

## QUESTIONS & ANSWERS

### UPDATED July 26, 2024 STVR ONLINE REGISTRATION PORTAL “RENTALSCAPE”

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

On May 15, 2024, the City implemented the online registration portal, Rentalscape, for all new and annual renewal applications. Application fees will also be accepted online. The City no longer accepts STVR applications or payments in person or by mail.

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

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

The City no longer accepts STVR applications in person or by mail. As of May 15, 2024, all applications must be submitted through the new online registration portal.

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

As of April 17, 2024, the City no longer accepts checks or money orders for STVR applications. The online registration portal is available for online payments.

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

No. As the City has transitioned to the new online registration portal, the processing of all paper-based applications and checks/money orders ceased on April 17, 2024.

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

Access to the online registration portal is 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 at [www.savannahga.gov/stvr](http://www.savannahga.gov/stvr).

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

The online registration 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 on-line 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.

### **What if I, the property owner, wants to manage the registration portal regarding my STVR permit, and have my designated rental agent just manage my STVR property?**

A property owner should contact the office to request to change the rental agent email to their email. A property owner can also request to use their telephone number rather than the rental agent. However, a property owner must remember that rental agent must be present at the STVR property within 2 hours of a potential complaint call. This arrangement is between a property owner and their local designated rental agent; and in accordance with STVR regulations, the property owner, as the permit holder, is ultimately responsible for their STVR property(ies).

### **What if I cannot get past the first screen of the registration portal when trying to submit a renewal. What do I need to do?**

Complete any blanks for the property owner, then click on “I am the rental agent” option which will activate the “Continue” button at the bottom right side of the screen.

### **As new property owner of an existing STVR certificate, trying to submit a new STVR application, an “error” message appears. What do I need to do?**

Please send an email to [stvr@savannahga.gov](mailto:stvr@savannahga.gov) with the copy of the HUD/Settlement Statement and request to close the previous STVR certificate. You cannot submit a new application when a previous STVR certificate exists for another property owner.

### **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 is provided on our website to request that change. It is a property owner's responsibility to report rental agent changes within five (5) business days. Only a property owner can request a rental agent change through the Rental Agent Change Form. Their new designated rental agent may complete the form and requirements ensuring to obtain the property's owner(s) signature and date on the form prior to submitting the request. Please refer to this [Form](#); and email the completed form and requirements to [stvr@savannahga.gov](mailto:stvr@savannahga.gov).

**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 a security code 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/debit 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.