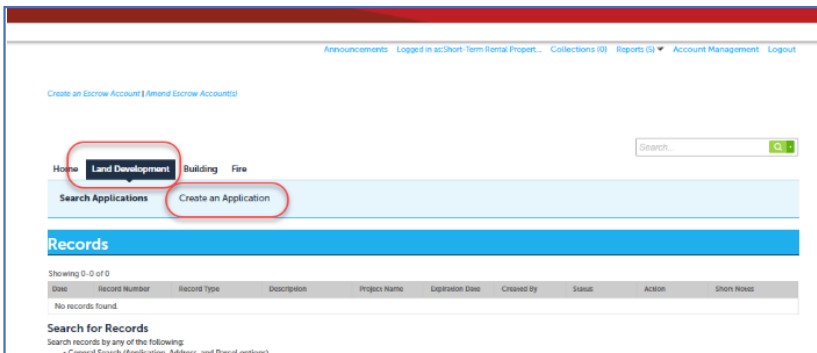


Registering a Short- Term Rental Permit

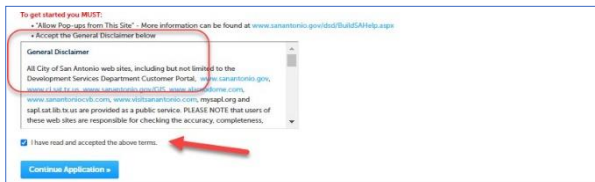
Before you begin you will need the following information:

- ✓ Name, email address, phone number and mailing address of the Property Owner
- ✓ Name, email address, phone numbers (Primary and a 24-hour number) and mailing address of the Designated Operator.
- ✓ Electronic PDF of the Floor Plan
- ✓ Electronic PDF of the Location of off-street parking spaces
- ✓ Credit Card or E-Bank information to pay the required application fee.

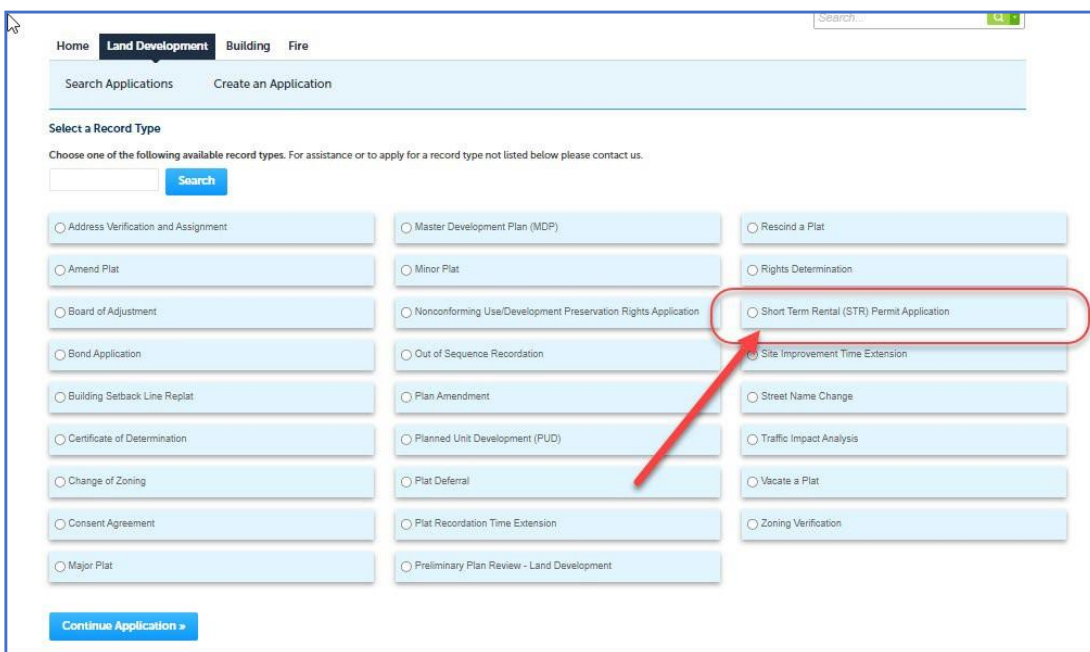
1. **Login** to your online portal account. <https://aca.sanantonio.gov/CitizenAccess/Default.aspx>
NOTE: IF you do not have an online portal account, you must create an online portal account before you submit an application
2. **Click the Land Development Tab. Click to Create an Application.**



