

How to Get a Permit for a Short Term Rental in San Antonio



All documents mentioned here (including this presentation)
are on the Resources page at:

strassociationofsa.com

Disclaimer: We are not the ultimate authority on permitting STRs in SA, and the process represented here is how we understand it. There may be factual errors, changes in administration, ordinance, or policy since this presentation was written.

What is a short term rental?

SA UDC Appendix A

Short term rental. A property that rents out all or a portion of a residential dwelling unit, apartment, condominium, or accessory dwelling for a period of not less than twelve (12) hours and for a maximum of thirty (30) consecutive days to a particular occupant and the operator does not provide food or beverage for consumption for a fee.

Short term rental (Type 1) establishment. A residential dwelling unit which is occupied by the owner, as reflected in title records, or an operator as reflected in a valid lease agreement, and with the express permission of the property owner. The owner or operator shall make his or her legal residence at the site, as evidenced by homestead exemption, voter registration, vehicle registration, or similar means, and which supplies temporary accommodations to overnight guests for a fee.

Short term rental (Type 2) establishment. A residential dwelling unit which is not occupied by the owner, as reflected in title records, or an operator as reflected in a valid lease agreement, and with the express permission of the property owner, and which supplies temporary accommodations to overnight guests for a fee.

Why did San Antonio pass an STR ordinance?

- In 2017 and 2018 constituents complained to City Council that Airbnb rentals in San Antonio neighborhoods were causing parking, noise, and other problems.
- Council requested a task force to draft an ordinance, which was eventually passed in late 2018.
- The ordinance was updated June 13, 2024 to improve enforcement.

San Antonio, TX Code of Ordinances Chapter 16 ARTICLE XXII. - SHORT TERM RENTALS

Establishes permitting for short term rentals

- Apply online
- Tiers: Type 1 and Type 2, with density limitations; single family and multi-family
- Fees: Type 1 - \$300, Type 2 - \$450; both valid for 3 years; renewable
- Non-transferable
- General Standards: structures conforming to codes (no RVs, tents); occupancy; smoke and CO detectors; evacuation plan; comply with noise, other codes (ADUs); no outdoor spaces (hammock or lounge chair on the porch)
- Inspection upon complaint
- Short term rentals are subject to Hotel Occupancy Tax
- Permit numbers are required in all platform listings. The city can request a platform to remove a listing without a valid permit number.

ARTICLE XXII. - SHORT TERM RENTALS (continued)

Inside your listing,
you must notify your
guests of...

- Maximum number of occupants.
- Location of required off-street parking, other available parking and prohibition of parking on landscaped areas.
- Quiet hours and noise restrictions.
- Restrictions on sleeping in outdoor areas.
- Twenty-four-hour contact person and phone number.
- Property cleanliness requirements.
- Trash pick-up requirements, including location of trash cans.
- Flooding hazards and evacuation routes.
- Emergency numbers.
- Notice that an occupant or visitor can be cited for violating city codes.
- Displaying short term rental permit, health department permit, and/or any other required permits.
- Hotel occupancy tax registration.



CITY OF SAN ANTONIO

24-hour contact person and phone number:

- Kelly Martinez – (210) 392-8968

Evacuation Routes:

- All exits are located at the front door and back door.
- Fire Extinguishers are located in the kitchen next to the stove.

Emergency numbers:

- 911 – Emergency
- 311 – City code issues

Maximum number of occupants

- Only two are allowed per sleeping area.
- Maximum occupancy of this rental unit is 5.

Location of required off-street parking, other available parking and prohibition of parking on landscaped areas.

- Parking is only permitted on the driveway or street and is not allowed on or in the front yard.
- Failure to conform to the occupancy and parking requirements is a violation of the City Code and occupant or guest can be cited.

Quiet hours and noise restrictions as defined per Chapter 21, Article III of the Code of Ordinances:

- Quiet hours shall be between the hours of 11pm and 8am on weekdays, and 11pm and 11am on weekends.
- During these hours, tenants may not play loud music, operate heavy machinery, or make any loud noises which may disturb their neighbors.
- Parties or special events are not allowed at any time.

Restrictions of outdoor facilities:

- No overnight sleeping outdoors or outside sleeping spaces for rent.
- Guests may not play loud music, operate heavy machinery, or make any loud noises which may disturb neighbors at any time while outdoors.
- Adequate protections for hot tubs and pool areas.

Trash pick-up requirements, including location of trash cans:

- Garbage pick-up is on Thursday.
- Recycling pick-up is on Monday.
- Household trash and recycling should be tied up securely in bags and placed in the associated City of San Antonio collection carts.
- Do not throw garbage out the windows into the yard. The yard is to be kept clear of garbage and debris at all times.
- Primary guests are responsible for the behavior of any invited guests. A violation by an invited guest will be treated as a violation by the primary guest as listed in the agreement.

