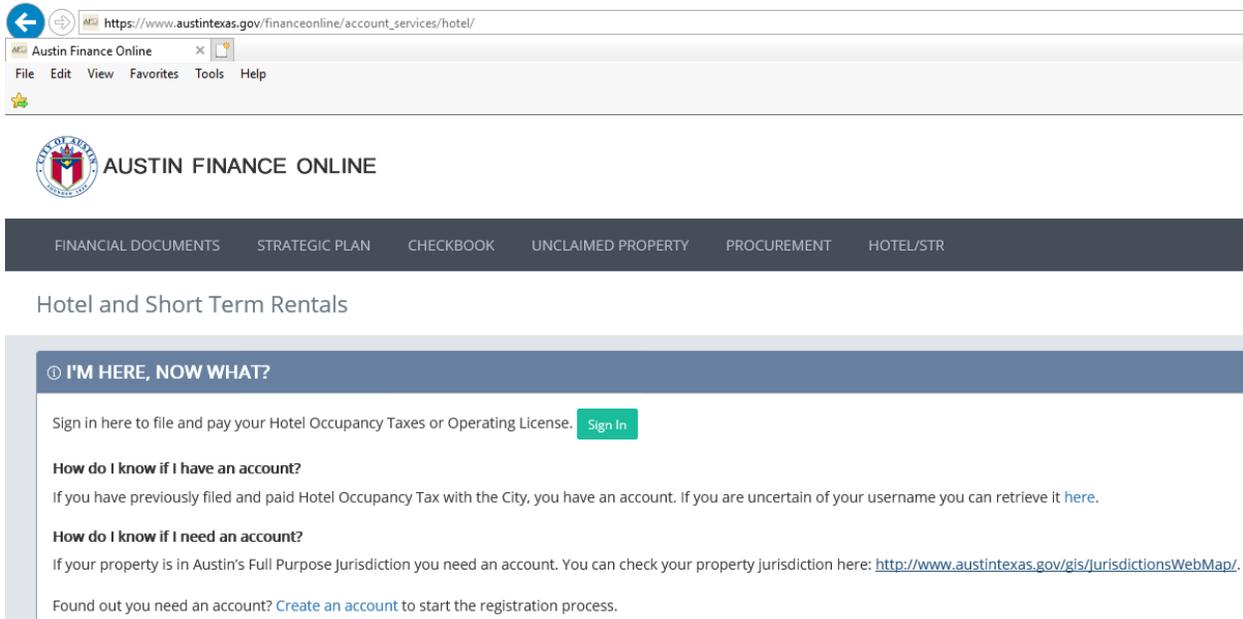


Visit Austin Finance Online:

[https://www.austintexas.gov/financeonline/account\\_services/hotel/index.cfm](https://www.austintexas.gov/financeonline/account_services/hotel/index.cfm)



**Before the registration process begins:**

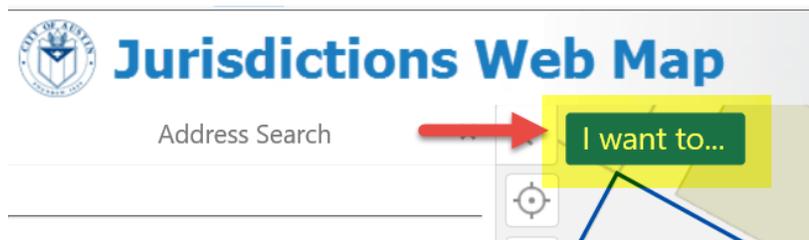
1) Ensure there is not already an active account for the STR property. If you have previously paid hotel occupancy taxes to the City of Austin, you already have an account. Please use the username reminder and password reset tool if you need assistance accessing your account.

