



DENVER
THE MILE HIGH CITY

Denver Short-Term Rentals License Update

Denver Excise and Licenses

- I. Current State of STR License Program
- II. Steps taken to date for STR License Program
- III. STR License Program Looking Ahead to 2017

Denver's STR Licenses

Current State of Affairs

As of 12/8/16 we have...

- 250 Active STR Licenses
- Appx 150 temporary STR license records (*those who haven't finished online application process*).
- More than 240 compliance reminders sent to STR operators since 7/1/16



Dear Resident or Property Owner,

This is a courtesy notice to inform you of the licensing requirements for operating a short-term rental (STR) in the City and County of Denver.

It is unlawful to operate a STR without a license issued by the City of Denver's Excise and Licenses department. Before applying for a STR license, you must meet the following requirements of the ordinance in order to obtain a license:

- You must be a legal resident of the United States
- The STR property must be your primary residence.
- If you do not own the property, you must obtain written documentation from the landlord or property owner allowing you to operate an STR.
- If your property is part of a homeowners association, please verify that STRs are allowed in your HOA.
- Check with your insurance carrier to ensure that your STR is covered
- You must possess all applicable business tax licenses, including the Denver Lodger's Tax
- You must list your STR license number in any online, print, or other advertising

STR operators who meet the requirements are required to obtain a license by Dec. 31. Visit www.Denvergov.org/STR to apply and for more information.

Fines for operating without a STR license, as well as for violating any requirement of the ordinance, can be up to \$999 per incident.

For further questions, please send an email to STR@Denvergov.org

Since Adoption of STR License in June:

- 1) STR licensing officially launched on 7/1/16
- 2) STR Advisory Committee (STRAC) selected and convened
 - 3 meetings so far
 - Public comment at every meeting
 - Posting of minutes, presentation materials, rosters, etc. all on STRAC website
- 3) Three STR Host Information Sessions conducted across Denver in Oct. & Nov. hosted by Airbnb host groups
- 4) Airbnb sends email / announcement to Denver hosts on STR license requirements
 - Reserved space in ads for STR license number requirement
- 5) Surveys of STR licensees for feedback on licensing process
 - Feedback helpful for improvements
- 6) STR website revisions:
 - 1-2-3 step licensing process outline
 - Lodger's Tax Assistance Sheet
 - Hotline for lodger's tax application questions
- 7) STR Rental Packet produced for STR hosts to easily download
- 8) New STR Program Coordinator:
 - Responds to complaints, tracks STRs for compliance
 - Responds to STR hosts licensing inquiries
 - Maintains list of licensed, unlicensed STRs

Business Licensing Center

[Business Licenses](#) [Liquor Licenses](#) [Marijuana Licenses](#) [Public Hearing Schedule](#) [Resource Center](#) [News & Events](#) [Contact Us](#)

Short-Term Rental Advisory Committee

The Short-Term Rental Advisory Committee (STRAC) meets regularly to provide guidance and recommendations to Excise and Licenses on administration, enforcement, and other policies pertaining to STR licensing.

Members of the STRAC consist of short-term rental hosts, non-hosts, industry stakeholders, and Denver elected officials.

Upcoming Meetings

TBD: We will not have a meeting in the month of December

Public comment will be allowed the first 15 minutes of each meeting. If you wish to address the committee in person, please fill out a speaker slip before the start of the meeting. Speakers are limited a maximum of 2 minutes.


Unable to attend the meeting? Please email your comment to STR@denvergov.org addressing the committee


Past Meetings

Tuesday, November 29th, 2016 from 4:00pm - 5:30pm
City and County Building
1437 Bannock St.
Parr-Widener Community Room, Room 389

 [Agenda](#)

 [Survey Results](#)

 [Service of Administrative Citations](#)

 [Host Rental Brochure Template](#)

Tuesday, October 25th, 2016 from 4:00pm - 5:30pm
Wellington Webb Building
201 W Colfax Ave - Room 4.G.2

