

Short Term Rental (STR) Permit

Quick Reference Guide

The STR Permit is created when Staff approves the STR Application. The STR Permit expiration date is set to three (3) years from the date on which it was approved by Staff. The STR Permit is linked to the STR Application in the Related Records Tab.

The STR Permit record allows staff to record any incoming complaints on the property and revoke the permit if determined it is no longer valid prior to the three (3) year expiration date.

Record Format

- STR-YY-13500000

Other things to know about this record:

- The STR Permit can only be created from the approval process of the STR Application.
- The Applicant receives a notice for Renewal three (3) months prior to the expiration date of the STR Permit. At which time the system generates a notice to Renew and create the STR Renewal link to registration.

Contact Types

This record contains the following contact types copied from the original STR Application.

- Applicant
- Designated Operator
- Property Owner

Custom Fields

The Custom Fields section for this record type has five (5) sections copied from the original STR Application:

- 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 seven (7) Lists:

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

Other things to know about Custom Lists:

- The Custom List of REVOKED is required to revoke the Permit.
- The Custom List COMPLAINT allows the business to capture the complaints reported by 311. User can capture the Date of the Complaint, Description and Status (Unfounded or Validated). NOTE: This is an interim solution and will change in Phase II.
- The following Custom Lists are copied from the original STR Application:
 - GIS Jurisdictions
 - GIS Land Development
 - GIS Water Areas
 - GIS Zoning Base
 - GIS Zoning Overlay

Documentation

- Documents are not copied over from the STR Application(s).

Electronic Document Review (EDR)

- This record does not contain EDR Functionality.

Fees

- Fees are not copied over from the STR Application(s).

Conditions

- There are no conditions for this record type.

Workflow

The system creates the following workflow:

- Issuance
- Revocation
- Reinstate

Other things to know about Workflow:

- When the STR Permit is initially created, the Issuance task is closed as Active.
- The Revocation task revokes the Permit and requires at least one (1) Revoke Custom List indicating reason for revoking. Revoking of the Permit generates notice to HOT and GIS of the revoking of the Permit.
- The Reinstate task reactivates the Issuance task, which when updated to status of Active, reinstates a Revoked or Expired Permit.

Task Attributes

- No attributes exist for these tasks. All tasks are unassigned and do not have any performance measures.

Meetings

- This record does not utilize the Meeting Scheduling functionality.

Emails

- STR Expiration Reminder
- STR Expired

Other things to know about Emails:

- The Reminder notification of STR expiration is generated three (3) months prior to the STR Permit expiration date.
- The notification of the STR expiring is generated the day after the date of expiration when the STR Permit has been updated to a status of Expired.

Reports

The following reports/letters are available to Staff.

Report No. Report Name

- Permit Certificate
- Statistical volume report by District

Amendments

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

- STR Renewal

Data Conversion

- Data conversion does not exist for this record.

Expiration Dates

- The system will **systematically** set the expiration date of the Permit to three (3) years from the STR Application approval.
- The STR Permit is set to expire on the date of expiration if an STR Renewal has not been submitted and approved.

IMPORTANT: When staff enters in the STR application that were approved prior to February 1st, they will update the Expiration date as appropriate.

Work Arouns

- Notifications of Revoking or Reinstatement of this permit will be manually generated outside BuildSA.
- When an Permit needs to be expired early (i.e. due to change of ownership of the property or the property is no longer used for STR), the staff will Revoke the permit, update the Reinstatement task with status of "Expire", manually change the Expiration Date and enter reason for early expiration in the comment of the task.
- Staff will be required to update the Expiration Date when entering Permits issued prior to February 1st.