



CITY OF PHOENIX

**Short-term Vacation Rental
Property Registration
User Guide**

Planning & Development Department | July 2020

Table of Contents

Overview & Requirements	2
Creating a PHX At Your Service (PAYS) Account	3
Short-Term Vacation Rental Registration Landing Page.....	9
Create a NEW Vacation Rental Registration	10
Registration Certificate	13
Search the Registry for a Property	14
Search for a Previously Submitted Registration	16
Deactivate a Short Term Registration	17

Overview & Requirements

Welcome to the Short-term Vacation Rental Registration

In 2019 the Arizona Legislature authorized municipalities to create provisions for short-term vacation rentals (Arizona Revised Statutes (A.R.S. §9-500.39). The City of Phoenix adopted the Short-Term Vacation Rental Ordinance (G-6653) in January 2020, to implement the law passed by the state Legislature.

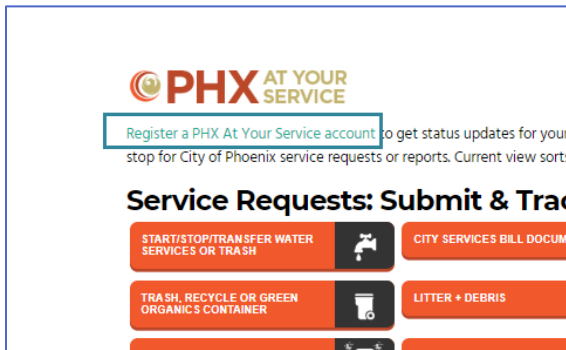
The Short-Term Vacation Rental Ordinance ([ORDINANCE G-6653](#)) requires owners of short-term or vacation rentals to register with the city; and provide emergency and complaint contact information. The ordinance outlines vacation rental violations and reaffirms prohibited types of uses and introduces an enhanced penalty structure. This ordinance also adds a few new City Code Definitions.

Creating a PHX At Your Service (PAYS) Account

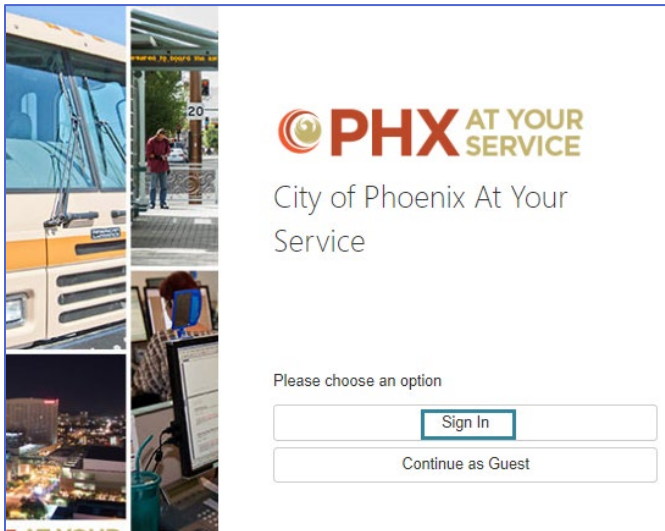
In order to register an account and interact with the new Short-term Vacation Rental Registry application, you must have a PAYS account. Use these steps if you have not previously created a PAYS account.

NOTE: If you previously submitted a **paper registration form**, you will need to create a P@YS account using the email address your provided on the paper form. Please go to [Previously Submitted a Paper Registration](#) for details

1. Navigate to <https://www.phoenix.gov/atyourservice>
2. Select Register a **PHX At Your Service** account

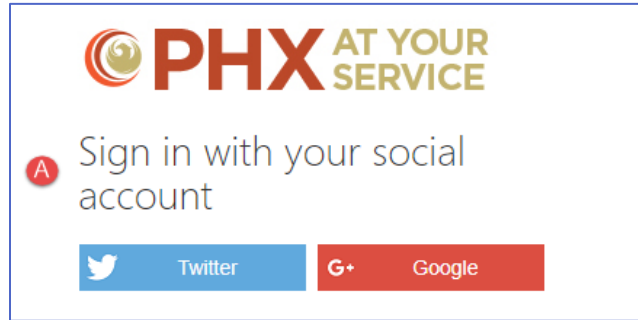


3. Select **Sign In**



4. Select between:

- a. Sign-in with **Twitter**, **Google**, or **Sign Up Now**



*Please follow the provider's instructions to continue with above options

- b. Create a PAYS account (go to next step)