Short Term Rental permit: STR-19-13501268

Hotel Occupancy Tax registration: HOT-003570

Other Facts You Must Certify

- A designated operator is available by phone at all times when the unit is occupied.
- Working smoke detectors are installed.
- The unit has a fire extinguisher.
- Emergency contact information and exits are posted.
- The unit has a posting for the maximum number of occupants.
- Every sleeping area has at least one emergency escape.
- The permit number is included in all advertisements or online listings.



SOUTH FULTON COUNTY

Couple leaps 23 feet to escape Airbnb fire, both break backs in the process



By [Tyisha Fernandes, WSB-TV](#)

February 20, 2023 at 6:43 pm EST

ABC NEWS — October 5, 2018

Arson suspect wanted for igniting fire to an Airbnb home in Florida

Surveillance footage released by police shows a suspect setting the front door of an Airbnb home on fire as the search for the wanted individual continues in Hollywood, Florida.

Many US Airbnb Venues May Be Falling Short On Fire Safety

May 8, 2018 0 Comments

By [Eurasia Review](#)

BAY AREA

10 Airbnb guests flee from fire at Santa Rosa home

by [Bay City News](#)



MONTREAL | News

Fatal fire in Montreal Airbnb now subject of criminal investigation



REUTERS® World ▾ Business ▾ Markets ▾ Sustainability ▾ Legal ▾ More ▾

Healthcare & Pharmaceuticals

Many Airbnb rentals in U.S. cities lack fire safety features

By [Lisa Rapaport](#)

May 7, 2018 5:46 PM CDT · Updated 6 years ago



Safety

*What is the number one thing you can do to help make your STR safe?**



Home must have

- smoke detectors
- exit signs
- location and emergency services contact

Bedrooms must have

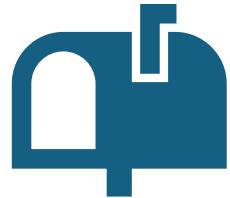
- smoke detector
- two modes of exit – a door, and a window. The window must have a clear opening of at least 5.7 ft², at 20 inches wide and 24 inches tall, and a sill height of not more than 44 inches.

Kitchens must have

- fire extinguisher mounted on the wall or clearly marked within 30 feet of the cooking area

How Can I Lose My Permit?

Code Citations	Get three citations for any city ordinances, including noise, parking, trash
Violate STR Ordinance	Violate the STR ordinance (operating without a permit, failure to pay HOT, etc.)
Don't Renew	Fail to renew your permit or cancel your permit.
Sell	Sell your property.
Break Other Ordinances	Violate zoning, other ordinances (e.g. the ADU ordinance)



A unique STR permit number and HOT account number is needed for each unit you operate, even if there are multiple units in one property.

Note: A home may only have 2 - Type 1 permits; any subsequent permits must be Type 2, subject to density limitations.

Multiple Type 2 permits on a property must have separate dwelling units – apartments or a duplex, for example, also subject to density limitations.



Can I have a permit for my address?

- Type 1: Owner-occupied. No density limitations.
- Type 2: Not occupied by the owner. Limited in density to 12.5% of the residential units on a block face.
- Multi-family (over 4): Limited in density to 12.5% of the total number of units

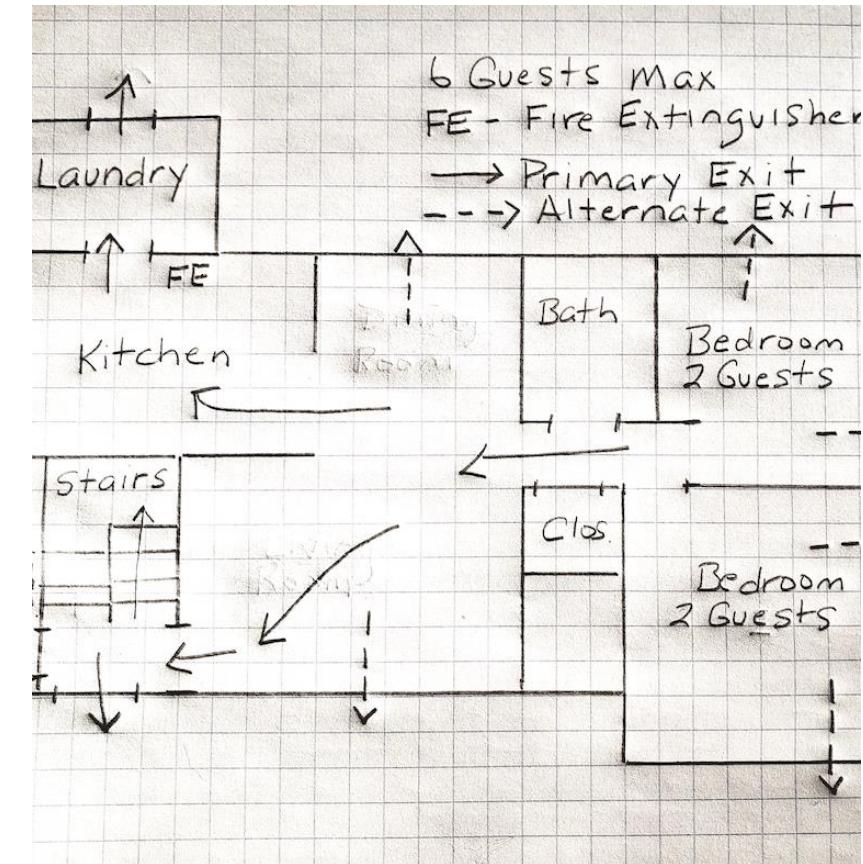
How do I check to see if my block face is limited under this rule?

