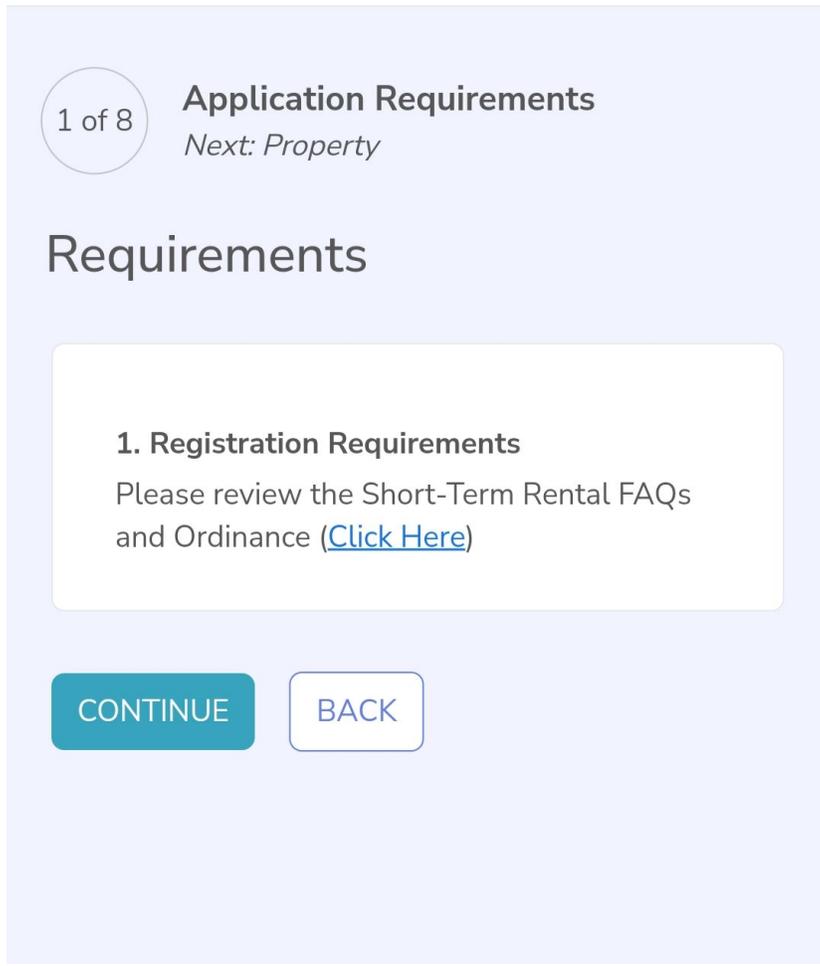


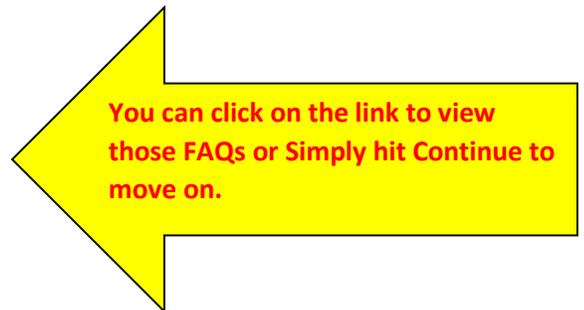
Cheat Sheet for STR Registration:

Under the new Zoning Code, failure to comply with City Ordinance can result in a fine of up to \$2,000 per day. Please always stay in communication with Karen to avoid being fined if possible.

Step 1



The screenshot shows a light blue interface for 'Application Requirements'. At the top left, it says '1 of 8' in a circle, followed by 'Application Requirements' and 'Next: Property'. Below this is the heading 'Requirements'. A white box contains the text: '1. Registration Requirements' followed by 'Please review the Short-Term Rental FAQs and Ordinance ([Click Here](#))'. At the bottom are two buttons: 'CONTINUE' (teal) and 'BACK' (light blue).



Step 2

Next you will input the address of the property that will be used as a Short-term rental.

- Note: The parcel ID is the R Number associated with your address. The R Number can be found on the Lubbock Central Appraisal District website at: lubbockcad.org

2 of 8 **Property**
Next: Registrant

Property

We need to know the Property ID of the property you wish to make available for Short-Term Rental Permit. You can type in your Property ID directly below if you already know it, or you can find the Property ID by typing in the property address.

I know my Property ID

I want to type in the property address

CONTINUE **BACK**

2 of 8 **Property**
Next: Registrant

Property

We need to know the Property ID of the property you wish to make available for Short-Term Rental Permit. You can type in your Property ID directly below if you already know it, or you can find the Property ID by typing in the property address.