Committee Members

Carrie Atiyeh - Visit Denver
Craig Ellsworth -STR Host
Kevin Flynn - City Council District 2
Erin Ganser - STR Host
Jack Garber - STR Host
Buffy Gilfoil - STR Host
Amie Mayhew - Colorado Hotel & Lodging Association
George Mayl - Non-Host
Marisa Moret - AirBnB
Steve Ramsey - STR Host
Cindy Sestrich - Non-Host
Michael Socha - STR Host
[Mary Beth Susman](#) - City Council District 5
Stephen Travers - Non-Host
Charlotte Winzenburg - Non-Host
Sabrina Zunker - Denver Metro Association of Realtors

Contact Us

If you have comments, questions, or wish to address the committee please email us at STR@DenverGov.Org or call Excise and Licenses at 720.865.2740



NEW STR Home Page: 1-2-3 Step Process

Short-Term Rental Regulations & Licensing in Denver

The City and County of Denver requires hosts to obtain a license in order to offer a short-term rental (STR) in their primary residence for fewer than 30 days.

Hosts must be licensed by Dec. 31.

Before You Begin

- You must be a legal resident of the United States.
- The property must be your primary residence.
- If you do not own the property, you must obtain written permission from the landlord or owner.
- Verify that short-term rentals are allowed in your HOA, if applicable.
- Check with your insurance carrier to ensure that your rental is covered.

Get a Short-term Rental License in 3 Easy Steps

- | | |
|---|---|
| Step 1: Get Your Denver Lodger's Tax ID Number | + |
| Step 2: Get Your Short-Term Rental Business License | + |
| Step 3: Post Your Business License Number | + |

Now That Your Short-term Rental is Licensed...

- | | |
|-----------------------------------|---|
| Additional Licensing Requirements | + |
| Fees and Fines | + |
| Enforcement and Revocation | + |

Additional Short-Term Rental Information

Questions? Contact Us

Issues with an Short-Term Rentals in your neighborhood?

[Report a Problem >](#)

Want to learn more about Short-Term Rentals?

[Download our FAQs \(PDF\)](#) or

[Visit Our FAQ Page >](#)

Keep up to date on the latest Short-Term Rentals news!

[Sign up for Short-Term Rental News >](#)

Denver Excise & Licenses

201 W. Colfax Ave. Dept. 206
Denver, CO 80202

Office Hours: 8 a.m.-4 p.m. Monday-Friday
p. 720.865.2740 | f. 720.865.2882

Questions, comments, concerns?

Email us at: STR@denvergov.org

Advisory Committee

The Short-Term Rental Advisory Committee meets regularly to provide guidance and recommendations to Excise and Licenses on administration, enforcement, and other Short-Term Rental licensing



STR Rental Brochure & STR Platform Education



Denver STR License Rental Brochure

Host Contact Information

Name: _____ Phone #: _____

E-Mail Address: _____

City and County of Denver License Number: _____ -BFN- _____

Emergency Contact Information if the Host cannot be reached

Name: _____ Phone #: _____

E-Mail Address: _____

The City of Denver restricts mechanical sound and amplified sound (live entertainment and in-house audio systems) to 55 decibels dB(A) between the hours of 7:00am and 10:00pm, and 50 dB(A) after 10:00pm until 7:00am. This includes prohibitions on any musical instrument, loudspeaker, radio, or any other sound amplifying equipment between the hours of 10:00pm and 7:00am used in a manner that is plainly audible when crossing a property line or within a dwelling unit which is not the source of the sound. Other noise policies:

The local trash and recycling schedule is: _____

Parking restrictions are as follows: _____

My unit includes the following water restrictions: _____

In the event of a fire or emergency you should evacuate by: _____

The fire extinguisher is located: _____

Short-Term Rental License

- Short-term rental operators in Denver must obtain a valid short-term rental license. Denver requires hosts to register by applying [here](#) and paying a fee of \$25. This license must be renewed annually. Read more on the [Denver Short-Term Rentals FAQ](#) page.