2) Properties located in the City of Austin Full Purpose Jurisdiction are required to have an account through Austin Finance Online. The account holder will be able to pay Hotel Occupancy Tax online and register and/or renew the Short Term Rental Operating License. **(Properties in Austin LTD or Austin ETJ are required to have a Short Term Rental Operating License but are not eligible to have an account through Austin Finance Online These properties are not required to collect and remit City of Austin Hotel Occupancy Tax)**

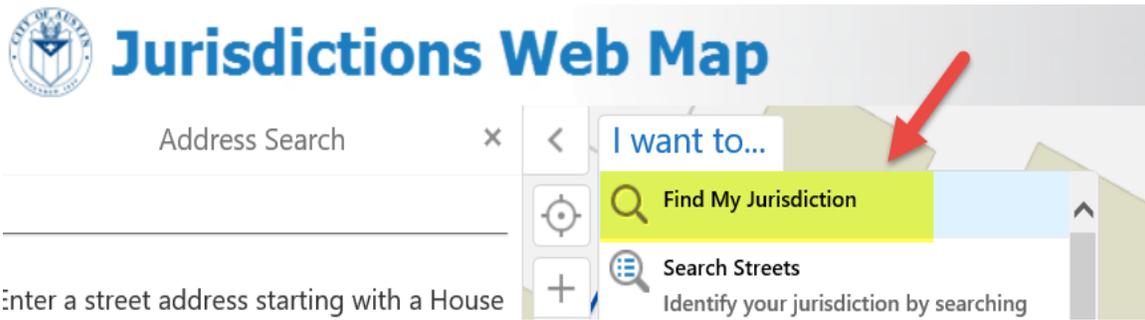
To check the jurisdiction of a property, enter the address through the following City of Austin website:

<http://www.austintexas.gov/gis/JurisdictionsWebMap/>

Click on "I want to"



Scroll down and select 'Find My Jurisdiction'



Enter the property address. The address will start auto populating as more information is entered

**Address:**

Start typing an address and select it from the drop-down list

4201  
4201 BIRDWATCH LOOP  
4201 NORTH HILLS DR  
4201 CHURCHILL DOWNS DR  
4201 FELTER LN  
4201 PASEO DR  
4201 COLUMBINE DR

[Address Search Tips](#)

**Address:**

Start typing an address and select it from the drop-down list

4201 pala  
4201 PALACIOS CV

Submit Cancel

If the property is located in the City of Austin Full Purpose **and** an account does not already exist, proceed to Austin Finance Online to create a new account. If you cannot locate your address please contact the Tax Line at (512)974-2590 or [hotels@austintexas.gov](mailto:hotels@austintexas.gov).

On Austin Finance Online, click "Create Account" on the upper right-hand corner of the screen.



AUSTIN FINANCE ONLINE



Complete the information requested in the "Basic User Account Information"

### Basic User Information

**ACCOUNT INFORMATION** | \* Required Fields

First Name \*

Middle Name

Last Name \*

E-mail Address \*

Phone Number  Phone Ext

Username \*  ?

Password \*  ?

Retype Password \*

Once submitted, a Customer ID/account number is created. The account number will be located under the User Name in the information box on the left hand side of the screen.