Calculating and Checking Density

- Use the San Antonio [One Stop map](#)
- Visit the Development Services STR website, and click on the [STR Activity Report](#)
- Calculate the density by only counting the residentially zoned addresses on the block face – including additional addresses where there might be several in a home (123 Main St. #1, and 123 Main St. #2 where the house is divided or someone rents out the ADU long term, for example). Do not include I/L zoned addresses, or multifamily zoned addresses (MF). Multifamily properties over 4 units have their own density calculation in the same way a block face is calculated. Calculations are **not rounded up**. For example, if the calculation is 2.8, only 2 are allowed.

What you need to apply for a permit

- Your Bexar County property ID number. Find that at bcad.org
- A sketch of the floorplan of your property: by hand or with any basic software is fine. Also draw a sketch of where the parking places are on the property- there must be one off street space.
- Proof of written permission to operate. Proof of ownership or a notarized letter of permission from the owner is required.
- Your name, address, phone number, email, and the same for the owner and 24-hour contact person, if different.
- The platform where you're going to advertise the STR (Airbnb, VRBO, etc.)
- Check that you've complied with the information you need to provide the guest about a 24-hour contact, noise restrictions, parking regulations, etc. as well as emergency exit signs, a fire extinguisher, CO and smoke detectors, and so on.
- Type 1 or Type 2?
- Payment



Occupancy Limits

- According to [San Antonio Property Maintenance Code](#)
- A bedroom must be at least 70 ft²
- Bedrooms for two or more adults must have at least 50 ft² per occupant.
- The maximum occupancy per bedroom is 3 adults (>12 years)



Applying for a Permit

<https://www.sa.gov/Directory/Departments/DSD/STR>



 CITY OF
SAN ANTONIO

Community Business Government Directory

Find almost anything on our website  **Search**

Home / Directory / Departments / Development Services / **Short Term Rentals (STR)**

 **Development Services**

Short Term Rentals (STR)

STR Permits
Apply for, renew or cancel your Short Term Rental (STR) permit.



Report an STR Violation
Learn more about Short Term Rental (STR) enforcement. Report an unpermitted STR or problems with an existing STR.



Hotel Occupancy Tax (HOT)

Owners or operators must remit all applicable state, county, and city HOT. If you currently own or operate a STR, you are required to pay or report HOT every month, even if it is a zero amount. The HOT rate is 9% for the City of San Antonio and 1.75% for Bexar County.

Applying for a Permit (continued)

<https://www.sa.gov/Directory/Departments/SD/STR/Permits>



CITY OF
SAN ANTONIO

Community Business Government Directory

Find almost anything on our website Search

Home / Directory / Departments / Development Services / Short Term Rentals (STR) / **STR Permits**

Development Services

STR Permits

Learn how to apply for, renew or cancel your Short Term Rental (STR) permit.

Apply **Renew** **Cancel**

Permits are valid for three years and are not transferable.

- A separate permit is required per individual unit.
- Permits are issued within five business days once a complete application is received.

NOTE: Any missing information from your application will delay the issuing of your permit.

1 Requirements

Contact Information

Please include for all of the following:

- property owner
- applicant
- 24/7 designated operator

Floor Plan and Parking Plan

These plans should show the following:

- maximum number of guests

Contact

Email
[Contact Form](#)

