



Below are some Frequently Asked Questions regarding STR Renewals.

1. I can't log in to my MUNIRevs Account

- Make sure you are using the right email address you have registered with [MUNIRevs](#)
- Try resetting your password using the 'Forgot your password?' link
- Try registering as a new user with your email address

2. I can't find the renewal form to complete.

- Under Open Tasks on your Business Center, click the hyperlink text under '**Short-Term Rental Renewal**' to view the current application task.

3. I use a property management company to manage my STR. Should I complete the application, or will they do it for me?

- *The property owners must be a user on the account (in addition to any property manager)*
- If you have a Property Manager that manages your listings, files taxes on your behalf, etc. your Property Manager can complete your STR application for you.

*******It is your responsibility to confirm your property management company will be submitting your application on your behalf.**

4. What can I submit for my Proof of Ownership?

- A Screenshot of the [Summit County's GIS Property Record](#).

5. I keep getting the same "STR Owner Mailing 2 is required" Notification when I try to submit my application.

- The application is asking for the unit number of the Owner Mailing Address. If you do not have a unit associated with your mailing address, input n/a

6. I'm trying to submit my STR license renewal and there's a section about our rental agents. I can enter their information, but it seems to want their electronic signature. Am I supposed to sign on their behalf?

- You do not need to sign on anyone's behalf unless you are the property manager completing the application for an owner. This is asking for the applicant's signature, not the rental agent's signature. Please sign and date each section as the applicant.

7. When do Renewals end?

- All renewal applications must be submitted prior to 6/1/2023 to be eligible for review. Late fees will be assessed beginning 6/1/23. Renewals that are not completed by 7/1/23 will not be eligible to renew and will need to cease STR operations.
- *****Please note that the Owner is still responsible for fees even if they do not renew.**

8. What happens if I don't renew my license on time?

- Renewals that are not completed by 7/1/23 will not be eligible to be renewed and will need to cease STR operations.
- Your current license will expire on 5/31/2023.

9. Will there be fees for parking?

- Parking requirements and fees are discontinued for STR license holders.
- STR guests will be subject to an overnight parking fee if parked in Town lots (parking permits are not intended to be used by STR guests – resident or commercial).

10. How do I know if my application has been submitted?

- You will see the current task is "**Pending Approval: Dillon STR License Approval (new)**". You will receive an email from support@munirevs.com confirming your application approval after it has been reviewed by the Town of Dillon. If you do not see this task, please log back into your account and make sure you have completed every section of the application, uploaded your proof of ownership and paid the \$700 application fee, and hit submit.

If you have any additional questions, please contact our offices at str@townofdillon.com.