TRUSTED COMPANY. POWERFUL SOFTWARE. LEGENDARY SERVICE.

Powered for Productivity – In the Office and In the Field

Community Development Suite for Land Management

Get It Done, Wherever You Are.

Local planning, licensing, and permitting teams have big, complex jobs with many moving parts. Paper–based, manual processes and poorly integrated software often create costly bottlenecks–delaying projects and payments. Eliminate those efficiency bottlenecks by easily automating critical tasks associated with planning, zoning, inspections, permitting and licensing, and code enforcement, with MaintStar's cloud–based, unified, and modular Community Development Suite. With highly–configurable, automated workflows and an always–on public portal, you'll recover staff time and deliver frictionless customer service with less effort.

An integrated conditional management workflow tracks conditions and payments and assures necessary tasks are checked off and requirements are met in compliance with policies with codes as projects move forward. Even better, those **workflows can be designed to meet your exact processes**, and our **proprietary electronic plan review** and document management save time and simplify processes without sacrificing accuracy.

MaintStar's Community Development Suite also helps you increase revenue with automated systems that easily accept accurate payments anytime with simple financial integrations. Uncover further efficiencies with **unlimited users** and features that improve visibility across your organization and facilitate approvals from stakeholders all within one system. Plus, MaintStar's field work mobile app and online public portal recover valuable time for your staff to focus on their core missions of keeping development projects on–track and helping their communities achieve sustainable growth.

- ✓ **Comprehensive Land Management with End–to–End Project Management**
- ✓ **Planning & Development with Built–In Electronic Plan Review**
- ✓ **Modules for Permitting & Licensing, Code Enforcement, Inspections, Short–Term Rental Management, and More**
- ✓ **Fully–Integrated GIS Functionality**
- ✓ **Convenient and Unique Electronic Plan Review**
- ✓ **Mobile App for Field Access**
- ✓ **User–Friendly Public Portal with Available AI agent**
- ✓ **Configurable Workflows, Dashboards & Reports**
- ✓ **Comprehensive Parcel Management**
- ✓ **Easy Third–Party, Custom, and Legacy System Integrations**

Powerful Workflows. Efficient Processes. Better Service.

MaintStar's Community Development Suite boasts an easy–to–use, configurable workflow engine that automates complex tasks and processes–serving as your all-in-one software platform to streamline building, planning, and development services. From intake to output, MaintStar Community Development Suite tracks all the activities and informs all parties. It also interfaces with your in-house operations, such as accounting, tax assessment, public works, and utilities, via customized automated workflows. Project management is simplified with configurable dashboards and real–time, GIS–driven updates–making it one of the simplest and most comprehensive software platforms you'll ever use.

- Completely module software structure built to grow and scale with your needs
- Unique, proprietary electronic plan review
- Comprehensive and flexible parcel management for just about any land use
- Mass notification system to send mass emails or letters to customer-created lists for land use notifications
- Mobile Inspector app so inspectors can conduct complete licensure inspections and create report from a mobile app
- Highly–configurable workflows to fit how you work
- Always–Open, AI–assisted public portal
- Conditional management that ensures compliance with statutes and regulations
- Full system configuration to your needs as part of every implementation – at no extra cost or time – plus customizable report building, checklists, and KPI dashboards
- Unlimited users on a single enterprise license
- Seamless integrations with MaintStar's Public Works Suite and CivicPoint CRM as well as API links for third–party and legacy systems, including GIS parcel management and assessor's database
- Ramp up fast and widen adoption with a unified software platform that applies similar processes and functionalities across all solutions; link your MaintStar Public Works Suite and CivicPoint CRM for a continuous platform of service

Build out your system as your needs change and grow with modular components for:

- Planning & Zoning
- Permits
- Licenses
- Code Enforcement
- Inspections
- Short-Term Rental Management

Engineered by MaintStar. Customized by You.

It's easy to customize our Community Development Suite to meet your agency's specific needs.