3. **Accept Disclaimer. Click Continue Application.**



4. You will be presented with a list of all request types that are accepted by the Land Development section. **Click on the Short Term Rental (STR) Application** and then **Click Continue Application.**



Registering a Short- Term Rental Permit

5. Property Information:

You may search by either the Address or Parcel. **Click Search**. 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

Example: 1900 BlueCrest Lane, type only 1900 Blue(shown)

6. This application requires the property owner and designated operator information. The following identifies two ways you can provide this information:

NOTE: The designated operator must be an individual, not an organization.

- A. If you, the applicant, are the property owner and the designated operator, you can check these boxes and the system will copy your contact information for the property owner and designated operator. **Click Continue Application**.

YOU!

Your Title in the property.

Registering a Short- Term Rental Permit

Since you indicated in the previous screen that both of these titles, is you, then you will be displayed in the list below and no action is required. **Click Continue Application**.

Step 2: Contact Information > Contacts
If paying by "Escrow", please ensure the "Escrow Owner" is listed on the application. If you are authorized to use this Escrow Account, please ensure you are listed as an "Authorized Agent".

* indicates a required field

Contact List

To add a new contact, click **Look Up** or **Add New** button.
 To prevent a contact from receiving emails:
 New Contact-Click "Do not receive Email Notifications" box
 Existing Contact-Click the contact's "Edit" link and then click "Do not receive Email Notifications" box

For additional information for selecting the correct contact type, refer to [Contacts Quick Tips Guide](#).

Required Contact Type	Minimum
✓ Designated Operator	1
✓ Property Owner	1

Add New **Look Up**

Showing 1-2 of 2

Full Name	Business Name	Contact Type	Work Phone	Fax	E-mail	Action
Lauren Chavez		Property Owner			lauren.chavez@sanantonio.gov	Edit Delete
Lauren Chavez		Designated Operator		210-207-8214	lauren.chavez@sanantonio.gov	Edit Delete

B. If you need to identify another individual as the designated operator or an individual/ organization as the property owner, **Click Continue Application** after selecting your applicable Contact check-boxes (ex. *You are the designated operator but not the property owner*).

NOTE: If you are the Tenant, you will need an electronic PDF from the property owner indicating you have Permissions to Operate the business.

Applicant

Caryn Applicant

Copy Applicant Contact Information

Authorized Agent
 Designated Operator
 Escrow Owner
 Occupant
 Property Owner
 Tenant

Your Title in the property.

Applicant

Caryn Applicant

Copy Applicant Contact Information

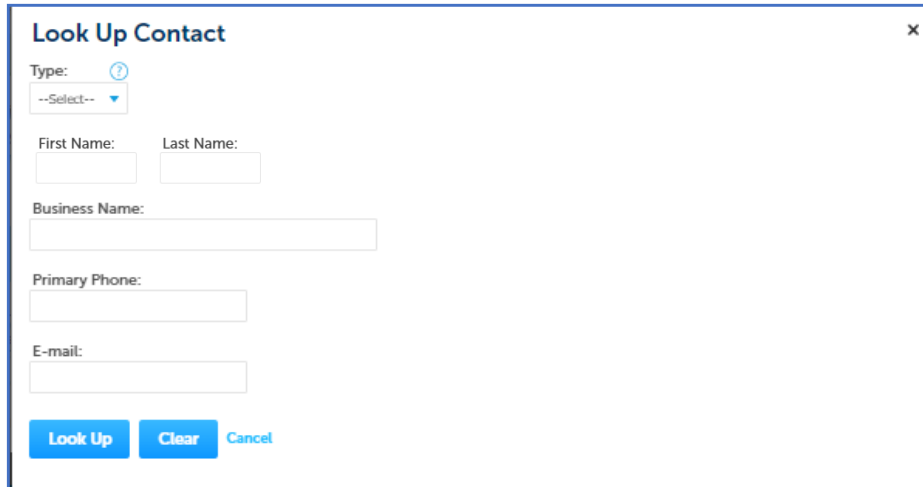
Authorized Agent
 Designated Operator
 Escrow Owner
 Property Owner
 Tenant

