

# 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 [HOT Account and also register for an STR Permit](#) provided that the STR is within City Limits.

Once the HOT Account is established, the HOST online system also provides the applicant the ability to pay for monthly HOT taxes.

For those Applicants who already have a HOT Account, the HOST online system will also provide them the ability to register for a Permit under the existing HOT Account.

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

Once the request for Permit has been submitted, the Applicant will be provided with an Online Portal Account under their email address, which will provide them the ability to monitor the progress of their request and provide additional documentation that may be needed for the City to complete their request.

**This document focuses on the STR Permit registration process.**

## HOT Account Format

- **HOT-000000**

## Permit Application Number Format

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

## Other things to know about the HOST Online System:

- The HOST online system will systematically validate the BCAD ID provided it is within the City Limits. If it is within the City Limits, the system will provide you the opportunity to also register for a Permit.
- If the Applicant tries to register for a Permit that is outside the City Limits, the HOST online system will notify the Applicant that registration for a permit is not required.
- Reporting of HOT Taxes is optional when registering for a HOT account or requesting of an STR Permit. If the Applicant agrees to report them, the Applicant will be required to pay them before the HOT registration and/or STR Permit request can be submitted.
- The HOST system does not save information entered until you have successfully submitted. As a result, if at any time you close out the screen before submission you will need to restart from the beginning and re-enter your information.

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

- If the Applicant already has a Citizen Access Portal account with the City, their STR Permit request will automatically be linked to their current account. The Applicant will receive an email confirmation for receipt of their request and the application number issued.
- If the Applicant does not have an existing Citizen Access Portal Account with the City, an account will be created using the applicant's email as their login and the STR Permit request will automatically be linked. The Applicant will receive an email confirmation for receipt of their request and a link to the Citizen Access Portal with instructions for resetting their password.

## Continued other things to know if registering for a Permit with the City:

**IMPORTANT:** If the Applicant does not receive the Receipt Confirmation or Account Registration Welcome Notice, the Applicant must contact Development Services Department STR Team by email at [DSDShortTermRental@sanantonio.gov](mailto:DSDShortTermRental@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

- The Host System requires the user to enter the BCAD ID
- The address of the BCAD ID must be manually entered and is required in order to complete the application process.
- The HOST System provides quick links go BCAD.Org and DSD OneStop map to assist in locating the BCAD ID.

## 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 Applicant and only if different than mailing)
  - Telephone number

- Emergency number (only for Designated Operator)
- Email Address

### Continued Required Contact Information

**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.

### 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 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 parking spaces.
  - Floor plan
  - Written permission to operate (*If Applicant 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:
  - \$100.00 - Short Term Rental Permit Application Fee
  - \$10.00 - Land Development Convenience Fee (*for walk-in or mail-in application requests*).

**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 the Applicant wishes to report back HOT taxes, they will be required to be paid before the permit request can be submitted.

### Permit request Notifications

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

- Receipt Confirmation
- STR Account Registration Welcome
- Password Reset for City of San Antonio Online Portal
- 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 that already has an existing Citizen Access Portal account.
- The **STR Account Registration Welcome** email is generated when the Applicant does not have a Citizen Access Account and one is being created from the submission of their permit request.

### Continued other things to know about Emails:

- 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 three to 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.

## 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 renew will result in the permit to be expired.

## PERMITS PRIOR TO FEB 1ST

The Development Services staff will manually enter previously approved Permit applications into BuildSA and complete the workflow and approve the application. Once approved, the system will create the Permit. The Applicant may receive an email during this time alerting them to a new application being generated. Please note that these emails will not require any action from the Applicant.

## Customer Support

- Technical Support for HOST System:
  - [support@hostcompliance.com](mailto:support@hostcompliance.com)
- Hotel Occupancy Tax (HOT) requirements
  - Finance Department at 210-207-8667
  - [HotelMonthlyReport@sanantonio.gov](mailto:HotelMonthlyReport@sanantonio.gov)
- Short Term Rental permit requirements
  - DSD at 210-207-1111
  - [DSDSTR@sanantonio.gov](mailto:DSDSTR@sanantonio.gov)