- **Build user–defined KPI dashboards** for specific roles and needs with goals tied to key performance indicators.
- **Create libraries for jurisdictional code, documents, and media materials** for use internally and on the public portal.
- **Customize your system** with form fields, dropdown menus, checklists, screen layouts, appearance, colors, images and permissions.
- **Employ our conditional management feature** to ensure compliance with statutes and regulations before projects can move forward.
- **Build out your configurable and branded public web portal**, providing a one-stop site for residents to submit requests, track progress, verify updates, and pay fees, reducing office phone calls, emails, and walk–ins.
- **Use the workflow designer to create custom workflows** that mirror your processes, contain conditional dependencies, and include manual overrides.

Master Your Mobile Efficiency

Help your field staff make the most of every moment. With MaintStar Community Development Suite's full-featured mobile platform, inspectors and code enforcers can efficiently manage their inspection routing, access all needed documents and data in the field, and work more efficiently. Inspections can be performed on any mobile device. Likewise, residents and businesses can submit requests or check status of inspections in real time from their own mobile devices.

Updates are captured in real-time (while online) or while offline using MaintStar's inspection mobile app.

User-friendly checklists are created based on the type of permit, plan review or development activity.

Case information and inspections are simultaneously updated in real time and visible to all users.

Superpower Your Efficiency with Our Extensions

In today's rapidly evolving "do more with less" municipal environments, the public sector needs powerful and reliable technology solutions, but many land management systems are just linear process trackers. You need more than that, so our Community Development Suite goes much further.

1

Electronic Plan Review (EPR) Extension
to digitally submit, review, and shuttle through approvals so you always have the right version and the work keeps moving. Contractors can submit their building plans and blueprints electronically, and staff can review plans, share with other teams (e.g., building electric, plumbing) and immediately assign an inspector to approve. By streamlining document upload and communication, projects get completed more quickly and accurately, increasing revenue streams and improving customer service.
And coming soon – AI power for our EPR!

2

Mobile Inspection App
to allow inspectors to conduct complete licensure inspections and create report from a mobile app. Inspectors in the field can automatically receive new inspection notifications along with details and a GIS display to the location map. After completing the inspection in the app, the inspector closes the task, enabling prompt receipt of revenues.

Backed by Legendary MaintStar Customer Service

As software companies are increasingly purchased by private equity investors and huge conglomerates, MaintStar continues to embrace a different path. Founder-owned and operated since 1984, we remain committed to product investment and innovation supported by high–quality, personal, and responsive customer service. MaintStar is proud to have a **customer support rating of 5.0/5** on Capterra.com and a **customer satisfaction rating of 4.8–4.9/5** on multiple customer rating sites, as of May 2026. However, even without those numbers, our **97% customer renewal rate** speaks for itself. MaintStar doesn't answer to Wall Street or private investors – we answer to our customers, every day.

MaintStar provides **direct product support from start to finish**. Your solutions are implemented and supported by the same project managers who design the systems for faster, smoother deployment and updates. Plus, our U.S.– based customer support team is deeply knowledgeable about our products – no more getting passed around from one person to another.

Additionally, our customer service goes beyond service – **our customers are our partners**. At MaintStar, we genuinely believe in customer-driven solutions.Features like our intelligent dashboard and mobile work order module were directly created or enhanced based on feedback from customers. And because we're a more compact-sized company, we don't take years to implement feature requests!

Eliminate bottlenecks and complete land management, permitting, and licensing tasks faster and with more accuracy–across all your functions and departments – with MaintStar's Community Development Suite.

That's the MaintStar difference.

MaintStar, a Trusted Company for Decades

With more than **40 years of proven experience and results**, MaintStar's award-winning solutions and customer support enables cities and counties to strategically and cost-efficiently maintain their communities. By using our data- driven management software, it's simpler than ever to manage assets, planning, and permitting processes with powerful, secure technology that optimizes your resources and streamlines your services. Founder–owned and –operated and backed by our legendary customer service, MaintStar takes pride in consistently investing in product innovations that directly answer the needs of our customers.

Ready to learn more about how you can benefit from a MainStar partnership? Reach out today!

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