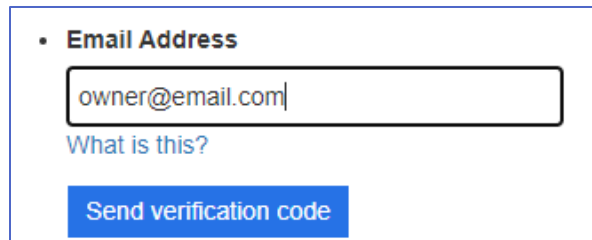
5. Provide the requested information to create your new PAYS account.

A screenshot of a web form for creating a PAYS account. At the top is the PHX AT YOUR SERVICE logo. Below the logo, the text says "Please provide the following details." The form contains several sections:

- Email Address**: A text input field with "Email Address" as a placeholder. Below it is a link "What is this?". A blue button "Send verification code" is positioned below the field.
- New Password**: A text input field with "New Password" as a placeholder. Below it is a link "What is this?".
- Confirm New Password**: A text input field with "Confirm New Password" as a placeholder. Below it is a link "What is this?".
- Last Name**: A text input field with "Last Name" as a placeholder. Below it is a link "What is this?".
- First Name**: A text input field with "First Name" as a placeholder. Below it is a link "What is this?".

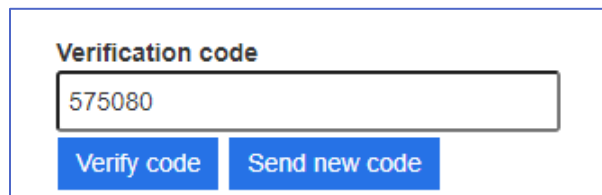
At the bottom of the form are two blue buttons: "Create" and "Cancel". Below the buttons, there is a message: "We have improved our system to better serve you. Please register or re-register with PAYS to be able to track the status of your requests." At the very bottom, there is a copyright notice: "© 2017 City of Phoenix Terms and Services".

- a. Enter the **Email Address** you would like to use to register your account
- b. Select **Send verification code**



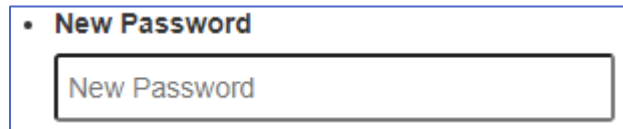
A screenshot of a registration form. At the top, it says "• Email Address". Below that is a text input field containing "owner@email.com". Underneath the input field is a link that says "What is this?". At the bottom of the form is a blue button with the text "Send verification code".

- c. Retrieve the code from your email account to populate the verification code field; Select **Verify code**



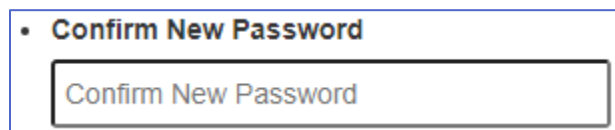
A screenshot of a verification step. At the top, it says "Verification code". Below that is a text input field containing "575080". Underneath the input field are two blue buttons: "Verify code" and "Send new code".

- d. Enter **New Password**



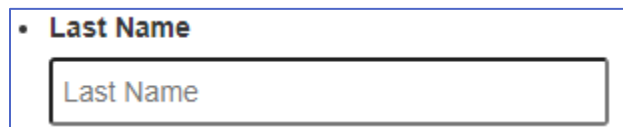
A screenshot of a registration form. At the top, it says "• New Password". Below that is a text input field containing "New Password".

- e. **Confirm New Password**



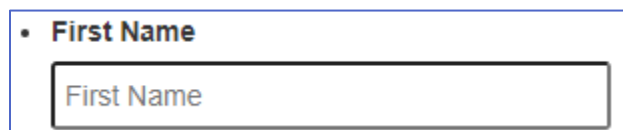
A screenshot of a registration form. At the top, it says "• Confirm New Password". Below that is a text input field containing "Confirm New Password".