Your Title in the property.

Registering a Short- Term Rental Permit

If you need to add a Contact for the Property Owner and/ or the Designated Operator, please perform the following actions:

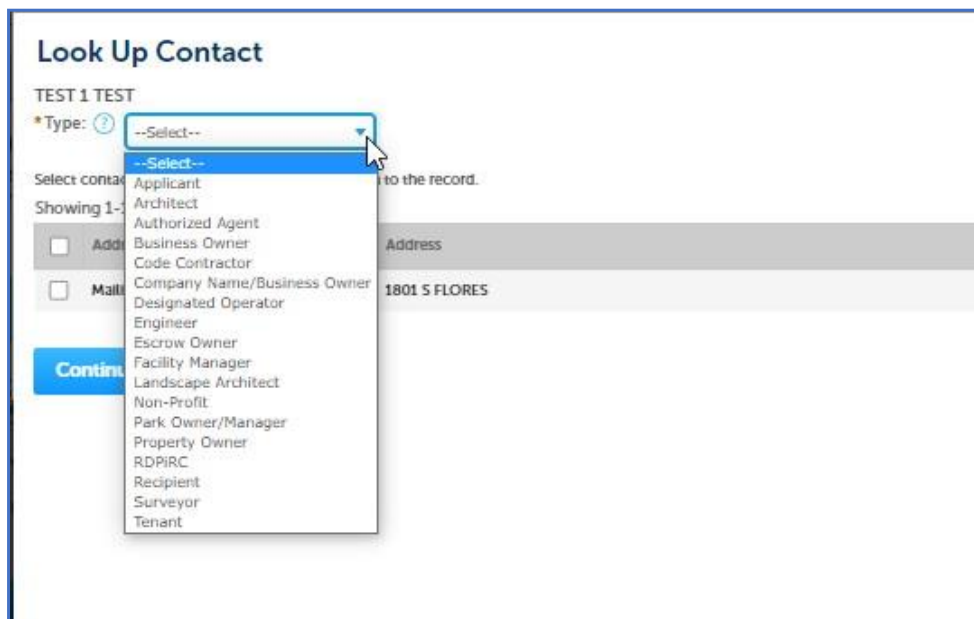
- i. First **Click Look Up**, to see if the individual/organization is already listed in our database. For an individual, enter first and/or last name. For an organization, enter the business name. **Click Look Up** to populate results.



The screenshot shows a 'Look Up Contact' dialog box. It contains the following fields: 'Type' (a dropdown menu with '--Select--'), 'First Name' and 'Last Name' (two text input fields), 'Business Name' (a text input field), 'Primary Phone' (a text input field), and 'E-mail' (a text input field). At the bottom, there are three buttons: 'Look Up' (highlighted in blue), 'Clear', and 'Cancel'.

If there are multiple contacts with the same first and/or last name, a list of matches will return. After you select one from the results or if an exact match is found, you will be prompted to select the 'Type' of Individual this is. **Click Continue**.

NOTE: You will need a Contact Type for the 'Property Owner' and 'Designated Operator' to continue with your application.