I know my Property ID

I want to type in the property address

Address of the rental property

1314 Ave

1314 Avenue K Lubbock Tx 79401

1314 Avenue E Lubbock Tx 79401

CONTINUE

When you select the option for address input, auto-fill options show in the drop box (as seen in the right-side image) Select the correct one before pressing **CONTINUE**

***NOTE:** Once you select the address you will see a box underneath that says Unit Number (Optional). If you have a rear house, a side A or Side B, etc., you should include that here. If you are renting both sides of a duplex or more than one apartment unit of a complex, **each one has to be registered separately** with the registration fee and HOT paid on its own account.

Step 3

3 of 8 **Registrant**
Next: Property Contacts

Registrant

Are you the owner of the rental property?

Yes, I'm the owner

No, I'm a property manager

No, I'm a tenant

[Add additional owner](#)

CONTINUE [BACK](#)



If you select either the middle or bottom option, you will see that you are going to be required to fill out the owner information. (shown below)

Please make sure you have the owner's information including a phone number and email. If the information entered does not match the city information for that property, your permit will be denied.

Are you the owner of the rental property?

Yes, I'm the owner

No, I'm a property manager

No, I'm a tenant

Owner Details

First Name

Last Name

Company Name (optional)

Email Address

Phone Number

Mailing Address

Same as property address

[Add additional owner](#)

Step 4

This step is for inputting the **Emergency Contact** information. This **MUST** be someone that lives within a close enough proximity to be able to respond to the property in question within a thirty-minute window.

4 of 8 **Property Contacts**
Next: Property Details

Property Contacts

Emergency Contact

Emergency contact must be able to respond to an incident within 30 minutes.

Who is the emergency contact for this property?

Myself (the Property Manager)

The Owner

Someone else

CONTINUE **BACK**

If you choose “Someone Else” you will need to fill out the same information that was needed on the owner and/or property manager:

First Name, Last Name, Email, Phone Number, and Mailing Address.
(see image below)

- The Owner
- Someone else

Emergency Contact Information

First Name

Last Name

Company Name (optional)

Email Address

Phone Number
 

Mailing Address

Same as property address

CONTINUE

BACK

If you do not fill out one part of the information, you will not be able to continue on. Anywhere you see a red triangle with exclamation point in the center showing, that is required information.

If this information changes, make sure to update the information here. If you knowingly provide false information, your permit request can be denied, resulting in a \$2000 fine if you are found to be operating after a permit revocation or denial.



Step 5

This step is for determining if the owner lives on-site and to determine the type of dwelling.

6:05 91%

5 of 8 Property Details
Next: Listings

Property Details

All fields must be completed before proceeding.

Is this the primary residence of the owner?

Yes

No

Type of Dwelling

Single-Family Home

Townhome

Duplex

Multiplex

Apartment

Accessory Dwelling Unit

CONTINUE BACK

If the owner does not live in the residence full-time, it is **NOT** their primary residence.

If the dwelling is **anything other than a Single-Family Home**, we expect to see an Apartment Number, Unit, Side, or Main/Rear designation somewhere in your registration documentation. If you forgot, you can **go back and edit** this in **Step 2** once you have submitted your application.

Step 6

Advertisement Listings: AirBnb, VRBO, etc.

This is an **optional** Step. However, if you do put in the listing, input it as a URL and not just the Listing Number.

6 of 8 Listings
Next: Documents

Listings

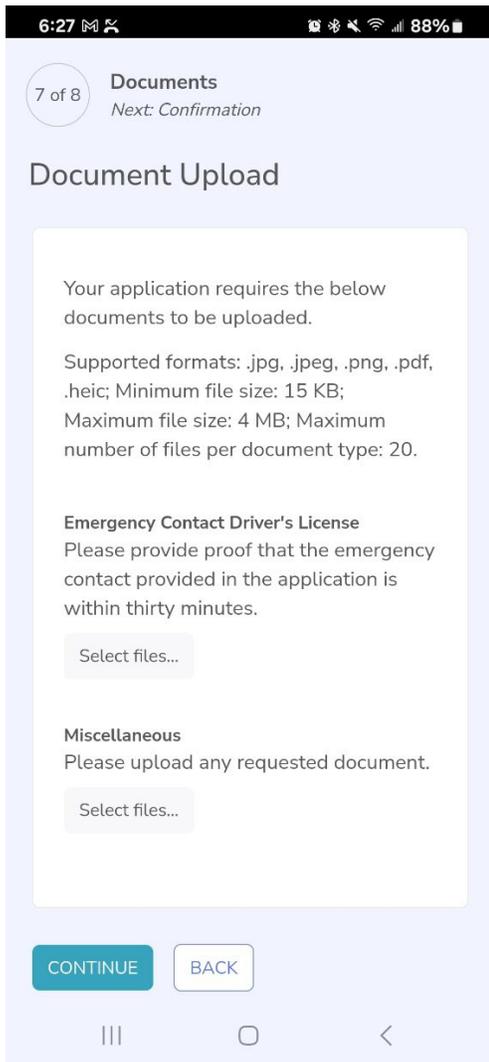
Please report each listing advertising your short-term rental.
This is optional.

