

Short Term Rental (STR) Application

Quick Reference Guide

The purpose of an [STR Application](#) is to request a permit inside city limits on a **short term rental property**. The Applicant submits the application through HOST and receives a Hotel Occupancy Tax registration number in order to proceed with submission of a permit request.

The system automatically creates an Accela Citizen Access (ACA) Account for the Applicant to monitor the progress of their application and upload additional information if requested by DSD staff. The system also automatically creates the STR Application in AA (BuildSA back-office) and required workflow where Staff reviews and denies or issues permit.

Record Format

- **STR-YY-134000000**

Other things to know about this record:

- The STR Application cannot be created from the ACA Online Portal or AA BackOffice. The application must be submitted through the Host STR online portal or back office system.
- When the Applicant's email is not registered with an ACA account, the system creates the ACA Account for the applicant and generates a notice of ACA Registration. The Applicant is then required to access ACA and reset their password before accessing their ACA account.

IMPORTANT: If the Applicant provides an invalid email the account will be set up with an invalid email address and the Applicant will not be able to reset their password. Staff will need to:

1. Update the Applicants email in the Contact Reference Database
 2. Update the email address in the Associated Public user account for this contact
 3. Enter a password and provide to the Applicant
- When the STR Application is approved by staff, the system creates an STR Permit record to track the three (3) year period for which the permit is valid. When the system creates this record, it links it to the original STR Application using the below record format: *Refer to STR Permit Quick Referent Guide for information on functionality of this record.*

Property Location

- The Host System requires the user to enter the BCAD ID
- The address of the BCAD ID is not systematically populated and is required to be manually entered by the Application.
- When the application is received in BuildSA, the system will use the BCAD ID provided to match to the City Parcel ID.

IMPORTANT: It is the responsibility of the Staff to verify the Address provided to match the BCAD ID and City Parcel.

Contact Types

This record requires the following contact types:

- Applicant
- Designated Operator
- Property Owner

Custom Fields

The Custom Fields section for this record type has five (5) sections:

- SHORT TERM RENTAL BEING APPLIED FOR
- PREMISES INFORMATION
- HOTEL OCCUPANCY TAX ACCOUNT INFORMATION
- ACKNOWLEDGEMENTS
- INTERNAL REVIEW

Other things to know about Custom Fields:

- **INTERNAL REVIEW** section is used for staff to record their findings during their review.

Custom Lists

The Custom Lists section has five (5) Lists:

- GIS JURISDICTION
- GIS LAND DEVELOPMENT
- GIS WATER AREAS
- GIS ZONING BASE
- GIS ZONING OVERLAY

Other things to know about Custom Lists:

- The following Custom Lists are populated by the system based on the GIS attributes returned for the parcel(s) entered:
 - GIS Jurisdictions
 - GIS Land Development
 - GIS Water Areas
 - GIS Zoning Base
 - GIS Zoning Overlay

Documentation

The following documents are **required** at submittal:

- Location of parking spaces
- Floor Plan

The following documents are **conditional** at submittal:

- Proof of Permission to Operate is required if the applicant is also the Tenant

Electronic Document Review (EDR)

- This record does not contain EDR Functionality.

Fees

The following Fees will be collected and paid through HOST and will not be displayed in BuildSA:

- Short Term Rental Permit Application Fee - \$100.00
- Land Development Convenience Fee - \$10.00 – Only if the application is submitted in HOST BackOffice.

IMPORTANT: Both Convenience Fee and Application Fee can be waived in the HOST Back Office.

Conditions

- STR HOST Conflict.

Other things to know about Conditions:

- The STR HOST Conflict will be systematically created if there is required information missing.

IMPORTANT: It is the responsibility of the Staff to verify the Address provided matches the BCAD ID and City Parcel.

- Completeness Review task will not close if there is an active Condition.

Workflow

The system creates the following workflow:

- Completeness Review
- Manager Review
- Technical Review

Other things to know about Workflow:

- **Completeness Review** task will not close if there is an active Condition.

Task Attributes

The tasks for this record have the following unique attributes:

Completeness Review

- If submitted in Back Office, will be **systematically** assigned to the Staff member that entered the application.
- This task has a 1 Business Day performance.

Manager Review

- The task is **unassigned** and requires manual assignment.
- The default group for assignment is the Zoning Supervisor.
- This task does not have any performance measurements.

Technical Review

- The task is **unassigned** and requires manual assignment by the Zoning Supervisor after closing the Manager Review task.
- This task has a 5 Business Day performance measurement.
- The default group for assignment is the Zoning Planner.

Task Attributes (Continued)

Other things to know about Tasks:

- When staff is assigned to the **Technical Review** task, the system generates a notice to the Applicant to notify them of the Case Manager assignment.
- When the **Technical Review** task is updated to status of Approved, the system creates the Permit record and sets the expiration date of the permit to three (3) years and updates HOT and GIS of the approval of the STR.
- **Report #143 –Unassigned Reviews** will report all tasks that are unassigned.

Emails

The following emails are **systematically** generated by BuildSA:

- Receipt Confirmation
- STR Account Registration
- Additional Information Required
- Case Manager Assignment

Other things to know about Emails:

- The **STR Account** email is generated when the ACA Account is created by the system.
- The **Additional Information Required** email is generated when any task is updated with a status of *Additional Information Required* and will contain the deficiencies checked and the comments entered in the **Task Specific Section** of the task.
- The **Case Manager Assignment** email notice is generated when the Technical Review task is assigned.

Meetings

- This record does not utilize the Meeting Scheduling functionality.

Reports

- There are no reports for the STR Application. All reports are for the STR Permit.

Amendments

The following record types can be an amendment (Child) to the STR Application:

- Board of Adjustments
- Land Development - Add/Remove Contact
- Land Development - Withdrawal or Refund Request

The STR Application cannot be an amendment (Child) to any other record.

Data Conversion

- There is no data conversion for this record.

IMPORTANT: Staff manually enters previously processed applications into BuildSA and completes the workflow and approves the application. Once approved, the system will create the Permit.

Expiration Dates

- There is no expiration date for the STR Application. Upon Approval of the STR Application, the system generates the Permit record which will be **systematically** set to three (3) years from when the Technical Review task is updated as *Approved*.

IMPORTANT: When staff enters in the historic STR applications, they will update the Expiration date as appropriate.

Work Arounds

- **Staff is required** to email the final decision notice with the approved permit to the Applicant outside BuildSA.
- **Staff is required** to manually enter the STR permits issued prior to February 1st
 - **Staff will be required** to complete the workflow and close the Technical Review task as Approved of the STR Permit to be created.
 - **Staff will be required to** manually update Expiration date of the permit as appropriate.
- **Staff will be required** to validate the Address associated to the BCAD/City Parcel provided.
 - If different, they will need to add the correct BCAD/City Parcel and remove the incorrect one.
- **Staff is required** to verify the email address provided is valid and verify communication was correctly generated.
 - If email is invalid, the communication will not generate. Staff will be required to update the Applicants contact record with the valid email address and manually provide the applicant with a temporary password.