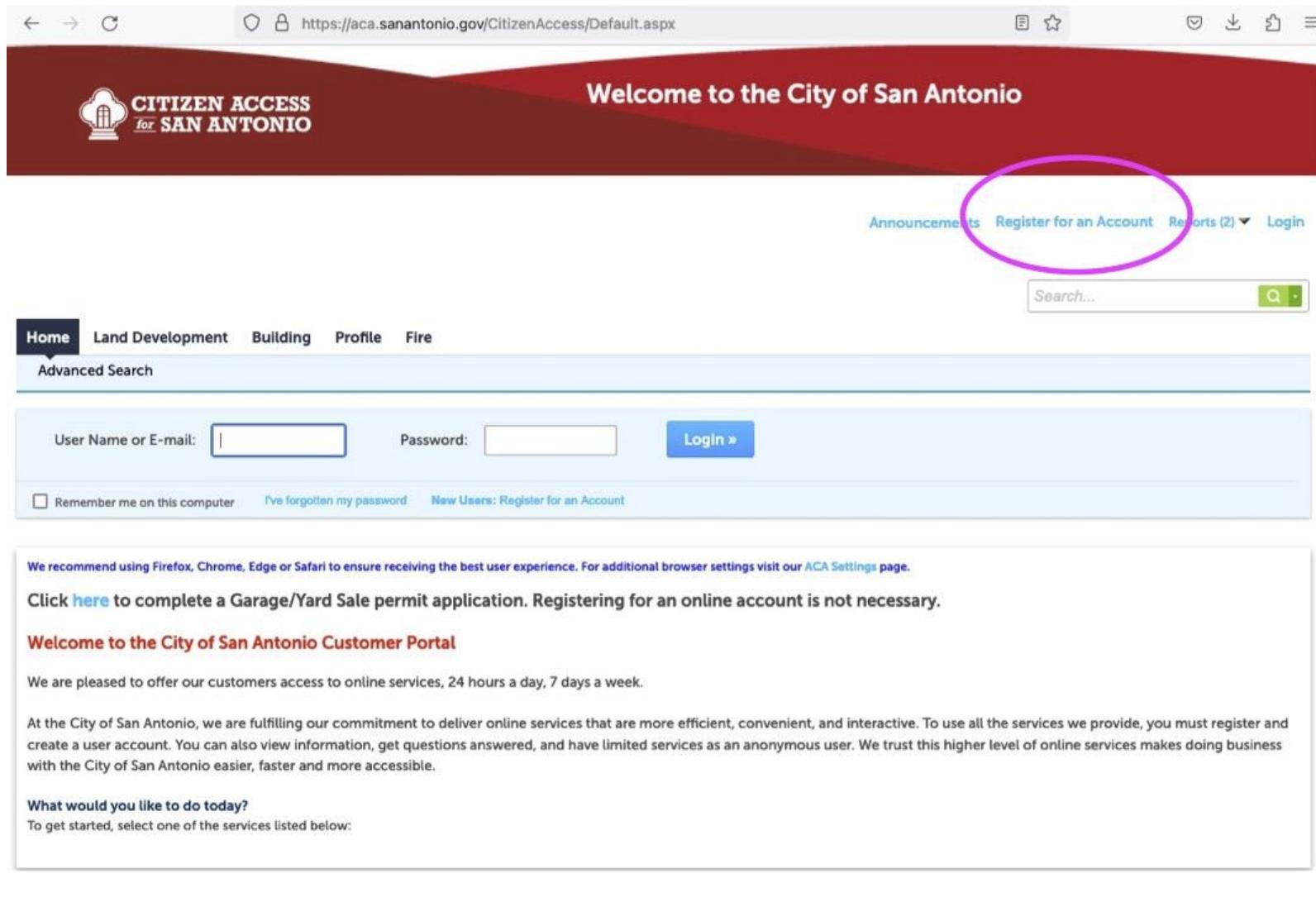
Phone
Permit Information
[210-207-1111](#)

HOT Accounts
[888-885-7289](#)

Address
Cliff Morton Development and Business Services Center (One Stop)
1901 S. Alamo St.
San Antonio, TX 78204
[Directions](#)

Information about [visiting our office](#).

Hours
Monday - Friday: 7:45 a.m. - 4:30 p.m.