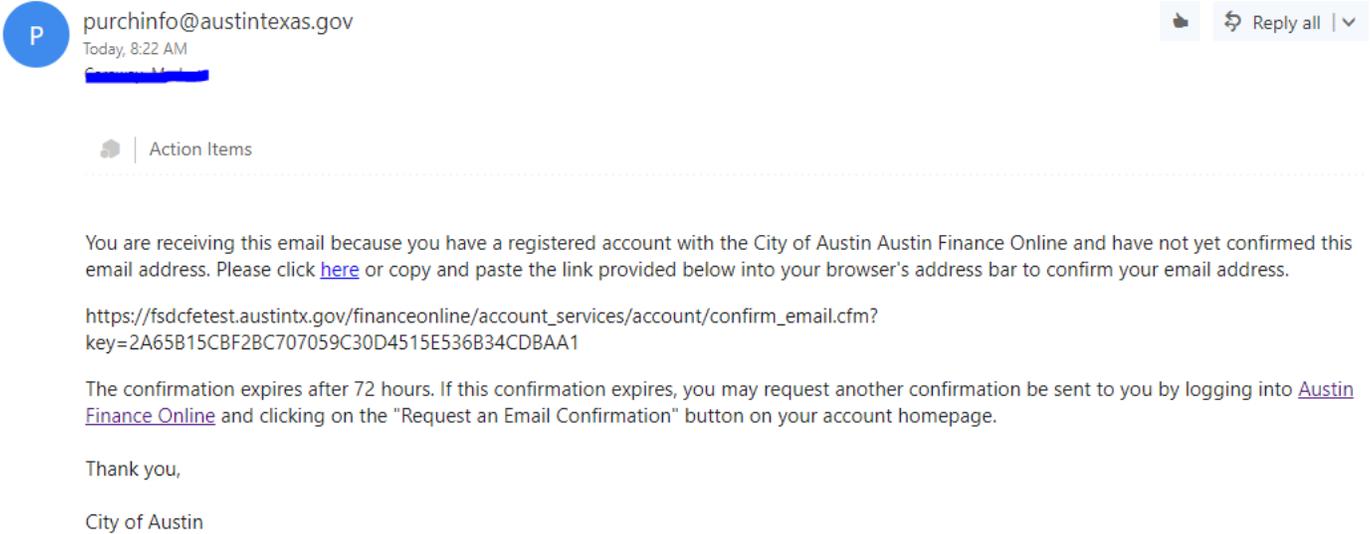
### User Dashboard

The screenshot shows a user dashboard for 'hoteluser'. The account number 'V0000952019' is displayed below the username and is circled in red. Below this information is a navigation menu with three items: 'Account', 'Home', and 'Contact/Password'. The 'Account' item is highlighted with a blue bar.

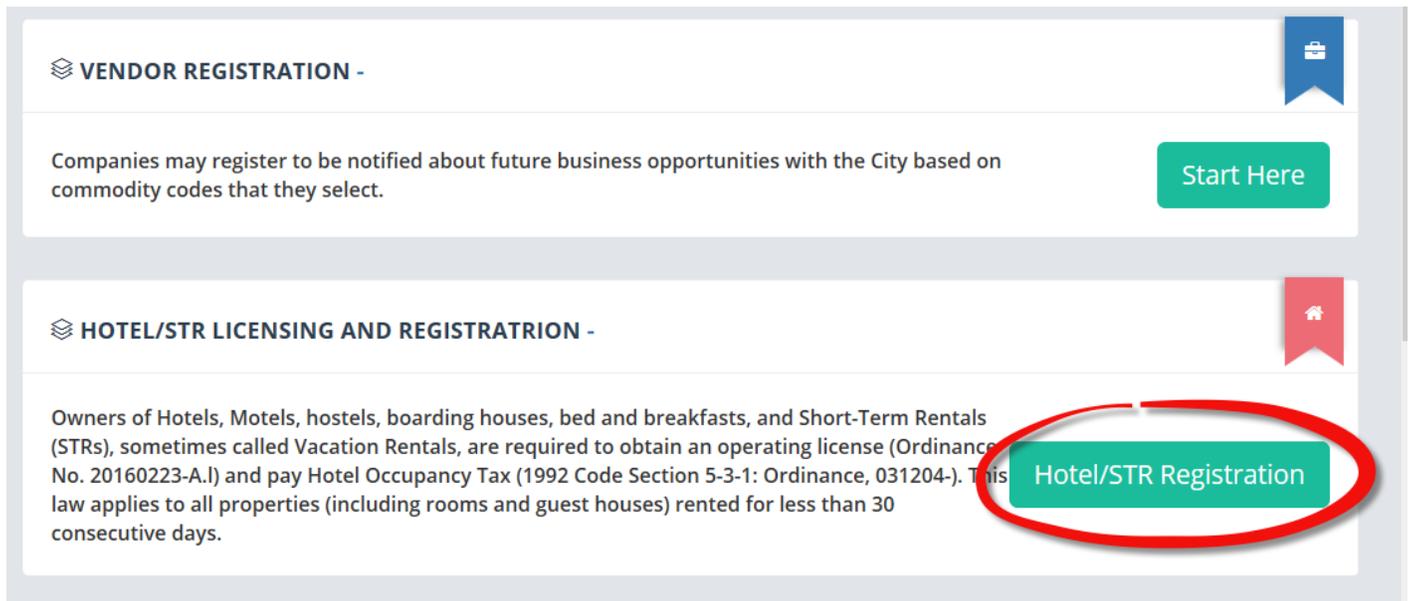
A request to confirm the email address will be sent to the email registered on the account. Once the email is received, open and click on the link. If not received, check the spam/junk folder.