- f. Enter **Last Name**



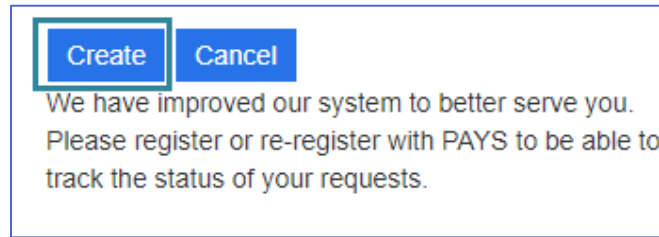
A screenshot of a registration form. At the top, it says "• Last Name". Below that is a text input field containing "Last Name".

- g. Enter **First Name**



A screenshot of a registration form. At the top, it says "• First Name". Below that is a text input field containing "First Name".

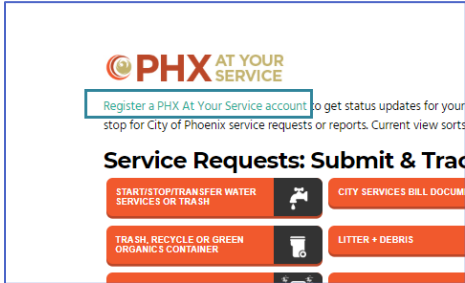
h. Select **Create**



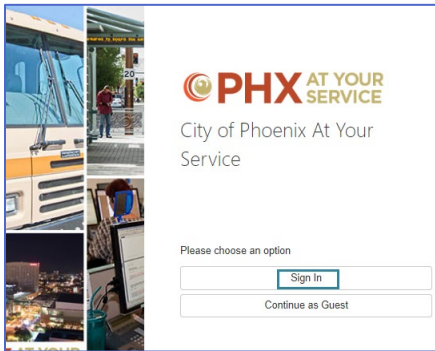
Once the PAYS account is completed, you will be redirected to the Short-Term Vacation Rental Registration landing page

Previously Submitted a Paper Registration Form

1. Navigate to <https://www.phoenix.gov/atyourservice>
2. Select Register a **PHX At Your Service** account



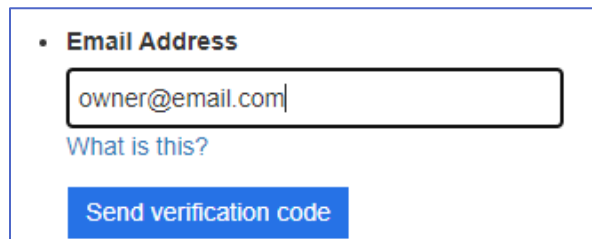
3. Select **Sign In**



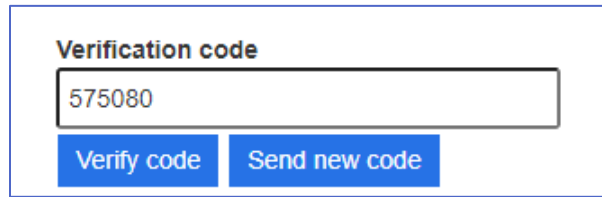
4. Select **Sign Up Now**



5. Provide the requested information to create your new PAYS account.
 - a. Enter the **Email Address** you provided on the Paper Form
 - b. Select **Send verification code**

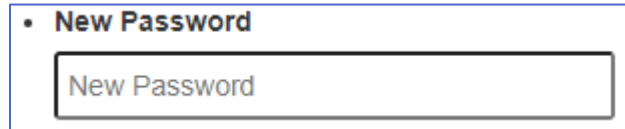


- c. Retrieve the code from your email account to populate the verification code field; Select **Verify code**



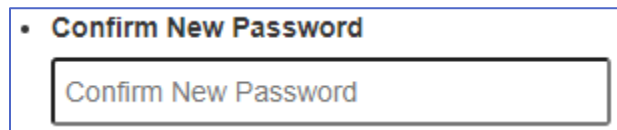
A screenshot of a verification code input field. The field is titled "Verification code" and contains the text "575080". Below the field are two buttons: "Verify code" and "Send new code".

- d. Enter **New Password**



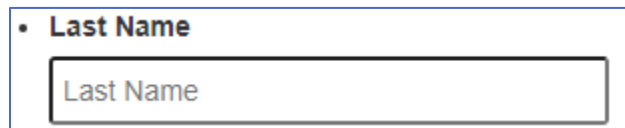
A screenshot of a new password input field. The field is titled "New Password" and contains the text "New Password".