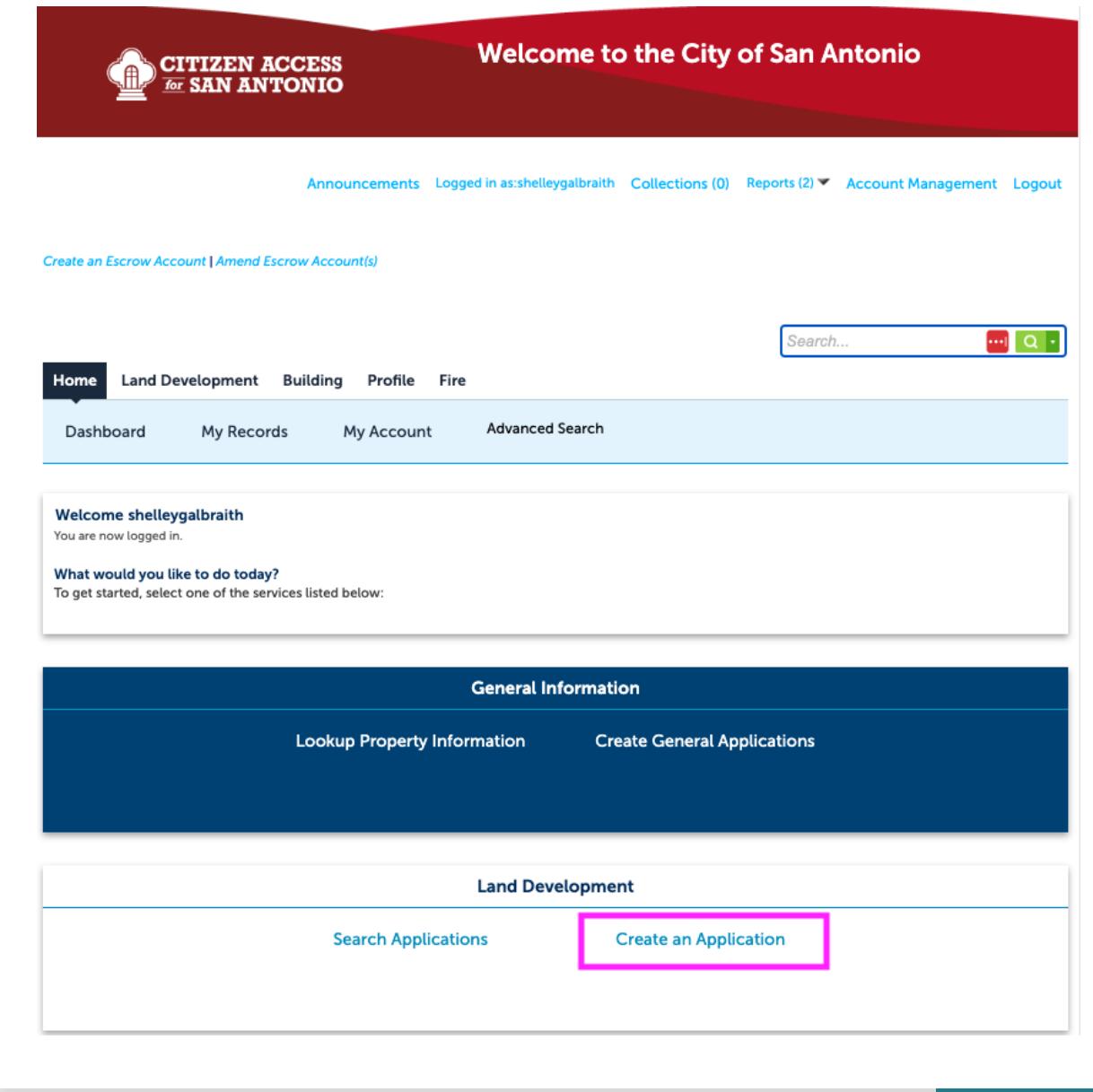


The screenshot shows the homepage of the Citizen Access for San Antonio website. At the top, there is a red header with the text "Welcome to the City of San Antonio" and the "CITIZEN ACCESS for SAN ANTONIO" logo. Below the header, there is a navigation bar with links for "Announcements", "Register for an Account" (which is circled in pink), "Reports (2)", and "Login". A search bar is also present. The main content area includes a "Home" button, a "Land Development" button, a "Building" button, a "Profile" button, and a "Fire" button. Below these buttons is a "Advanced Search" link. A login form is displayed with fields for "User Name or E-mail" and "Password", and a "Login »" button. There are also links for "Remember me on this computer", "I've forgotten my password", and "New Users: Register for an Account". A note at the bottom of the form area recommends using Firefox, Chrome, Edge or Safari. Below the form, there is a message about completing a Garage/Yard Sale permit application and a note that registering for an online account is not necessary. The footer contains a "Welcome to the City of San Antonio Customer Portal" message, a statement about offering 24/7 online services, and a note about fulfilling the city's commitment to efficiency and convenience. It also includes a "What would you like to do today?" section and a "To get started, select one of the services listed below:" message.

BuildSA: Register for an Account (or log in)

<https://aca-prod.accela.com/COSA/default.aspx>

Click on Land Development: Create an Application



The screenshot shows the City of San Antonio Citizen Access for San Antonio website. The top navigation bar includes links for Announcements, Collections (0), Reports (2), Account Management, and Logout. Below the navigation is a search bar with a placeholder 'Search...' and a magnifying glass icon. The main content area features a 'Welcome to the City of San Antonio' message for user 'shelleygalbraith'. It prompts the user to select a service, listing 'General Information' (Lookup Property Information, Create General Applications) and 'Land Development' (Search Applications, Create an Application). The 'Create an Application' button is highlighted with a pink box.

**CITIZEN ACCESS
for SAN ANTONIO**

Welcome to the City of San Antonio

Announcements Logged in as:shelleygalbraith Collections (0) Reports (2) Account Management Logout

Create an Escrow Account | Amend Escrow Account(s)

Search...

Home Land Development Building Profile Fire

Dashboard My Records My Account Advanced Search

Welcome shelleygalbraith
You are now logged in.