Below is a sample of the email sent.

Please confirm your email address with the City of Austin



To set up a Hotel/STR account, select the Hotel/STR Property Registration button.



Select a relationship to the property.

Relationship Types x

<b>Management Company or Agent</b>	An organization or individual retained by the owner(s) to manage a property for an agreed upon fee. A management company or agent is designated by the owner(s) to pay the quarterly Hotel Occupancy Tax from quarterly cash receipts collected from renting out an owner's property for less than 30 days and/or to obtain an operating license for the owner(s) property.
<b>Owner</b>	An individual or an entity in possession of the title for the Hotel, Motel, Bed and Breakfast, Rooming House, Boarding House, or Short-Term Rental property. The owner has the ultimate liability for paying quarterly hotel occupancy taxes on his/her/its given property.
<b>Reseller</b>	An organization or company that buys a set of rooms from a hotel/motel, then turns around and resell the same room(s) at a premium price. The reseller must pay quarterly hotel occupancy tax between the price of the what they charge and what the hotel/motel charged them. Resellers merely pays taxes and do not apply for an operating license.

Select the Property type-NON STR property or STR property:

NON STR Property Types

NON_STR	
<b>Bed and Breakfast</b>	The use of an owner-occupied single-family residential structure to provide limited meal service and rooms for temporary lodging for overnight guests in return for compensation.
<b>Boarding House Commercial</b>	A building, other than a hotel, where lodging and meals are provided for more than six (6) unrelated persons in return for compensation.
<b>Boarding House Residential</b>	A building, other than a hotel, where lodging and meals are provided for more than six (6) unrelated persons in return for compensation.
<b>Hotel</b>	A building or a part of a building, in which there are guest rooms, rooming units or apartments which may be rented on a daily basis and are used primarily for transient occupancy and for which desk service is provided. In addition, one or more of the following services may be provided: maid, telephone, bellboy, or furnishing of linen.
<b>Motel</b>	A building or a part of a building, in which there are guest rooms, rooming units or apartments which may be rented on a daily basis and are used primarily for transient occupancy and for which desk service is provided. In addition, one or more of the following services may be provided: maid, telephone, bellboy, or furnishing of linen.
<b>Rooming House Commercial</b>	A building, other than a hotel, where lodging for more than six (6) unrelated persons is provided without meals in return for compensation.
<b>Rooming House Residential</b>	A building, other than a hotel, where lodging for more than six (6) unrelated persons is provided without meals in return for compensation.