- e. **Confirm New Password**



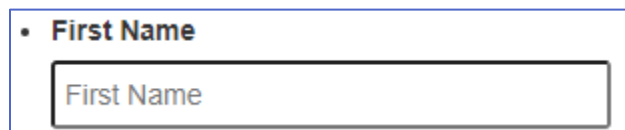
A screenshot of a confirm new password input field. The field is titled "Confirm New Password" and contains the text "Confirm New Password".

- f. Enter **Last Name**



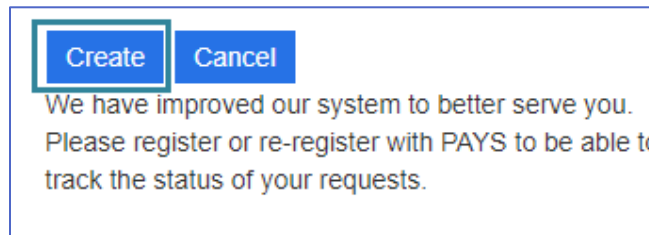
A screenshot of a last name input field. The field is titled "Last Name" and contains the text "Last Name".

- g. Enter **First Name**



A screenshot of a first name input field. The field is titled "First Name" and contains the text "First Name".

- h. Select **Create**



A screenshot of a confirmation dialog box. It features two buttons: "Create" and "Cancel". Below the buttons is the text: "We have improved our system to better serve you. Please register or re-register with PAYS to be able to track the status of your requests."

Once the PAYS account is completed, you will be redirected to the Short-Term Vacation Rental Registration landing page

Short-Term Vacation Rental Registration Landing Page

The landing page will allow you to select between creating a **new registration** and **searching** for a previously submitted registration.

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Short-term Vacation Rental

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Introduction: In 2019 the Arizona Legislature authorized municipalities to create provisions for short-term vacation rentals (Arizona Revised Statutes (A.R.S. §9-500.39). The City of Phoenix adopted the Short-Term Vacation Rental Ordinance (G-6653) in January 2020, to implement the law passed by the state Legislature.

The Short-Term Vacation Rental Ordinance (ORDINANCE G-6653) requires owners of short-term or vacation rentals to register with the city; and provide emergency and complaint contact information. The ordinance outlines vacation rental violations and reaffirms prohibited types of uses and introduces an enhanced penalty structure. This ordinance also adds a few new City Code Definitions.

Short Term Vacation Rental Registration Process

- An owner of a short-term vacation rental, including owner-occupied rentals, or the online lodging operator must register the vacation rental unit in the City of Phoenix Short-term vacation rental registry, via this [REGISTRATION FORM](#).
- Please print out the form, fill it out and scan it back to vacation.rental@phoenix.gov. Make sure it is complete, legible and includes adequate contact information in case of an emergency. Please fill out one form for each individual vacation rental unit, and do not list multiple units on one form.
- After you have registered, you will receive a "Registration Certificate" via e-mail, including a registration number. You must display the "Registration Certificate" inside the vacation rental within 10 feet of the primary entrance.
- If there is a change of information, please complete a new vacation rental registration form, listing your already assigned registration number, and send it to vacation.rental@phoenix.gov within 10 days of the change of information.

Other Requirements:

- As the property owner or online lodging operator, you need to add the following statement to your vacation rental advertisement on the online lodging marketplace you have chosen (the platform you advertise on, which could be Airbnb, VRBO, etc.): "This property cannot be used for purposes identified in the City of Phoenix Ordinance Section 10-195(c). The City of Phoenix short-term registration number for this property is _____." (You add the registration number, which can be found on your "Registration Certificate).
- As, the online lodging operator, you must post a notice in a conspicuous place with a list of the prohibited uses, as listed in 10-195 (c), in the vacation rental (or use this [STANDARD NOTICE](#)).
- If you are an Online Lodging Operator (OLO), but not the property owner, then City of Phoenix Ordinance Section 10-196 (e) may be applicable to you. Please read the [ORDINANCE G-6653](#) for details

In Case of an Emergency:

When requested by a police officer, the owner or owner's agent whose name appears on the vacation rental registration must be on the vacation rental premise, or be available over the phone or text, within 60 minutes after receiving the request. Failure to be on the premise, or be available over the phone or text, within 60 minutes is a violation.