What would you like to do today?
To get started, select one of the services listed below:

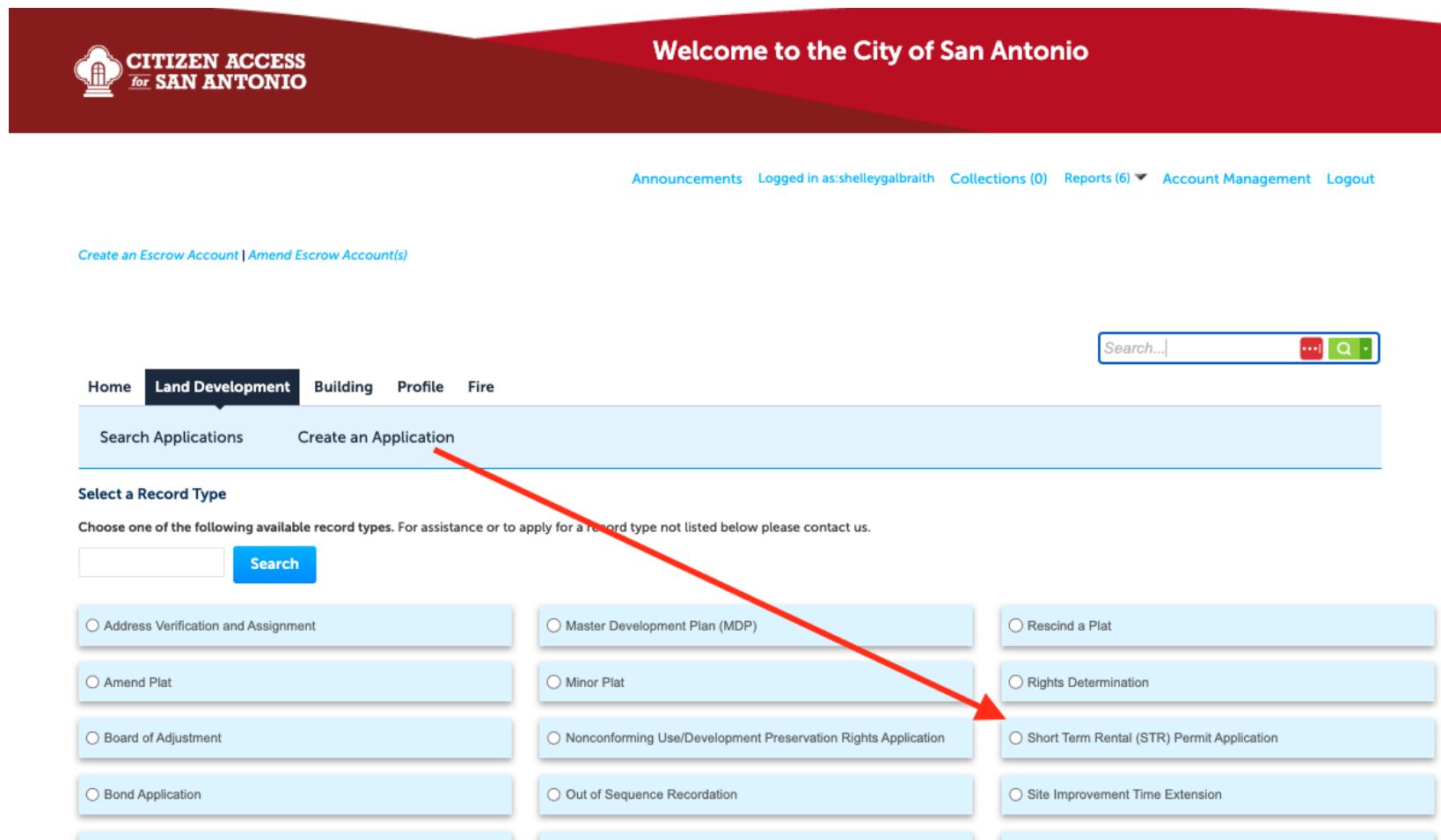
General Information

Lookup Property Information Create General Applications

Land Development

Search Applications Create an Application

Choose Short Term Rental (STR) Permit Application (and hit Continue)



**CITIZEN ACCESS
for SAN ANTONIO**

Welcome to the City of San Antonio

Announcements Logged in as:shelleygalbraith Collections (0) Reports (6) Account Management Logout

Create an Escrow Account | Amend Escrow Account(s)

Search... 

Home **Land Development** Building Profile Fire

Search Applications Create an Application

Select a Record Type

Choose one of the following available record types. For assistance or to apply for a record type not listed below please contact us.



<input type="radio"/> Address Verification and Assignment	<input type="radio"/> Master Development Plan (MDP)	<input type="radio"/> Rescind a Plat
<input type="radio"/> Amend Plat	<input type="radio"/> Minor Plat	<input type="radio"/> Rights Determination
<input type="radio"/> Board of Adjustment	<input type="radio"/> Nonconforming Use/Development Preservation Rights Application	<input type="radio"/> Short Term Rental (STR) Permit Application
<input type="radio"/> Bond Application	<input type="radio"/> Out of Sequence Recordation	<input type="radio"/> Site Improvement Time Extension
<input type="radio"/> Certificate of Occupancy	<input type="radio"/> Plat Recordation	<input type="radio"/> Survey Recordation

Enter/upload information requested

The screenshot shows the City of San Antonio Citizen Access for SAN ANTONIO website. The top navigation bar includes links for Announcements, Collections (0), Reports (6), Account Management, and Logout. Below the navigation is a search bar with the placeholder "Search...". The main menu has tabs for Home, Land Development (which is selected), Building, Profile, and Fire. Under the Land Development tab, there are links for Search Applications and Create an Application. The current page is titled "Short Term Rental (STR) Permit Application" and is divided into seven steps: 1. Property Information (highlighted in yellow), 2. Contact Information, 3. Application Information, 4. Document Information, 5. Review, 6, and 7. The "Step 1: Property Information > Property" section contains instructions for entering a physical address or a City Parcel Number. Below this is a "Address" search form with fields for Street No., Street Name, Street Type, Unit/Suite, Level, and Building, along with "Search" and "Clear" buttons. A small note at the bottom right of the page indicates that a red asterisk (*) indicates a required field.

