

## **QUESTIONS & ANSWERS STVR NEW ONLINE PORTAL “RENTALSCAPE”**

### **What is the City’s new process for applying for a new or annual renewal short term vacation rental (STVR) applications?**

On May 15, the City will be implementing an online registration portal, Rentalscape, for all new and annual renewal applications. Application fees will also be accepted online. In preparation for this transition, the City will no longer accept STVR applications or payments effective April 17.

For previous announcement information about this system, please visit our [website](#).

### **How will I be able to apply for a STVR application?**

The City will ***not*** be accepting STVR applications beginning April 17. You may apply for your STVR certificate on May 15 through the new online portal.

### **How do I pay my application fee?**

The City will not be accepting checks or money orders for STVR applications after April 17. The online portal will be available on May 15 for online payments.

### **Can I drop off my application and payment?**

As the City transitions to this new electronic portal, the processing of all paper-based applications and checks/money orders will cease on April 17, 2024.

### **How do I submit new applications and annual renewals after April 17, 2024?**

The new online portal will be available on May 15 at which time STVR applications may be submitted along with electronic payments. Access to the system will be available through our website at [www.savannahga.gov/stvr](http://www.savannahga.gov/stvr).

### **What will happen if I submit a paper application and check/money order after April 17?**

Any paper applications and checks/money orders received after April 17 will be returned to the property owner and/or rental agent. The information will need to be submitted electronically through the online portal available May 15 on our website at [www.savannahga.gov/stvr](http://www.savannahga.gov/stvr).

### **How do I access the online portal on May 15?**

The online portal utilizes an email login linked to the Rental Agent designated by the property owner. Therefore, only the rental agent will have exclusive access to the STVR online portal to manage the annual STVR renewal requirements. The same is true for a property owner who elected to be their own rental agent. The rental agent email associated on the issued STVR permit must be used to access the online portal.

### **How does a property owner request a rental agent change?**

When a property owner has a rental agent change, they will need to follow the link that will be provided on our website to request that change.

### **How would I, as the property owner, receive a copy of my STVR permit and/or any information related to the STVR?**

It will be the responsibility of the rental agent, who has access to the online portal, to disseminate STVR permit and information to the property owner(s). While efforts are underway to improve this process, the current system can only communicate with the email address provided for the rental agent during the STVR application process. The rental agent's email address will receive security codes necessary to log in to the online portal.

### **Will retrieving a copy of an issued STVR permit from the City's eTRAC system still be available?**

No. Retaining a copy of the STVR permit sent to the registered email, hence the rental agent, is crucial, as our office does not store STVR certificates/permits, nor can we retrieve them if they are misplaced after issuance. While the portal stores previously approved STVR permitting information, physical certificates/permits are not retained. Efforts are underway to create a permit within the system, with ongoing attempts to replicate our permit.

### **How would I pay online for a STVR new or annual renewal application through the portal?**

After submitting required information in the portal, at check out, you have the option to pay via ACH debit or via credit card. Please be aware that a payment processing fee will be applied during the check-out process on the Rentalscape portal. The processing fee may vary depending on the type of transaction, i.e., credit/debit card or ACH debit. It's important to note that the City of Savannah is not affiliated with this processing fee, as it is managed by a third-party payment processing vendor. For processing fee information, please visit <https://stripe.com/pricing>.

### **Can I submit a late annual renewal?**

According to the STVR Ordinance, permits expire one year from the permit's issuance date. Annual renewals are due 30 days **before** a permit's expiration date. **Renewals will not be available after a permit expires.** Please note that once a permit is closed by the system, no exceptions or waivers can be granted.