For information or questions, we refer to [ORDINANCE G-6653](#), or contact: vacation.rental@phoenix.gov

Note:

- On March 4th, 2020, Phoenix City Council adopted [Ordinance 6674](#) (Loud Party Ordinance), to address loud party noise issues in general and with short-term vacation rentals, in particular.
- For all Vacation Rentals and Short term rentals, Transaction Privilege Sales Tax license with the State of Arizona Department of Revenue is required. Please visit www.aztaxes.gov to register and for more information.
- All rental units, including vacation and short term rentals, shall be registered with Maricopa County, in accordance with [ARS 33-1902](#).

[Short-Term Rental Registration](#) > [Public Registry Search](#) >

Create a NEW Vacation Rental Registration

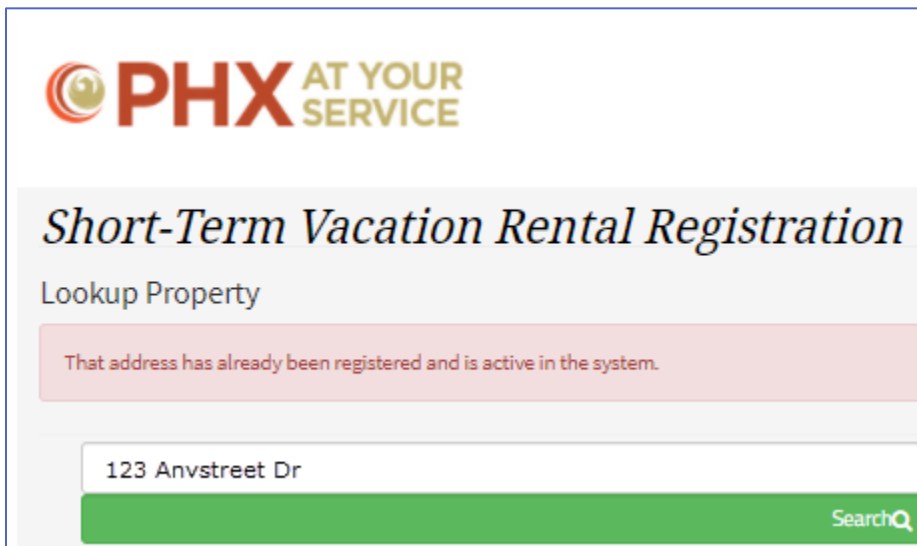
Once you have logged into PAYS, select **Register a Short-Term Rental**

6. Form Sections

Lookup Property

1. Enter the **Property Address** to and select **Search** for the system to populate the remaining address fields:
 - **State**
 - **City**
 - **Zip**
 - **APN**
2. Continue populating the form fields:
 - a. **Online Platform** (please check all that apply)
 - b. **Owner/Agent** (drop down options)

Note: if you have previously registered a property and attempt to register again, you will receive an error message:



The screenshot shows the PHX AT YOUR SERVICE logo at the top. Below it is the title "Short-Term Vacation Rental Registration" and the section "Lookup Property". A red error message box states: "That address has already been registered and is active in the system." Below the error message is a text input field containing "123 Anvstreet Dr" and a green "Search" button with a magnifying glass icon.

Contact Information

This section is prepopulated for you with your PAYS profile information.