## Short Term Rental Property Types

STR	
<b>Short Term Rental Type 1</b>	(Owner-Occupied) Short-term rental primary structures are: (1) rented for periods of less than 30 consecutive days, (2) not part of a multifamily use, (3) an entire dwelling unit, and (4) recorded with Travis County Appraisal District (TCAD) as a homestead.
<b>Short Term Rental Type 1-A</b>	(Owner-Occupied) Short-term rental partial units: (1) must include the exclusive use of a sleeping room and shared use of a full bathroom, (2) the owner is generally present at the licensed short-term rental property for the duration of any short-term rental of a partial unit, (3) not more than one partial unit at the property is simultaneously rented for any period less than 30 consecutive days, and (4) limited to a single party of individuals, and (5) recorded with Travis County Appraisal District (TCAD) as a homestead.
<b>Short Term Rental Type 1-Secondary</b>	(Owner-Occupied) Short-term rental secondary structures are: (1) rented for periods of less than 30 consecutive days, (2) not part of a multifamily use, (3) associated with an owner-occupied principal residential unit, (4) an entire dwelling unit, and (5) recorded with Travis County Appraisal District (TCAD) as a homestead.
<b>Short Term Rental Type 2-Commercial</b>	(Non Owner-Occupied) Short-term rental structures: (1) may not be located on a lot that is within 1000 feet of a lot on which another short-term rental (Type 2) use is located and (2) are a permitted use in the following base districts: (A) Central Business District (CBD); Downtown Mixed Use (DMU); Planned Unit Development (PUD); General-Retail Mixed Use (GR-MU); Commercial Services Mixed Use (CS-MU); Commercial Services Vertical Mixed Use (CS-V); and General Retail Vertical Mixed Use (GR-V).
<b>Short Term Rental Type 3</b>	Short-term rental multifamily use structures are: (1) rented for periods of less than 30 consecutive days, (2) part of a multifamily residential use, and (3) an entire dwelling unit.

<b>STEP ONE</b> PROPERTY Physical Location	<b>STEP TWO</b> CONTACT Add Contact Information	<b>STEP THREE</b> ATTACHMENTS Add Relevant Documentation	<b>STEP FOUR</b> VERIFY Submit for Approval
--	---	--	---

Complete the Property Address form.

Relationship to Property \*  ▼ ?

Property Type \*  ▼ ?

Establishment Name

Address \*

Address Line 2

City \*

County \*  ▼

State \*  ▼

Zip \*

Number of Sleeping Rooms \*

Date Open \*

State Taxpayer Number

State Location Number

[Save](#)

Once each property is saved, verify the information is correct. To make corrections, select the "Edit Property" button.

**PROPERTY INFORMATION** (Added by Management Company or Agent) [Edit Property](#)

Physical Address	Operation Details	
SHORT BLUE HOUSE 896 HEATHER STREET AUSTIN, TX 78756	Type:	SHORT TERM RENTAL TYPE 2 COMMERCIAL
	Date of Open:	04/01/2017
	# of Sleeping Rooms:	2
	Appeal Requested:	No
	Address ID:	A00000128094
	Date of Close:	
	Expire Date:	
	Submit Status:	Draft

## AUSTIN FINANCE ONLINE NEW ACCOUNT REGISTRATION

 <b>EDIT PROPERTY</b> Physical Location	<b>STEP TWO</b> <b>CONTACT</b> Add Contact Information	<b>STEP THREE</b> ATTACHMENTS Add Relevant Documentation	<b>STEP FOUR</b> VERIFY AND SUBMIT Submit for Approval
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Add contact information for each property by clicking on "+Add Contact Information". An owner and a local contact must be entered.

### ADD CONTACT INFORMATION | \* Required Fields

Owner information is required.  
Local Contact information is required.

Check multiple boxes **ONLY** if addresses are the same.  
If addresses are not the same for each Contact Type please click "Save and Add Address" button below.

Check owner information at the [Travis County \(TCAD\)](#) or [Williamson County Central Appraisal District \(WCAD\)](#) website.

Owner information must match what is shown on the Travis Central Appraisal District website.

<http://propaccess.traviscad.org/clientdb/?cid=1>

If owner information does not match, a closing settlement statement or warranty deed must be provided. (See attachments section)

Select the type of contact. An email and phone number is required for all contacts. If there are multiple unique contacts to enter, click "Save" then click "+ Add Contact Information" to add each unique contact. If the contact is the same for multiple contact types, multiple boxes may be checked and submitted once.

