

# Short Term Rental (STR) Renewal

## Quick Reference Guide

The purpose of an STR Application record is to request a permit inside city limits on a **short term rental property**. The Applicant will submit the application record through HOST and will receive a Hotel Occupancy Tax registration number in order to proceed with submission of a permit record request.

The system will automatically create an Accela Citizen Access (ACA) Account for the Applicant to monitor the progress of their application and upload any additional information requested by DSD staff. The system will also create an STR Application record in AA (BuildSA back-office) automatically with the required workflows for Staff to review where they will either deny or issue a permit.

## Record Format

- **STR-YY-13600000**

### Other things to know about this record:

- The STR Application record cannot be created through the ACA Online Portal or AA (BuildSA) BackOffice. The application must be submitted through the Host STR online portal or back office system.
- If the Applicant's email is not registered through the ACA Online Portal, the system will create an account and will generate a notice to the Applicant informing him/her of the registration. The Applicant is then required to login to the ACA Online Portal to reset their password in order to access their account.
- When the STR Application is approved by staff, the system will create an STR Permit record to track the three year active period. The system will also link the permit record to the original STR Application by using the record format below: *Refer to STR Permit Quick Reference Guide for information on functionality of this record.*

## 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 document review comments.

## Custom Lists

The Custom Lists section has seven (7) 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.

## Conditions

- This record does not have any conditions.

## Workflow

The system creates the following workflow:

- Completeness Review
- Manager Review
- Technical Review

### Other things to know about Workflow:

- When received from Online HOST portal the **Completeness Review** Task is automatically closed.

## Task Attributes

The tasks for this record have the following unique attributes:

### Completeness Review

- If submitted in Back Office, the record will be **systematically** assigned to the Staff member who processed 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 measures.

### Technical Review

- The task is **unassigned** and requires manual assignment by the Zoning Supervisor after closing the Manager Review task.
- The assignment of this task results in the Case Manager Assignment automatic email notice to be generated to the Applicant.
- This task has a 5 Business Day performance measure.

## Task Attributes (Continued)

### Other things to know about Tasks:

- If **Land Entitlement Admin** Staff processed the application, they must re-assign the Completeness Review Task to a Staff person in the Addressing Planner group.
- 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

- This record does not utilize the Reports functionality 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 record.

## Data Conversion

- This record does not have any converted data. Staff manually enters previously processed applications into BuildSA.

## Expiration Dates

- This record does not contain any expiration dates for the STR Renewal. Upon Approval of the STR Renewal, the system updates the Permit record with a new three (3) year expiration date from when the Technical Review task is updated as *Approved*.

## Work Arounds

- **Staff is required** to email the final decision notice with the approved permit to the Applicant outside BuildSA.