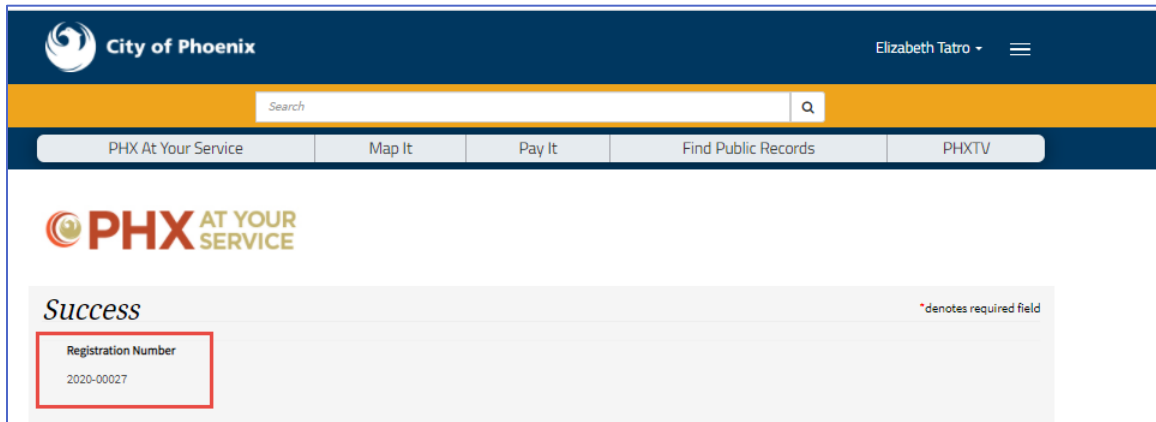
Emergency Contact Information

This section is required for you to complete. Please enter up to three emergency contact information. You have the option of checking the **Same as above** checkbox, if you wish to make yourself the first emergency contact. This section can be expanded to add up to three Emergency Contacts.

Other Misc. Information

- **Property has been registered with the County Assessor as a rental property.** Check Yes or No
 - **Delegation is pursuant to 10-196-E is applicable.** Check Yes or No
If you select **yes**, please include an authorization signed by the owner and the Online Lodging Operator.
 - Acknowledge the following:
 - a. The undersigned is the owner of the short-term vacation rental or is authorized to file this form on behalf of the owner.
 - b. The undersigned has read and understood the definitions and provisions of Ordinance G-6653 and agrees to comply with the requirements established for the operation of the short-term vacation rental. This includes change in emergency contact updates within 10 days and posting the registry certificate within 10 feet of the front entrance.
 - c. All information provided on this form is true and correct to the best of his/her knowledge.
2. Select **Next** to navigate to the Preview page

3. You will be given the opportunity to review the information you provided.
Please review your information carefully. If correct, SUBMIT. If not correct, use the previous button to go back and make corrections.
4. If everything is accurate, select **Submit**
5. You will be redirected to the Success page and be provided your **Registration Number**