The screenshot shows the 'Look Up Contact' dialog box with search results. The 'Type' dropdown is open, showing a list of contact types: Applicant, Architect, Authorized Agent, Business Owner, Code Contractor, Company Name/Business Owner, Designated Operator, Engineer, Escrow Owner, Facility Manager, Landscape Architect, Non-Profit, Park Owner/Manager, Property Owner, RDPIRC, Recipient, Surveyor, and Tenant. The 'Continue' button is highlighted in blue. In the background, a search result for 'TEST 1 TEST' is visible, showing the address '1801 S FLORES'.

Registering a Short- Term Rental Permit

- ii. If no match is found, **Click Add New**. You will be prompted to select the 'Type' of Individual this is (Property Owner or Designated Operator). Provide the First and Last name, Primary Phone, email and Mailing address.

The screenshot shows a 'Contact Information' form with the following fields and callouts:

- 1: Individual/Organization dropdown menu
- 2: Last Name text input field
- 3: Primary Phone text input field
- 4: E-mail text input field
- 5: Add Contact Address button

Below the form is a section for 'Contact Addresses' with a table showing 0 records.

Once you have added them successfully, the system will display a green check confirming requirements have been met and the contacts will be listed below. **Click Continue Application.**

NOTE: The Designated Operator will also require a 24-hour phone number. If you miss this, then **Click Edit** on the Contact listed and add it.

The screenshot shows the application dashboard with the following elements:

- Navigation tabs: Home, Land Development, Building, Fire
- Search Applications and Create an Application buttons
- Progress bar for Short Term Rental (STR) Permit Application with steps 1-7.
- Step 2: Contact Information > Contacts
- Instructions: *If paying by "Escrow", please ensure the "Escrow Owner" is listed on the application. If you are authorized to use this Escrow Account, please ensure you are listed as an "Authorized Agent".*
- Required Contact Type table:

Required Contact Type	Minimum
Designated Operator	1
Property Owner	1

Buttons: Add New, Look Up

Message: Contact added successfully.

Showing 1-2 of 2

Full Name	Business Name	Contact Type	Work Phone	Fax	E-mail	Action
Property Owner		Property Owner			cmoore2025@gmail.com	Edit Delete
TEST-1 TEST		Designated Operator			TESTER@ABC.COM	Edit Delete

Buttons: Save and resume later, Continue Application >

Registering a Short- Term Rental Permit

- Identify the **Type of Rental** you are applying for.
 - ✓ STR Type 1 – Is for property that is owner-occupied or operator-occupied or associated with an owner-occupied or operator occupied principal residential unit.
 - ✓ STR Type 2 – Is for property that is not owner-occupied or operator-occupied and is not associated with an owner-occupied principal residential unit.

Click Continue Application

The screenshot shows the 'Application Information' step of the 'Short Term Rental (STR) Permit Application' process. The progress bar indicates that steps 1 (Property Information) and 2 (Contact Information) are completed, and step 3 (Application Information) is the current step. The 'Detail Information' section includes fields for 'Application Name' (filled with '516 LAUREL'), 'General Description', and 'Detailed Description'. The 'Custom Fields' section contains a required field labeled '* Type of Rental being applied:' with a dropdown menu. The dropdown menu is open, showing options for 'STR Type 1' and 'STR Type 2'. A red arrow points to the dropdown menu. At the bottom, there are buttons for 'Save and resume later' and 'Continue Application'.

- Enter the required information (*) on the **Premises** page. Click Continue Application.

The screenshot shows the 'Premises Information' step of the 'Short Term Rental (STR) Permit Application' process. The progress bar indicates that steps 1 (Property Information) and 2 (Contact Information) are completed, and step 3 (Application Information) is the current step. The 'Custom Fields' section contains a required field labeled '* Premises Information'. The 'PREMISES INFORMATION' section includes fields for 'Zoning District', 'Type of Structure' (with a dropdown menu), 'Did the property receive a city housing Incentive after November 1, 2018?' (with radio buttons for 'Yes' and 'No'), '* Total Number of units located on property:', '* Number of Off-Street Parking Spaces (Minimum vehicle spaces = 1 per unit):', and '* List of short term rental platforms the property will be advertised through:'. At the bottom, there are buttons for 'Save and resume later' and 'Continue Application'.