*If you don't have a full URL (Ex: <https://www.airbnb.com/rooms/#####>) you will get the red error symbol .

Step 7

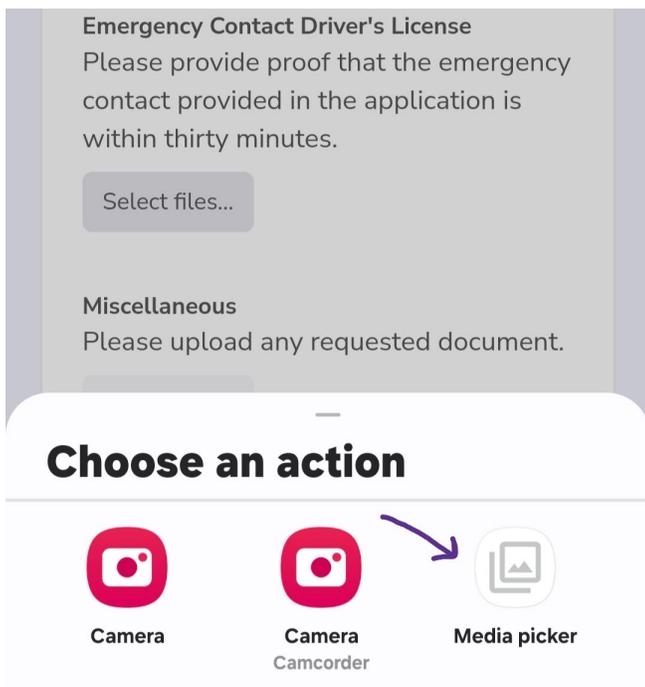
Be prepared to upload the Driver's License of your emergency contact, whether that be the property owner, a property manager, or a friend/family member.



Be mindful of the supported formats and sizes allowed for document uploads.



Note: I did a TEST registration on an android phone and had no issues uploading a photo I had taken of my ID.