Welcome to the City of San Antonio

Announcements Logged in as:shelleygalbraith Collections (0) Reports (6) Account Management Logout

[Create an Escrow Account](#) | [Amend Escrow Account\(s\)](#)

Search... ... 🔍 ...

Home **Land Development** Building Profile Fire

Search Applications Create an Application

Short Term Rental (STR) Permit Application

1 Property Information 2 Contact Information 3 Application Information 4 Document Information 5 Review 6 7

Step 1: Property Information > Property

Physical Address is preferred.
If you do not have a physical address, you can search using a City Parcel Number in the section below

* indicates a required field.

Address

To search for an address, enter only the Street No. and Street Name and click "Search." You may also include a Unit/Suite, Level or Building prior to clicking Search.

Address Quick Tip Guide.
One Stop Zoning Map

Street No.: Street Name: Street Type:

Unit/Suite: Level: Building:

Search **Clear**

Special notes

- **ADU:** If you have an [Accessory Dwelling Unit \(ADU\)](#), commonly called a back house, or casita – another apartment on your land, under the ADU ordinance, you cannot get revenue from the main house and the ADU at the same time. In other words, you can rent the house, or you can rent the ADU as a short term rental, but not both together/or both separately.
- **Zoning:** While the Texas Supreme Court declared short term rentals a residential use of a home, your short term rental is mostly likely in a [home](#), zoned residential or multi-family, for use as a home. A house is a place to sleep, eat, relax, and spend time doing things you would do at home, respecting the neighbors and the neighborhood.
- STRs are allowed in all zoning areas except C-3 (commercial) and I/L (industrial). Not allowed is renting your property by the **hour**; providing food (including catering); having parties; renting for anything other than using the home as a home. Unless you are in a commercially zoned property, you may not advertise the space for events such as weddings or parties, photo shoots, filming, renting your pool by the hour, or business meetings. You may not advertise on platforms that are not for overnight stays and residential uses – peerspace.com, giggster.com, swimply.com, homestudiolist.com, sniffspot.com, curbflip.com, or anything that isn't renting out your home for use as a residence, and overnight.

Special Notes (continued)

- Type 1 versus Type 2 short term rentals: An owner-occupied rental, where the owner lives on site, is a Type 1 STR, not subject to density restrictions. You must show that you live in the home, and, if it is your home, claim the property tax homestead exemption. If you rent and live on the property, you must provide a notarized letter from the owner that gives you express permission to use the property as an STR and prove that you live there full time. The city will let you know what kind of evidence they need, such as a driver's license, etc.
- Type 2 short term rentals, where the owner does not live on site, cannot claim a property tax homestead exemption.
- Outdoor amenities such as a pool are now subject to quiet hours, which like the STR permit must be posted. Quiet hours are defined as 10 pm to 6 am Sunday through Thursday and 11 pm to 6 am Friday and Saturday.

What now?

Inquiries: dsdshorttermrentals@sanantonio.gov

A permit should take about **5 business days** to process. You will receive your permit by email with a Hotel Occupancy Tax account number.

You are responsible for **reporting HOT** from the day you receive your permit. Even if your income is \$0, you must file a report, or be charged a penalty!

Hotel Occupancy Tax (HOT)

The tax is paid by the guest.