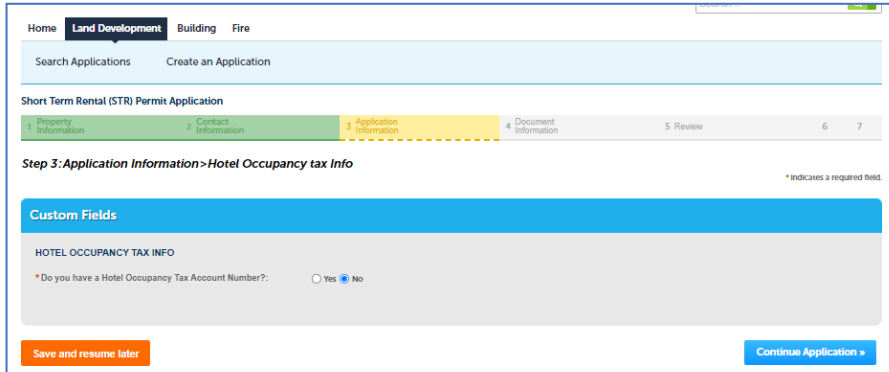
Registering a Short-Term Rental Permit

9. As of July 1, 2023, a HOT taxpayer number will be issued when a new STR Application is approved. Therefore, if you are submitting an application after this date for the first time, the response checked for the question below should be "No." **Click Continue Application.**

➤ If your permit expired and you are submitting a new application, you will select "Yes" and will provide your prior HOT Account Number. **Click Continue Application.**

NOTE: You will need the HOT Taxpayer Number to report and pay your Hotel Occupancy Tax with the City's Finance Department every month. The link to this website is:

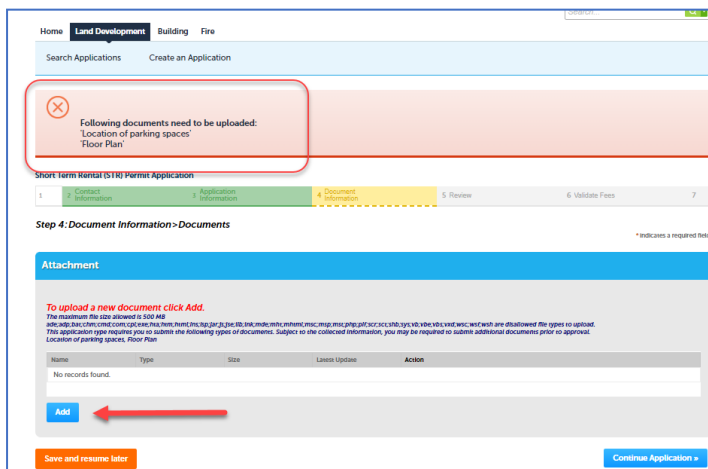
https://www.hoteltaxonline.com/default_sto.aspx



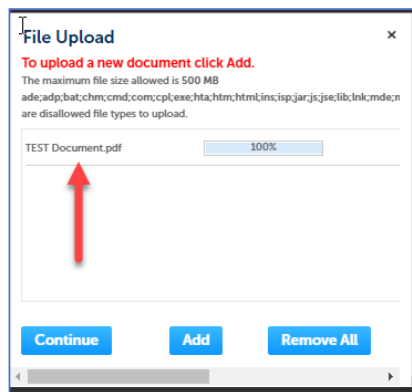
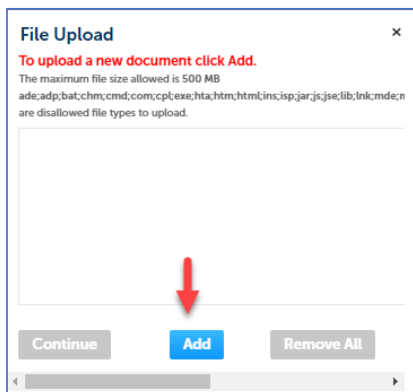
10. After you read and accept the Acknowledgments. **Click Continue Application.**

11. You are required to upload the 'Floor Plan' and 'Location of the Off-Street Parking Spaces' documents for your permit request.

