Short Term Rental (STR) Online Hotel Occupancy Taxes (HOT) and Permit System

Quick Reference Guide

The new online system provides the Applicant the ability to register for a STR Permit and be issued a HOT Taxpayer Number provided that the STR is within City Limits.

Once the HOT Taxpayer Number is established, the Avenu online system also provides the applicant the ability to pay for monthly HOT taxes.

IMPORTANT: A unique HOT Taxpayer Number and Permit is required for each unit within the property.

Once the STR Application has been submitted through Accela, the Applicant will have the ability to monitor the progress of their request and provide additional documentation that may be needed for the City to complete their request through their online portal account.

This document focuses on the STR Permit registration process.

HOT Taxpayer Number Format

- **000000**

Permit Application Number Format

- **STR-YY-134000000 – STR Permit Application**
- **STR-YY-135000000 – STR Permit**

Other things to know about the Avenu Online System:

- Once you receive your HOT Taxpayer Number, you will need to create an online account through Avenu. When creating your online account, you will be asked to enter the HOT Taxpayer Number. For more information on setting up an Avenu account or reporting and paying HOT visit the Finance website.
- Owners or operators must remit all applicable state, county, and city Hotel Occupancy Tax (HOT). Short Term Rentals are required to report online and pay HOT before the 20th day of every month, following the Reporting Period. If you have no revenue for a Reporting Period, enter "0". Failure to report online or pay HOT will result in penalty and interest fees

Other things to know if registering for a Permit with the City:

- **IMPORTANT:** If the Applicant does not receive the Receipt Confirmation, the Applicant must contact Development Services Department STR Team by email at DSDShortTermRentals@sanantonio.gov or by phone at 210-207-1111 in order to validate the receipt of your STR Permit request and confirm their email address associated with the account

Property Location

- You may search by either the Address or Parcel. Once the system finds a match, the system populates the Address/Parcel and Owner related information into your permit application. Scroll down and Click Continue Application.
- NOTE: Less is better. Type in your street number and only part of the street name

Required Contact Information

- As part of the Permit registration, the Applicant will be required to provide contact information for the following roles related to the rental of the property:
  - The Applicant
  - Property Owner
  - Designated Operator (i.e. Managing Agent)
- You will be required to provide the following information for each of these Contacts:
  - First and Last name
  - Mailing Address
  - Physical Address (only if different than mailing)
  - Telephone number
  - Emergency 24-HR number (only for Designated Operator)
  - Email Address

IMPORTANT: The email address of the applicant will be used to create and/or link the STR Application to a Citizen Access Portal Account which allows the applicant to monitor the progress of their request and/or provide the city with additional information, if requested.

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Required Application Information

- As part of the Permit registration, the Applicant will be required to provide the following information related to the rental property:
  - Type of Structure
  - Number of units on the property
  - Number of off-street parking spaces
  - List of advertisement platforms

Required Documents:

- As part of the Permit registration the Applicant is required to provide the following information related to their rental property:
  - Location of the available off-street parking spaces.
  - Floor plan
  - Owner Notarized Authorization Form (*If Applicant/ Designated Operator is not the Owner of the property*)

Other things to know about required documentation:

  - Only PDF, PNG, JPG, GIF, TIFF formats are accepted.
  - The maximum file size allowed is 80 MB

Required Fees

- As part of the Permit registration, the Applicant is required to pay for the following Fee:
  - *$450.00 - Type 1 STR Permit Application Fee
  - *$1,000.00 - Type 2 STR Permit Application Fee
  - $11.50 - Land Development Convenience Fee (*for walk-in or mail-in application requests*).
    **An 8% surcharge is applied to all application fees.*

IMPORTANT: Application fees are not refundable.

- Payments can be made by E-Check or Credit Card. Cash and Checks are only accepted for walk-in or mail in application requests.

IMPORTANT: If there are outstanding HOT taxes to be owed, they will be required to be paid before the renewal request can be approved.

Permit Request Notifications

Throughout the staff review process, the Applicant may receive one or more of the following emails:

- Receipt Confirmation
- Case Manager Assignment
- Requested Additional Information
- STR Final Decision
- Renewal Reminder
- Expiration Notice

Other things to know about Emails:

- The **Receipt Confirmation** email is generated when an STR Permit is submitted by an Applicant through their Citizen Access Portal account.
- The **Case Manager Assignment** email is generated when a Case Manager has been assigned to review the Applicant's Permit request. Once the Case Manager is assigned, the Applicant should make sure to contact that individual directly for any questions relating to their permit application.
  NOTE: The review will take approximately five business days.
- The **Requested Additional Information** email is generated when DSD requires additional information in order to make a final decision for the application request. It is important for the Applicant to respond to staff through the system.
- The **STR Final Decision** email notice is generated when the Case Manager has determined a final outcome.
  - If approved, the Applicant will receive a signed electronic copy of their approved Permit within the email notice. This document can also be found through their Citizen Access Portal account.
- The **Renewal Reminder** email is generated three (3) months prior to the expiration date of an approved permit. This notice provides you the link to Renewal your permit for another three (3) years.
- The **Expiration** email is generated when the current day is the date of Expiration of the Permit and the Applicant has not submitted a Renewal for the permit.

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Amendments

Within the Citizen Access Portal account the Applicant may also submit one of the following record types as an amendment to their STR Permit Request.

- Board of Adjustments (if required)
- Land Development - Add/Remove Contact
- Land Development - Withdrawal Request

Other things to know about Amendments:

The **Board of Adjustment** approval is only needed if the density is proposed to be exceeded. In this case, the STR Permit Application will be held until the BOA has reviewed the request and provided approval.

The **Add/Remove Contact** record can be used to notify the City of any changes to Owner, Designated Operator or Tenants.

The **Withdrawal Request** record can be used to withdraw your request for an STR Permit after submission but before a final decision has been given.

IMPORTANT: If an application is withdrawn or denied the application fees are not refundable.

Renewal of Approved Permits

- An approved STR Permit Application will create another record (STR-YY-135000000 – STR Permit) which will be **systematically** set to three (3) years from when the STR Permit Application was approved. This permit record can be viewed in your Citizen Access Portal account.

IMPORTANT: Three (3) months prior to this date, the Applicant will receive a reminder notice to renew. Failure to renewal will result in the permit to be expired.

Customer Support

- Technical Support for Avenu System:
  - SupportMuni@avenuinsights.com
- Hotel Occupancy Tax (HOT) requirements
  - Neumo at 800-556-7274
  - SupportMuni@avenuinsights.com
- Short Term Rental permit requirements
  - DSD at 210-207-1111
  - DSDSTR@sanantonio.gov