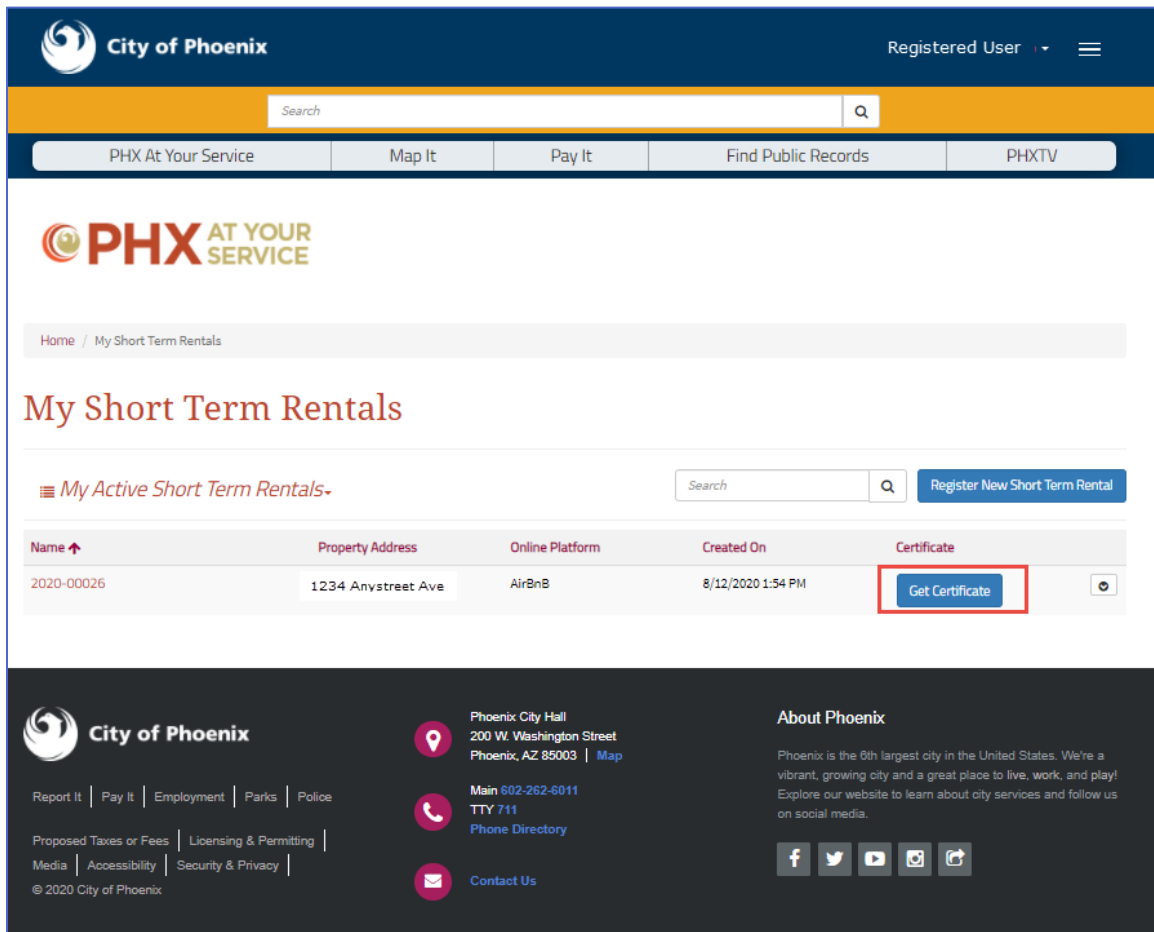
Registration Certificate

Once a registration request is submitted, you will be redirected to a Success page where you can obtain your Registration Number.

Also, you can access your **Registration Certificate** by expanding the menu located next to your name:



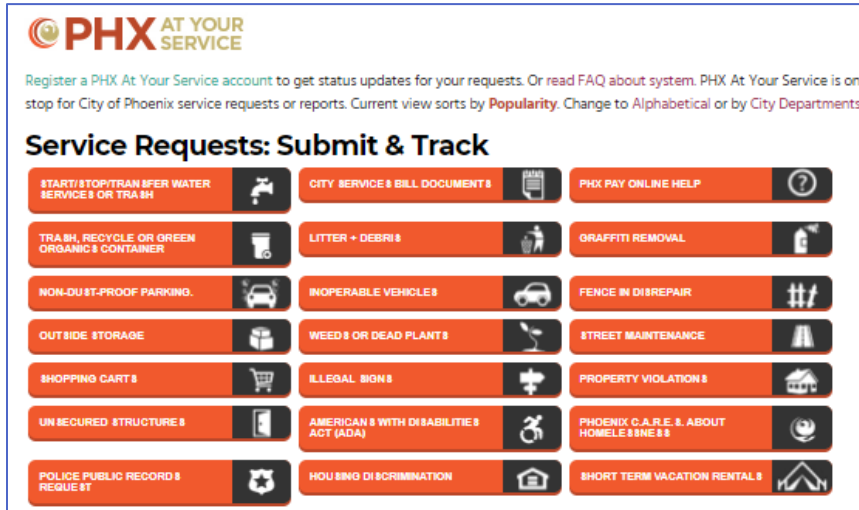
And selecting **Get Certificate**:



Public Registry Search

To search the registry for a property:

