

## What Is a Short-Term Rental

A short-term rental (**STR**), often referred to as a vacation rental, is a residential unit or accessory dwelling unit, rented temporarily for **less than 30 consecutive days**. To operate an STR in the City of Lubbock, you will need to obtain an operating license from the City of Lubbock. You will need to renew this license yearly. Any rentals consisting of stays over 30 days is considered a long-term rental (LTR). If your rental is strictly long-term, you must include “30-day minimum stay” in your advertisement. **No registration or tax payments are required on LTRs.**

## To submit a complaint regarding any Short-Term Rental property in the city:

There is now a citizen complaint hotline for reporting any issues with a short-term rental. This is a **24/7 hotline**. Call **806-955-6144** to file your complaints.

## Requirements to own/operate STR:

- The City of Lubbock requires that all STRs must be in a residential zoning district.
- You must register your STR with Deckard Technologies, our third-party site. The registration includes a \$100 **annual** registration fee, that will be waived through January 30, 2026.
- You are required to pay local hotel occupancy taxes (HOT) of seven percent (7%) each month. This is a separate amount from the state taxes that Airbnb and other listing sites take care of on your behalf.

## How can I apply for a short-term rental permit?

First, you will need to verify that your property is zoned for a short-term rental. To do this, contact the Planning Department at [CityPlanning@mylubbock.us](mailto:CityPlanning@mylubbock.us) or call 806-775-2108.

**Use the link below to be taken to the Deckard Technologies Rentalscape portal** to apply for registration and to submit your Hotel Occupancy Taxes (HOT). All payments are to be made through the portal.

[https://portal.deckard.com/tx-lubbock-city\\_of\\_lubbock-str-portal/](https://portal.deckard.com/tx-lubbock-city_of_lubbock-str-portal/)

## What do I need for the application?

- A list of all owners, operators, and agents (if applicable) of the short-term rental including names, addresses, current email addresses, and telephone numbers.
- The name, address, and 24-hour telephone number of a contact person (owner, operator, or designated agent) who shall be responsible and authorized to respond to complaints concerning the use of the STR.
- Photo copy of the Emergency Contact's Driver's License to upload to the system.
- The registration fee (accepted via debit/credit card through the online portal). **Not Applicable until January 2026.**

## How long are the registration permits valid?

STR permits are valid for the calendar year and must be renewed at the time of expiration

## Properties in Violation:

The City of Lubbock began requiring registration of Short-term Rental properties and collection of Hotel Occupancy Tax on January 1, 2020.

**You must complete the registration for your short-term rental upon receipt of this letter. Failure to register and pay Hotel Occupancy Tax is a *Class "C" misdemeanor, punishable by fine of up to \$2,000 per day.***

**Additionally, penalties and interest will continue to accrue on the taxes due. Failure to comply by March 31, 2025 will result in enforcement action. A return must be filed even if no revenue is to be reported**

## Who do I contact for questions about the application or registration process?

For general questions about the Short-Term Rentals registration process please send an email to Karen Edwards at [kedwards@mylubbock.us](mailto:kedwards@mylubbock.us) or call (806) 775-3849.

The City of Lubbock has contracted with Deckard Technologies to administer the STR Permit application. Whether you have a question about your account or technical questions about how to do something in Rentalscape, please reach out to the Deckard support team by emailing them at: ([support+lubbock@deckard.com](mailto:support+lubbock@deckard.com)) for any technical questions regarding the system. Any non-technical questions can be referred to Karen Edwards.

## Does Lubbock County collect HOT fees?

The county does not have a registration process, but they do require that you pay HOT fees. For information, call Anissa at 806-775-1349 or Sergio at 806-775-1348. The HOT form can be found at the following link:

<https://www.lubbockcounty.gov/departments/division.php?structureid=245>