**Some Tips for Preparing for the City of Henderson STVR Registration Process**

*We asked City Officials about the essentials and common mistakes applicants should avoid. Here are a few tips:*

* Visit the City of Henderson Short-Term Vacation Rental Frequently Asked Questions page at <https://www.cityofhenderson.com/government/departments/community-development-and-services/short-term-vacation-rentals> and read through all of the information (including the links referenced on the page).
* Download the applicable ordinances, the tax code references, and the other documents attached to the FAQ page and from different code sections that may apply to your STR due to amenities or other unique factors.
* Take time to review the ordinances and the forms line by line. Note the documents you will need to prepare and the information you may need to include in your design plan, listing, rules, etc.
* Research the City of Henderson interactive map to check zoning allowances (STVR is not permitted in specific zones or developments. See the Zoning charts and references in the municipal code.) Click the X on the property to view parcel references listed by the City/County.
* Verify with the County Assessor records that the parcel/unit specifications and ownership information is up-to-date and accurate. (The STVR Registration Applicant needs to be the recorded owner of the proposed STVR unit. Details like the number of bedrooms listed on the application need to align with the County records for the unit.) Update the County records if the information does not match the actual home details.
* Check the STVR interactive map or distance separation information applicable to your proposed STVR unit location. (Remember that someone else could register their unit---even while you’re looking at the map. The map isn’t immediately updated. The map status may change. Keep checking (and if it seems like your unit may qualify, complete your application ASAP. Applications are approved on a first-come basis).
* Check to see if the property is within an HOA. If so, read the CC&Rs to see if the rules expressly allow for the short-term rental of a home. If it does allow for STR, either secure a letter from the HOA or highlight the section in the CC&Rs that applies to rentals. (Even though it conflicts with NRS 116, the City still requires AB 363 mandate compliance that you document that the HOA community governance expressly states that it allows for STR.) Be prepared to attach the documentation to the application.
* Check the County records to ensure that the person applying for STVR Registration is the property owner of record. The documentation needs to be up-to-date and legible. If the property is listed within an LLC, trust, or other entity, ensure that the person registering is a primary owner or the designated managing partner within the corporate/legal entity.
* The documentation must clearly show that the person applying for the STVR Registration is the official owner of the property, the LLC or other legal entity, and the State Business License. The only person who can apply for the STVR registration is the owner of record (not the property manager or someone not on the record as the property owner/principal member of an LLC). This also applies to the Nevada State Business License.
* The applicant must designate a person living near the STVR unit as the Registered Local Contact. The homeowner could be that contact if they qualify and commit to fulfilling that role. Or the homeowner can designate someone else to do it. The goal is to have someone regularly monitoring the STVR unit and available to be contacted 24/7 in case of an emergency, concern, or complaint. The expectation is that if there is a complaint or concern, the local contact will physically check on the unit within minutes and work to ensure the matter is handled correctly. The owner must complete a report about such incidents and submit it to the City within the deadline defined in the ordinance.
* Create the noise management plan and secure appropriate (essential and additional, if beneficial) decibel detection devices for the unit.
* Ensure the outdoor address number is lit, and all fire/safety code equipment is in place and in working condition. (The parcel/unit will be inspected for compliance and safety).
* Obtain proof of sufficient STR-appropriate insurance coverage.
* The homeowner/registrant must complete the STVR Ordinance Education Requirement (such as the STR Certification Course). If the homeowner designates a local contact or property manager (other than themself), that person needs to complete the required education, too (unless they hold a current Nevada RE license/PM Permit according to NRS 645---in which case, they will need to provide license/permit documentation. This exemption from completing the approved education applies to the local contact (not the applicant/owner). The STR Certification Course certificate is provided in digital format to course graduates approved for certification. The certificate for the owner and the certificate or NV real estate license and permit for the local contact must be provided within the registration application.
* The owner/applicant must provide detailed information about that registered local contact person within the application. (Remember that this local contact needs to be living near the STVR unit and willing/able to be contacted 24/7---and ensure the unit will be physically visited by the owner or their contact when needed 24/7).
* Complete the lists, plans, and documents. Get the statement notarized. Be prepared to upload or attach the required details. Most of the forms in the application are “fillable,” so applicants can complete the documents within Adobe Reader.
* Organize your digitized documents, payment method, and information before starting the online registration process so you can thoroughly complete it. Have everything ready before you start. Once you complete the registration application, you can’t easily revise it. Missing documents or information may cause a delay (which could allow someone else to receive the STVR Registration approval you might have received).
* Double-check all facts. Make sure that all of the exhibits/documents are legible. (There are laws and potential penalties associated with submitting inaccurate information to government entities.) Devote extra time to ensure that documents are easy-to-read, complete, accurate, and in good condition.
* If you have hosted guests, you may need to report outstanding taxes you should have collected and remitted. You may need to submit the taxes along with your application/fee. (See the tax code and forms for the taxable fees, tax percentage, and deadlines. If you accept reservations through an online platform or channel manager, find out if they are registered as “accommodations facilitators” and if they are/will be remitting taxes on behalf of their clients).
* There is a processing fee and the initial application and inspection fees. Be prepared to make your payment as part of the registration process (certain payment methods may delay the application processing).

Shortly after gaining STVR Registration approval, there are tasks you must complete quickly and consistently according to the City’s guidelines. Here are a few:

* Create a plan for mailing the required notifications to neighbors within 200 feet of the STR. (This must be done shortly after you receive preliminary application approval. The City can help you know which neighbors must be notified, but there is a notification deadline).
* Include your STVR Registration Number on your STR listings and other promotional pieces. (This will make you code-compliant ---and may improve your marketability, too). And be sure to share the Good Neighbor Brochure with prospective and reserved guests.
* The above tips are for the application process for the City of Henderson STVR Registration. Other cities have different procedures and requirements. And STR owners and managers still need to implement STR business policies and procedures we review in class.

**More details are included in the ordinances and within the City’s application process** (this is not the complete list), but these tips emphasize some of the essentials to get you started.