Once you've added all the contacts click "Save and Continue" to continue the registration process

Contact Type \*  Owner  Local Contact  Management Company  Operating License Ship To

Contact Name \*

Address \*

2nd Address

City \*

State \*  ▼

Zip \*

Phone Number \*

Fax Number

Email \*

 EDIT PROPERTY Physical Location	 CONTACT Add Contact Information	STEP THREE ATTACHMENTS Add Relevant Documentation	STEP FOUR VERIFY AND SUBMIT Submit for Approval
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Some license types require additional documentation, you can upload those documents here. To verify required documents needed for a specific property type, email Austin Code at [STR Licensing@austintexas.gov](mailto:STR Licensing@austintexas.gov).

If required documentation has already been provided to Austin Code Dept, skip the attachments page and proceed to Step Four.

 **ATTACHMENTS** + Add Attachments

The following documents may be required to receive your license. You may attach those that are applicable to your license type at this time.

Actions	Document Description	Operating Year	Upload Date	
 Required	Certificate of Occupancy Document			
 Required	Proof of Ownership Document			
 Required	Property Insurance Document			

Attachments may be added at anytime by clicking on "+ Add Attachments"

 **ATTACHMENTS**
+ Add Attachments



## AUSTIN FINANCE ONLINE NEW ACCOUNT REGISTRATION

 <a href="#">EDIT PROPERTY</a> Physical Location	 <a href="#">CONTACT</a> Add Contact Information	 <a href="#">ATTACHMENTS</a> Add Relevant Documentation	<b>STEP FOUR</b> VERIFY AND SUBMIT Submit for Approval
--	--	---	--

Verify property information.

**PROPERTY INFORMATION** (Added by Owner) Edit Property

Physical Address	Operation Details	
THE BIG HOUSE 456 SLEEPY HOLLOW AUSTIN, TX 78745	Type: SHORT TERM RENTAL TYPE 3 Date of Open: 01/01/2018 Operating License #: # of Sleeping Rooms: 4 License Status	Address ID: A00000176115 Date of Close: Folder RSN: Expire Date: Submit Status: Draft Jurisdiction Name

Once verified, read the disclosure statement and click on "I Agree".

I hereby verify that the property address information I provided is true and correct. Once verified, I will no longer be able to modify the property address. For any corrections to the property address, closing of a property, or disassociation with a property address, I must email my request to [Hotels@austintexas.gov](mailto:Hotels@austintexas.gov).

By registering this property address, I am aware that I must file quarterly Hotel Occupancy Tax regardless if I collected any cash receipts or have any Exempt 30 day receipts for the quarter or not (filing zero dollar report). For questions regarding Hotel Occupancy Tax, please contact the City of Austin Controller's Office via email [Hotels@austintexas.gov](mailto:Hotels@austintexas.gov) or call the hotel hotline at (512)974-2590.

If I am applying for an Operating License, I am aware that the Lodging Establishment Operating License is a non-refundable fee. I understand that if I don't submit a complete application and all required documents this will delay the process and can result in my application to be canceled. Additional fees may be assessed beyond this online payment site. Operating License will be mailed to the Ship To Address via US Postal Service; it will not be delivered electronically. For questions regarding Lodging Establishment Operating License, please contact City of Austin Code Department via email [STRLicensing@austintexas.gov](mailto:STRLicensing@austintexas.gov) or call the Austin Code Department Hotline at (512)974-9144.

I AGREE

A reminder to submit documentation (attachments) will appear on the screen.

Property information has been submitted for review.

If you have not provided all the necessary supporting documents, the issuance of your operating license may be delayed. You may be asked to upload additional documentation.

Now you are eligible to pay your operating license, and/or create and pay hotel tax reports. To make a payment go to the [property listing page](#) to get started.

**For additional assistance, email [hotels@austintexas.gov](mailto:hotels@austintexas.gov) or call 512-974-2590 (tax line)**