

HOW TO: Submit a Short Term Rental (STR) Renewal Application

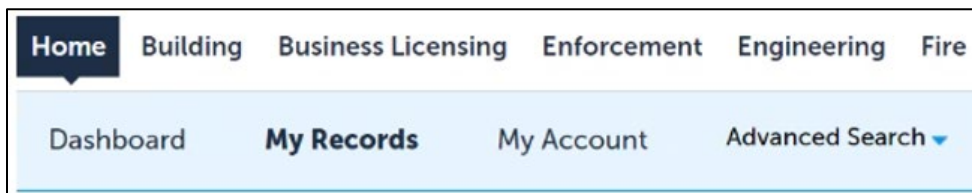
A renewal notification email will be sent to all the contacts listed in the STR permit record, including the Local Responsible Party (LRP), Authorized Agent, and Owner, indicating that their permit is about to expire approximately thirty-one (31) days prior to permit expiration. This email will ONLY be sent to the email addresses listed in the contact information at OneNV.us.

It is vital that the contact information on file in OneNV.us is up to date.

STR Renewal process:

For LRP, Authorized Agent or Owner – **Important:** The email address you are using to log into OneNV.us MUST match an email address that is both linked to an active account with OneNV.us and linked to the permit record you are attempting to renew.

1. Log in to your OneNV account at www.onenv.us
2. From the **Home** tab, click on **My Records**.



3. Click on the arrow to the left of **Short Term Rentals** to see the drop-down list.

▼ Short Term Rentals

Showing 11-15 of 15 | [Download results](#) | [Add to collection](#) | [Add to cart](#)

<input type="checkbox"/>	Date	Record Number	Record Type	Description	Project Name	Expiration Date	Status	Action
<input type="checkbox"/>	04/29/2022	WSTR22-0004	Short Term Rentals Permit			03/31/2023	Active	
<input type="checkbox"/>	04/29/2022	WSTR22-0005	Short Term Rentals Permit			06/09/2023	Active	
<input type="checkbox"/>	04/29/2022	WSTR22-0006	Short Term Rentals Permit			06/30/2022	Active	Renew Application

4. Click the blue **Renew Application** link in the **Action** column. This will take you into the renewal process. **Important:** Make sure you look for your STR permit number, NOT your original STR application number.
 - Your STR permit number will follow this pattern: WSTR21-0123.
 - An STR application number will follow this pattern: WSTR000123-APP-2021.
 - You will ONLY see the **Renew Application** link next to your STR permit number, as shown in the above example.
5. **Step 1: Step 1 > Page 1:** Confirm that the information on this page is correct, and then click on the blue **Continue Application** button at the bottom of the page.

6. **Step 1: Step 1 > Page 2:** Confirm that the contacts and associated contact information (addresses/ phone numbers) are correct.
- Edit and correct this information as necessary.
 - If your current local responsible party's information or property manager's information is missing, then enter this information. Please notify your renewal planning technician via email if you make any changes/updates to the local responsible party's or property manager's information.
 - If you receive a prompt to enter a "Business" address, then enter the address. If you only have a home address for the property, then enter that home address as the "Business" address.
 - When all information on this page is correct, then click on the blue **Continue Application** button at the bottom of the page.

7. **Step 1: Step 1 > Page 3:** Please do NOT alter the information on this page unless you see an unanswered question with a red asterisk next to it. Answer any unanswered questions that are marked with a red asterisk. Click the blue **Continue Application** button at the bottom of this page.

8. **Step 1: Step 1 > Page 4:** Before uploading the renewal application, make sure the application/owner affidavit has been signed. When ready, use the blue **Add** button at the bottom of the page to upload your completed STR renewal application/owner affidavit in PDF format.
- Link to the renewal application/owner affidavit: [STR Renewal Application](#)
 - When uploading the completed application, ensure that the upload reaches 100% before proceeding to the next step. Click on **Continue**.
 - Type the name of the document you are uploading in the Description box.
 - **Save** the uploaded document after you type the description.
 - When you have finished uploading and naming your renewal document(s), then click on the blue **Continue Application** button at the bottom of the page.

Step 1: Step 1 > Page 4

Attachment

Please attach the following document. [Link to document:](#)

1. STR Annual Renewal Application.

NOTE: Please upload only in PDF format.

File Upload ×

The maximum file size allowed is 600 MB.
ade;adp;bat;chm;cmd;com;cpl;exe;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;mde;mht
are disallowed file types to upload.

798T STR Renewal Application.pdf

100%

Continue

Add

Remove All

File:
798T STR Renewal Application.pdf

100%

*Description:
Renewal Application

Save Add Remove All

Continue Application »

9. **Step 2: Review:** Review the page. If all information is accurate and complete, then click the blue **Continue Application** button.


Step 2: Review

Continue Application »

10. When all steps are complete, you should see this message:

Step 3: Receipt/Record issuance

Confirmation

 Your application(s) and/or complaint(s) has been successfully submitted. Please print your record(s) and retain a copy for your records.

11. **You will be unable to pay the renewal fees at this time.** Your **My Records** page will show a status of "Renewal: Deferred Payment". Reply via email to the Washoe County planning technician who emailed your renewal reminder and let them know that you are ready to complete payment. The Washoe County planning technician will invoice the renewal fees and email you when payment can be made.

Status

About to Expire
Renewal: Deferred Payment

12. A planning technician will email your renewed STR permit to the contacts associated with your permit case at OneNV.us. This will take several days. The planning technician will also notify you via email if there are any additional requirements for renewal of your STR permit. Please watch carefully for email updates regarding your renewal.

Troubleshooting Tips if you experience difficulties:

- Sign out of onenv.us
- Clear your browser history.
- Make sure you are NOT using the Safari browser.
- Sign back into your account at onenv.us
- Make sure you are using an email address that is included in your STR contacts at onenv.us.
- Make sure you are looking for the blue “Renew Application” link next to your STR permit case and NOT next to your STR application case.
- Follow the step-by-step instructions above.
- If these tips do not help, then reply to the staff who emailed your STR permit renewal reminder and/or str@washoecounty.gov.