

## Mt. Shasta

### Frequently Asked Questions

#### **What is a Short-Term Rental(STR)?**

A Short-Term Rental(STR), also known as a vacation rental, is the rental of a legally-licensed dwelling unit for periods of less than 30 consecutive days per occurrence. A Short-Term Rental Permit is required prior to advertising and renting your property.

#### **Who needs to apply for a Short-Term Rental License?**

Any owner renting a property for a period of 30 consecutive days or less is required to apply for a Short-Term Rental Permit. It is the owner(s)' responsibility to know and comply with all ordinances, resolutions and regulations that apply to short term rentals within the City of Mt. Shasta.

#### **What if I do not obtain a Short-Term Rental License?**

Renting or advertising your home for rent on a short-term basis without a license is in violation of the City of Mt. Shasta's municipal code and subject to enforcement processes as provided in Chapter 1.06 of the City's Municipal Code.

#### **What is the Transient Occupancy Tax?**

This is a 10% tax on your gross short-term rents not already remitted by an intermediary. Hotels also pay this tax. Gross short-term rent includes all consideration received for occupancy including all non-optional fees (other than taxes) such as booking/reservation fees; cleaning fees; pet charges; fees for extra vehicles, people or beds; etc.; and any amounts received from Lodging intermediaries.

#### **When is the Transient Occupancy Tax due?**

Transient Occupancy Tax payments are due 30 days following the last day of the reporting period. If there was no rental activity for the entire period, you are still required to submit the completed Transient Occupancy Tax form.

#### **How is penalty and interest calculated on late payments?**

**PENALTIES:** Delinquent on the first day of the month following the close of the reporting period, the penalty is 10% of the tax due. An additional 10% penalty will be added after 30 days.

**INTEREST:** ½ of 1% of tax due per month beginning the first day of delinquency.

### **Do I also need to obtain a separate business license?**

Yes. If you do not already have one or will not be utilizing a property managers business license number, you will need to pay for a business license through the STR application process.

### **What is the cost of an STR Permit?**

There is an annual fee of \$176.00 for the STR Permit only.

### **Does my short-term rental license apply to multiple properties?**

No. You must obtain an STR Permit for each individual property/unit and each owner is only allowed two permits in total. Each STR requires its own permit and annual fee.

### **Do I have to display my permit?**

Yes. The STR Permit must be posted in a conspicuous place within the short-term rental unit at all times. Your STR permit PDF can be found in the Business Center by clicking your account name under "Manage Your Account(s)".

### **Is the City working with Airbnb or Vrbo?**

No. Airbnb and Vrbo do not collect or remit lodgers' tax to the City of Mt. Shasta on behalf of property owners and/or authorized agents.

### **Can I pay by e-check ?**

Yes. You can select your e-check during checkout. In doing so, you authorize your bank to send the payment electronically to the City of Mt. Shasta. The City does not pull the money from your account.

### **I need to close my account. What do I do?**

Please email the City of Mt. Shasta at [tot@mtshastaca.gov](mailto:tot@mtshastaca.gov) . Please include the property address, the closure date and state that you will no longer be operating an STR.

### **How do I amend a return?**

Please email [tot@mtshastaca.gov](mailto:tot@mtshastaca.gov) letting us know you need to file an amended return. In the email please include:

- 1) Your STR permit number, owner name and property address
- 2) Period you need to amend (i.e. Q1 2021 form due April 30th)
- 3) If you overpaid or underpaid your original form
- 4) Brief explanation as to why the form needs to be amended

Once we receive this email we will review your account and send you further instructions.



## **What types of assistance can GovOS provide to me?**

GovOS can assist you with all your system and account questions. Whether you have a question about your account or technical questions about how to do something in GovOS, please reach out to our support team. We can always reach out to the City on your behalf if we need their assistance with one of your questions. You can reach GovOS at [blt.str.support@govos.com](mailto:blt.str.support@govos.com) and by phone at (888) 751-1911.

## **Where are my tax forms? My Action Center is empty.**

Your tax forms will be available on the 1st day of the month following the last day of the tax period. For example, the Quarter 1 (January-March) tax forms will be available in your Action Center on April 1. If you do not see the forms you expected, simply contact GovOS support for assistance.

## **Can I manage multiple properties with one login?**

Yes. To do so, click Add accounts from your user login under Manage Your Account(s). You will need your 6 digit Account Number and the GovOS Activation Code to connect to an existing property record.

## **Can a property have more than one user?**

Yes, each property can have an unlimited number of users. Each user is required to provide the 6 digit Account Number and the GovOS Activation code to be authorized to connect to an existing property record.

## **I did not receive or I misplaced the letter with my activation code. What do I do?**

Contact GovOS [blt.str.support@govos.com](mailto:blt.str.support@govos.com) or by phone at (888) 751-1911 for assistance. You will need to confirm account details to be verified for the account. To protect the security on property accounts, you will need written (e-mail) permission from a registered owner or officer of the property for us to provide you with a new activation code.

## **Can I file a Zero File tax return through GovOS?**

To file a zero file tax form, select your tax form from your Action Center. Then, complete the required information on the remittance, including Gross Rents and any deductions. You will be prompted to confirm your desire to complete the return as a Zero File return.

## **What payment types are accepted by the City through GovOS?**

The City accepts ACH Debit, or e-check as well as the following major credit cards: Visa, Mastercard and Discover.

## **Can I schedule a payment in GovOS?**

For your security, GovOS does not store any payment information in the system. You will need to enter your desired payment information each time you check out.

### **How do I change the User on a Property?**

All users need to register, just as you did, by going to the home page for that jurisdiction (<https://mtshasta.munirevs.com>) They will click on the "Go" button under "New Users". They will also need the 6 digit account number and Activation Code for the property.

### **I forgot my password. What do I do?**

From the Log In page, click the "Forgot your password" link and follow the instructions that will be e-mailed to the User's registered e-mail address.

### **Do I have to login to GovOS to see my alerts and reminders?**

No. All alerts are e-mailed to your authenticated e-mail address. When you login to the system, you will also see any open alerts that need to be addressed in your Action Center.

For Assistance, Contact  
GovOS Support

[blt.str.support@govos.com](mailto:blt.str.support@govos.com)

(888) 751-1911

**When contacting support, be sure to include the jurisdiction (Mt. Shasta) and your account number in all emails or voicemails. This will help us assist you as promptly as possible.  
Thanks!**