(s)
0	0	0
Court Action(s)	Sentencing(s)	Supervision(s)
1	0	0

Comments

Status: Closed/Inactive	Charge Number: 1	Citation Number: 330CV5
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Court Action

Activity Type: Jury Trial Motor Vehicle	Court Record ID: 03K12001588
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Court

ORGANIZATION JURISDICTION
Jurisdiction Description: Circuit Court For Baltimore County - Criminal System

Court Charge

Effective Date: 2015-12-03
Charge Sequence ID: Charge Number: 1
Charge Description: Exceeding Maximum Speed: 81 Mph In A Posted 55 High Zone

CHARGE CLASSIFICATION
Charge Degree: 5

CHARGE DISPOSITION
Charge Disposition Additional Information Status: (Citation Number: 330CV5)
Charge Disposition Date: 2015-12-05
Disposition: Not Present

CHARGE STATUS
Expiration Date: 2015-12-03

CHARGE STATUTE
Statute Code ID: 1A.21.801.1

Disposition

Disposition ID: 220 PB.1
Disposition Date: 0000-00-00

Applicants

Property Info

Services & Payment

Add Applicant

NAME	STATUS & ALERTS	RECOMMENDATION	REPORTS	RESIDENTSCORE	ACTION
COMPLETED					
① Score Factors					
Too many inquiries					
Insufficient payment activity over the last year					
Not enough balance decreases on active non-mortgage accounts					
Number of delinquent accounts is too high in proportion to total number of accounts					
Employment & Income Information					
Employment Status: Employed					
Employment Income: \$120,000.00 Per Year					
Other Income: N/A					
Assets: N/A					

Norman Hamilton

nhamilton94@gmail.com

ACCEPT

CRIMINAL

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Please click the following links to view sample Hikaru Screenings

[Exhibit A](#)

[Exhibit B](#)

[Exhibit C](#)

[Exhibit D](#)



2. Comprehensive Rental Agreement

This is the second compliance step that occurs when a potential guest requests to book with Hikaru.

The primary guest on all Hikaru reservations, regardless of the booking platform, must legally sign off on our agreement.

The guest's signature is legally binding with timestamps and IP address.

RENTAL AGREEMENT

I. The Parties

This Short-Term Rental Agreement ("Agreement") made on (BCRE) is between the following:

One (1) individual(s) known as (CFULL) with a mailing address the same as the Property Address. ("Guest(s)")

AND

A business entity known as Kaizen Guest Properties LLC (DBA "Hikaru", "Stay Hikaru") with a mailing address of 11281 Seaside Lane, Frisco, Texas, 75035 ("Host", "Property Manager").

Host and Guest(s) ("Parties") agree to the following terms and conditions:

II. The Property

The Guest(s) agrees to rent the residential dwelling with a mailing address of (PADDRM) ("Property"). The Property consists of (PBEDS) bedroom(s) and has (PBATHS) bathroom(s).

III. Period and Guests

The total amount of individuals allowed to stay at the Property for any period will be limited to (PMAXGUESTS) people. In addition, the Guest(s) are allowed to have a total number of 0 Overnight Guests on the Property.

IV. Start and End Dates

The term of this Agreement shall begin (BARR) and end on (BDEF) ("Rental Period").

V. Rent

The rent due by the Guest(s) to the Host shall be in the amount of (BTAMT) due in full before check-in. Payment must be made in full to ensure availability.

The total amount includes Accommodation Fare and Cleaning Fee.

[Sample Hikaru Rental Agreement](#)



3. Preventative Security System

Hikaru employs post-confirmation protocols to ensure safety of all community residents.



Ring Camera for Front Door Surveillance

This protocol allows Hikaru's Trust and Safety Manager to enforce occupancy, arms and behavioral rules.



3. Preventative Security System

Hikaru employs post-confirmation protocols to ensure safety of all community residents.



Smart Lock for Access Security

This protocol controls access to any Hikaru unit by providing guests with a one-time code only valid for the duration of their reservation. A separate unique code and key is given to our Partners.



3. Preventative Security System

Hikaru employs post-confirmation protocols to ensure safety of all community residents.



Noise and Smoke Monitor

This protocol allows Hikaru's Trust and Safety Manager to enforce smoking and noise rules.