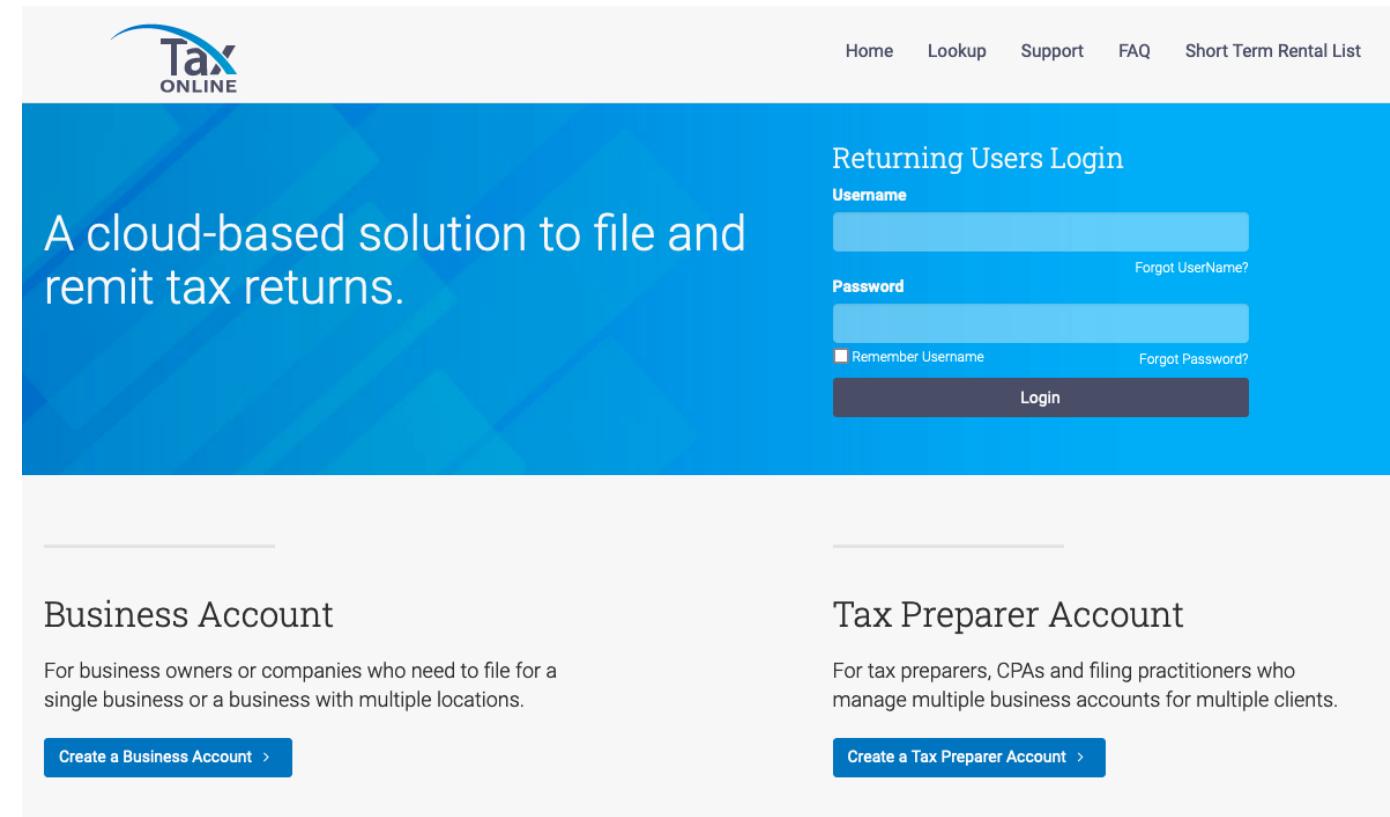
HOT Rates

State of Texas	6.00%
City of San Antonio	9.00%
County of Bexar	1.75%

Collecting Hotel Occupancy Tax (HOT)

- Larger platforms (such as Airbnb, VRBO) collect and remit state and city HOT for you; you must collect, report, and remit county tax. You must report HOT for every stay under 30 nights. (Report a stay of 30 nights as \$0).
- There are specific ways to collect the tax on Airbnb, VRBO and other platforms, so read about those in the help areas of those platforms, and on our Resources page.

Reporting and Remitting HOT: San Antonio's Payment Vendor - Avenu Insights



The screenshot shows the homepage of TaxOnline. At the top, there is a navigation bar with links for Home, Lookup, Support, FAQ, and Short Term Rental List. The main header features the TaxOnline logo and the tagline "A cloud-based solution to file and remit tax returns." Below this, there are two main account creation sections: "Business Account" and "Tax Preparer Account". Each section includes a brief description and a "Create a [Account Type] Account" button. On the right side, there is a "Returning Users Login" section with fields for Username and Password, and links for "Forgot UserName?", "Forgot Password?", and a "Remember Username" checkbox. A "Login" button is located at the bottom of this section.

Home Lookup Support FAQ Short Term Rental List

Returning Users Login

Username [Forgot UserName?](#)

Password [Forgot Password?](#)

Remember Username [Forgot Password?](#)

Login

Business Account

For business owners or companies who need to file for a single business or a business with multiple locations.

[Create a Business Account >](#)

Tax Preparer Account

For tax preparers, CPAs and filing practitioners who manage multiple business accounts for multiple clients.

[Create a Tax Preparer Account >](#)



If you have an
HOT account,
you can be
audited.

- Make sure that you download and keep records for four years.
- Print and keep copies of income statements for each permit.
- If you have a property manager, but you hold the permit and the HOT account, make sure that you have access to and keep copies of income records. Alternatively, register your property manager for the HOT account.



Additional instructions for collecting
and remitting HOT can be found at:

strassociationofsa.com/resources

Join us as a member! Only \$25 a year.



strassociationofsa.com

Shelley Galbraith, Chair

shelleygalbraith@gmail.com