Hosting Eligibility

- **Primary Residency Requirement.** You may be asked to show documentation verifying your listing as your primary residency. Some examples of acceptable documentation are: Driver's license, tax documents, utility bills, voter's registration, and state issued ID card.
- **Liability Insurance.** General liability insurance must be maintained in order to receive a short-term rental license.
- **Permit Posting Requirement.** You are required to include your short-term license number on your listing. You may include your short-term rental license number on your listing by going to Manage Listing > Calendar and More > Detailed Description. In the "Other Things to Note" field, type in your license number following the acceptable license format for Denver. The format is: YYYY-BFN-XXXXXXX. An example would be: 2016-BFN-0001234.
- **Building and Housing Standards.** Denver enforces rules and regulations specifying minimum construction, design, and maintenance standards for buildings, including regulations on habitability, health, and safety. Certain regulations applicable to residential and non-residential uses may be relevant to your listing. For more information, please review the [Building and Fire Code](#) for the City and County of Denver or contact [Denver Development Services](#) directly.
- **Other rules.** It's also important to understand and abide by other contracts or rules that bind you, such as leases, condo board or co-op rules, HOA rules, or rules established by tenant organizations. Please read your lease agreement and check with your landlord if applicable. If you do not own the property, written consent must be obtained from the property owner in order to receive a short-term rental

➤ STR Marketing Campaign

❖What:

- Stay Legit Den
 - A public awareness campaign to drive interest in the STR license program throughout the city.
 - Educational landing page for “one-stop-shop” informational resource

❖When:

- Launching mid-to-late-December, with heavy push before end of year
- Continued outreach and marketing campaigns in January and beyond

❖Where:

- The campaign will be targeted at STR hosts and potential hosts and users/renters.
 - Search
 - Digital advertising
 - Social media
 - Earned media

➤ Finalize contract with STR Compliance Service:

- Digital service that assists with data scraping and mining across dozens of STR websites/platforms.
- Compliance service provides up-to-date STR information across multiple platforms directly to EXL inspectors in downloadable reports and maps.
- EXL inspectors and STR Program Coordinator utilize service to identify licensed and unlicensed STR operators. Service can also be utilized in the field via mobile tablets/phones.
- Compliance service part of EXL's 2017 line item budget request for STR compliance and monitoring.

STR Administrative Citations

CITY & COUNTY OF DENVER
EXCISE & LICENSES
201 W. Colfax Ave., Dept. 206
Denver, CO 80202

ADMINISTRATIVE CITATION
PENALTY: \$

EL 11287
READ BOTH SIDES

DATE: _____
MO/DA/YEAR

THIS IS A LEGAL DOCUMENT - PLEASE READ BOTH SIDES CAREFULLY

Person Cited: Last Name _____ First Name _____
Mailing Address: _____
Telephone #: _____
Business Name: _____
Violation Address: _____
Date of Violation: _____
Time (Violation) was Observed: _____

Code Violation: _____
Violation Description: _____

Correction Required: _____

1st Penalty - \$150.00
2nd Penalty - \$500.00
3rd Penalty - \$999.00

The penalty must be paid in full within ten (10) days of issuance of this citation. Make checks payable to the "Manager of Finance" and send or hand deliver to the addressee at the top of this citation. Failure to pay the fine assessed by the Administrative Citation within the time specified on the citation may result in the charging of a late fee and action to collect all costs associated with the filing of such actions. Until civil penalties not pending appeal that are owed to the city have been paid in full, the Department shall not issue or renew any license or permit of any kind to a Responsible Party.

Enforcement Official's Signature _____
DISTRIBUTION: WHITE (OFFICIAL FILED) CANARY (RESPONSIBLE PARTY) PINK (ACCOUNTS RECEIVABLE)

Received by: _____

- In addition to General Violations, EXL will be able to issue Administrative Citations (ACs) to STR operators.
- Provide EXL inspectors with flexibility to mail AC to offender – does not have to be served in person.
- Includes escalating fine schedule for each subsequent offense, up to \$999 per incident.



New, improved, STR Registration Portal!



Short-Term Rentals

[SIGN UP NOW](#)

[Already Registered? Sign In](#)

Username or E-mail:

Password:

[Log In »](#)

☐

Remember me on this computer

[I've forgotten my password](#)

[New Users: Register for an account](#)

Get licensed by the City of Denver to ensure you are complying with current short term rental laws

Denver Excise & Licenses requires hosts to obtain a license in order to offer a short-term rental (STR) in their primary residence for fewer than 30 days.



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Questions?