NOTE: If you indicated you were the Tenant, you will also be required to upload the Proof of Permission to Operate document.



Click Add. You will then be prompted with the File Upload. **Click Add** and locate the requested documents. Once the files are uploaded, **Click Continue.**



Registering a Short- Term Rental Permit

The documents you uploaded will be listed on the Documents page.

Click Type: Drop-Down and select the type of document. **Select** the name of the document you are uploading. **Click Save**. When the documents have successfully uploaded, they will be displayed on the Attachments page (see right image). **Click Continue Application**.

Home Land Development Building Fire
Search Applications Create an Application

Short Term Rental (STR) Permit Application

Step 4: Document Information > Documents

Attachment

To upload a new document click Add.

Name	Type	Size	Latest Update	Action
No records found				

Save Add Remove All

Save and resume later Continue Application >

Home Land Development Building Fire
Search Applications Create an Application

The attachment(s) has/have been successfully uploaded. It may take a few minutes before changes are reflected.

Short Term Rental (STR) Permit Application

Step 4: Document Information > Documents

Attachment

To upload a new document click Add.

Name	Type	Size	Latest Update	Action
TSR Documents.pdf	Floor Plan	73.34 KB	08/24/2022	Actions
TSR Documents.pdf	Location of parking spaces	73.34 KB	08/24/2022	Actions

Add

Save and resume later Continue Application >

12. **Review** the information you are about to submit.

If any information needs to be changed, **Click Edit** and it will direct you to that page to edit.

Home Land Development Building Fire
Search Applications Create an Application

Short Term Rental (STR) Permit Application

Step 5: Review

Record Type: Short Term Rental (STR) Permit Application [Edit]

Address: [Edit]

Contact List: [Edit]

Detail Information: [Edit]

Custom Fields: [Edit]

If no changes are needed, scroll to the bottom of the page, review the certification statement and check the certification box. **Click Continue Application**.

I certify that I have read and understand the instructions that accompany this application and that the statements made as part of this application are true, complete, and correct and that no material information has been omitted. By checking the box below, I understand and agree that I am electronically signing and filing this application.

By checking this box, I agree to the above certification.

Save and resume later Continue Application >

Registering a Short- Term Rental Permit

13. On June 13, 2024, City Council approved the cost of the Short Term Rental fee. As of June 14, 2024, the permit fees for a three year-permit to the following:

- Type 1: \$300 (owner or operator occupied)
- Type 2: \$450 (NOT owner or operator occupied)

Pay the non-refundable application fee. This system allows you to pay by either Credit Card or E-Bank. **Click Continue Application**. **Select** your payment method of choice and **Click Continue Payment**.

CITIZEN ACCESS for SAN ANTONIO Welcome to the City of San Antonio

Announcements Logged in as Caryn Applicant Collections (0) Reports (0) Account Management Logout

Create an E-Bank Account | Amend E-Bank Account

Home Land Development Building Fire

Search Applications Create an Application

Short Term Rental (STR) Permit Application

1 Information 2 Application Information 3 Review 4 Validate Fees 5 Payment 7 Record Issuance

Step 6: Validate Fees

Application Fees

Fee	Qty	Amount
Short Term Rental Permit Application Fee	1	\$500.00

TOTAL FEES: \$500.00

Continue Application >

CITIZEN ACCESS for SAN ANTONIO Welcome to the City of San Antonio

How would you like to make the payment?