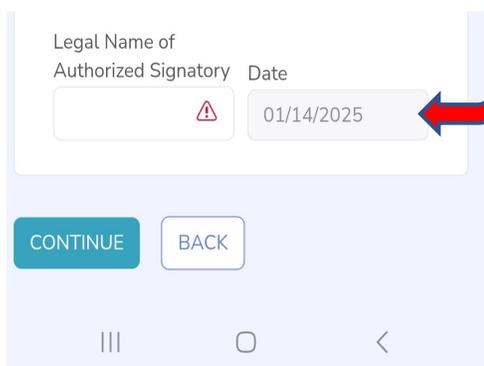
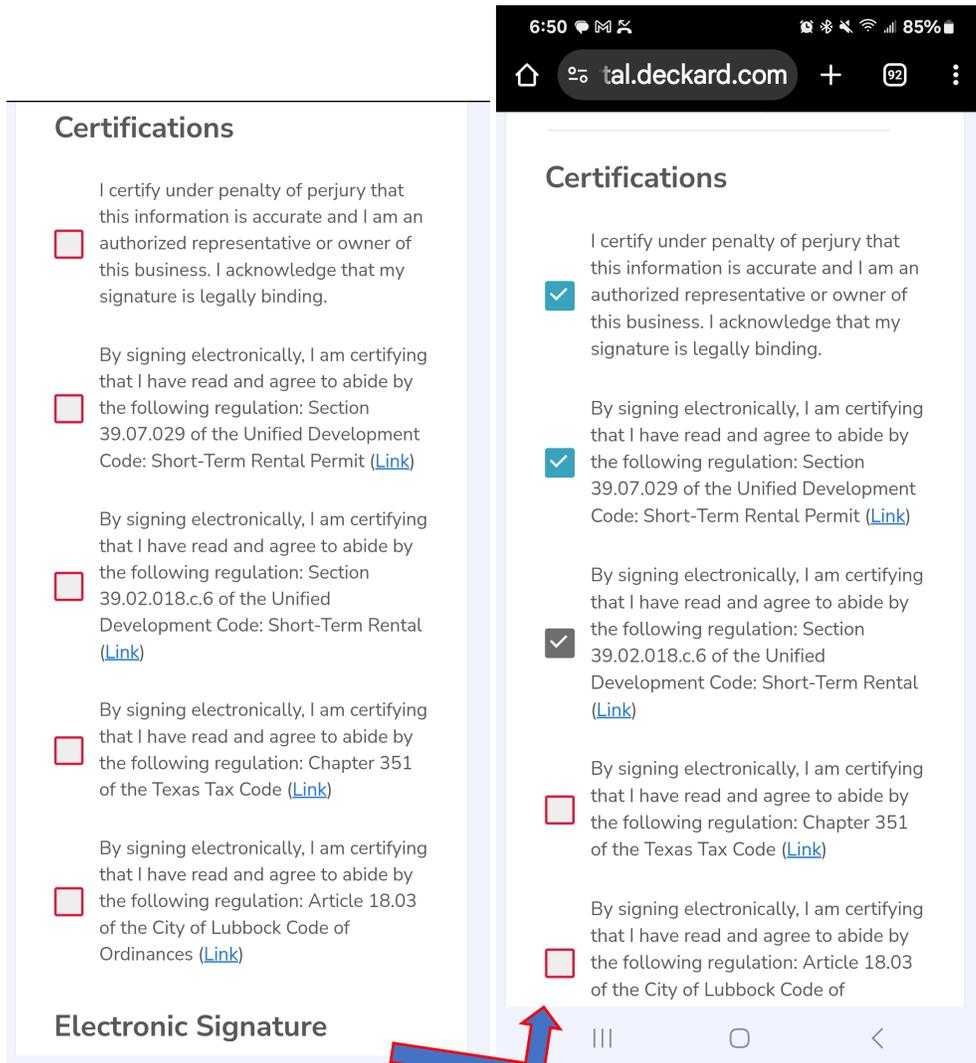


I chose the “select files” option under Emergency Contact Driver’s License (see left image) and then selected “media picker” to open my gallery and retrieve a photo I had just taken. iPhones may not be as easy and you might have to use a desktop for this step.

For citizen support on the Rentalscape Portal, you can email (support+lubbock@deckard.com).

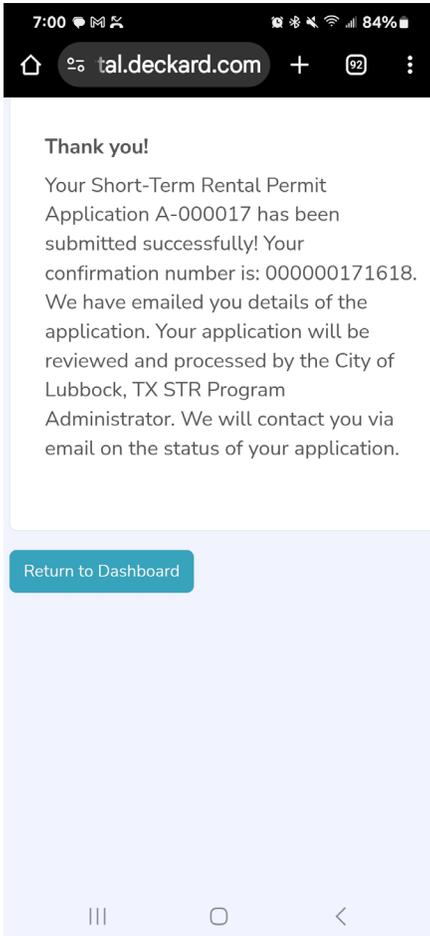
Step 8

The last step after uploading the required documents is confirming that all of the information is correct. All of the information you filled out in Steps 2 through 7 are laid out for you to review. Under that information you will see Certification boxes and a place for an electronic signature (see below).



Links are provided for each certification. Once you agree, just click on each box (shown above). After each box is checked, type your full name in the signatory line  and hit continue.

Once you have hit continue, you will see the following screen (below) and you are done. If there is a problem with your paperwork, you will be contacted by the City of Lubbock. Otherwise, you will receive your permit via email.



***Be sure to check back into the portal every month using the same email/login information to pay your hotel occupancy taxes. You MUST pay this each month. If you had no rentals in a month, Close out the HOT form to \$0. Failure to comply with this can lead to revocation of your STR permit and/or fines.**