Credit Card Bank Payment

Payment Amount : \$100.00

Continue Payment >> Cancel

14. Enter your Credit Card or Bank Information and **Click Make Payment**.

CITY OF SAN ANTONIO

Online Invoice Payments Help

Payment from credit card

Card Type: American Express

Card Number: [input]

Expiry Date: [input]

After clicking Make Payment, please do not refresh the page or press the back button on your internet browser.

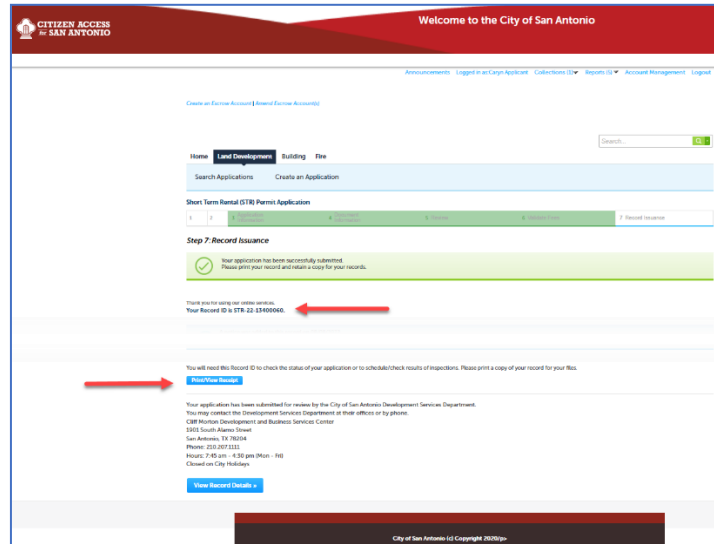
SubTotal: \$100.00
Total: \$100.00

Make Payment

Registering a Short- Term Rental Permit

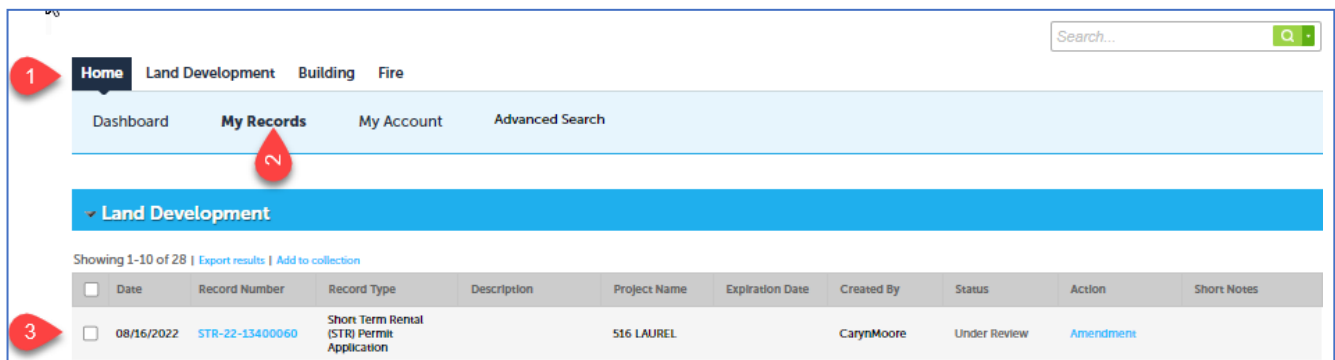
15. Once the payment process is complete, you will be navigated to the **Record Issuance page**.

The Record ID issued for your request will be displayed and a Receipt for Payment will be available.



You will also receive a **Receipt Confirmation** email with the Receipt for Payment attached. This email and all other notifications will be delivered to the email address you provided when you created your ACA Online Portal account.

To view your submitted STR record, **Click Home** and **My Record**



To monitor the progress of your request. **Click the Record Number** and it will redirect you to the **Record Details** page. **Click Record Info** and **Select Processing Status**.