1. Navigate to www.phoenix.gov/atyourservice



2. Select



3. Scroll to the bottom section of the page and select **Public Registry Search**



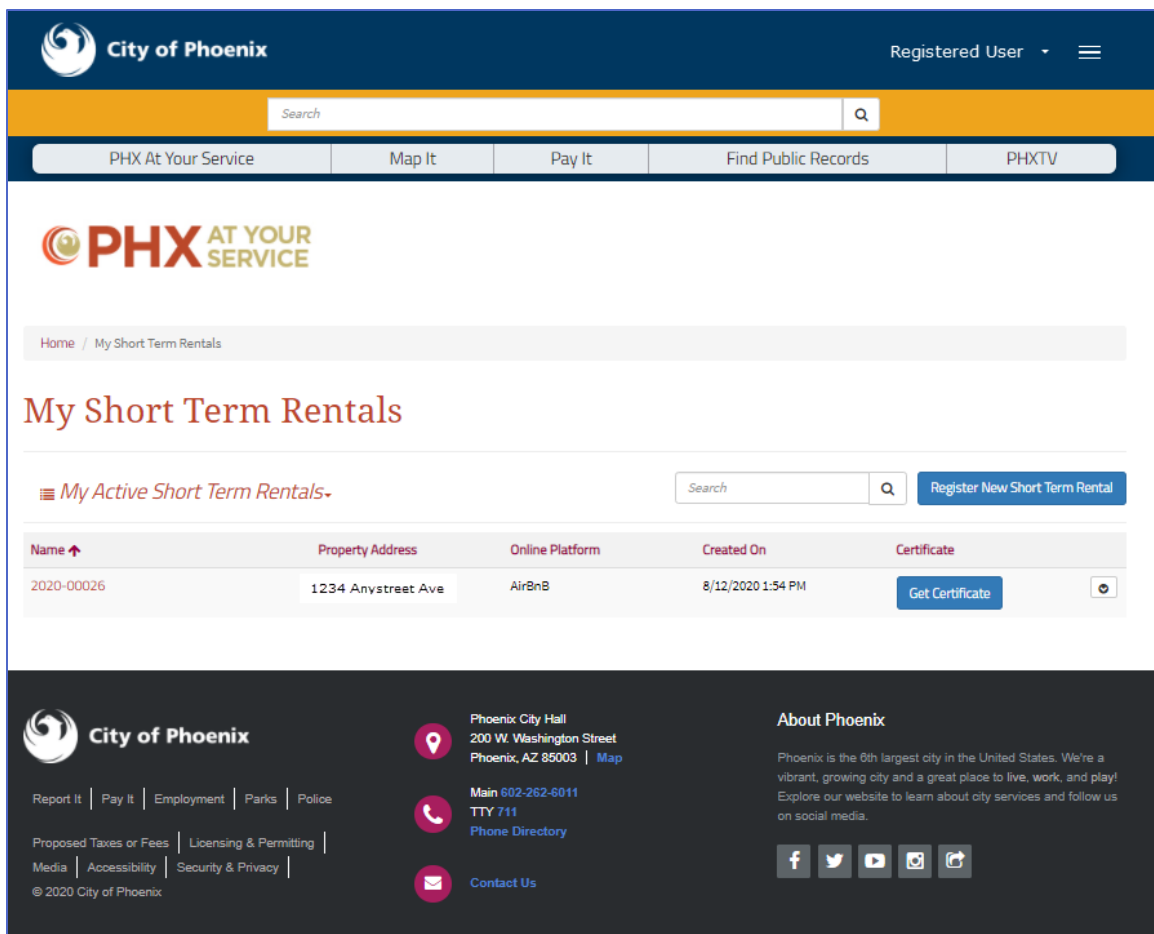
4. Enter one of the following items in the search bar and select the magnifying glass to execute the search
 - a. **Property Address**
 - b. **Registration Number**
 - c. **Registrant First/Last Name**
 - d. **Company Name**

5. Results will be displayed on the page, as well as an interactive map showing the location of the property.

The screenshot displays the City of Phoenix website interface. At the top, there is a dark blue header with the City of Phoenix logo and name. Below this is an orange navigation bar with a search input field. A secondary navigation bar contains three buttons: "PHX At Your Service", "Map It", and "Pay It". The main content area features the "PHX AT YOUR SERVICE" logo and a breadcrumb trail: "Home / Search Vacation Rental Registrations". The primary heading is "Search Vacation Rental Registrations". Below this heading is a search form with three input fields: "Registration Number", "Address", and "Unit/Apt #". Each input field has a dropdown arrow on the left. A "Search" button is located at the bottom right of the form.

Search for a Previously Submitted Registration

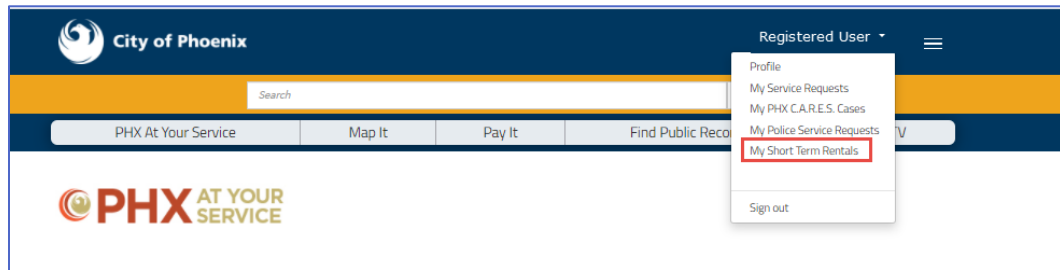
To locate a previously registered property, please login to your **PHX At Your Service** account and select the carrot next to your name located at the top, right-hand side of the page:



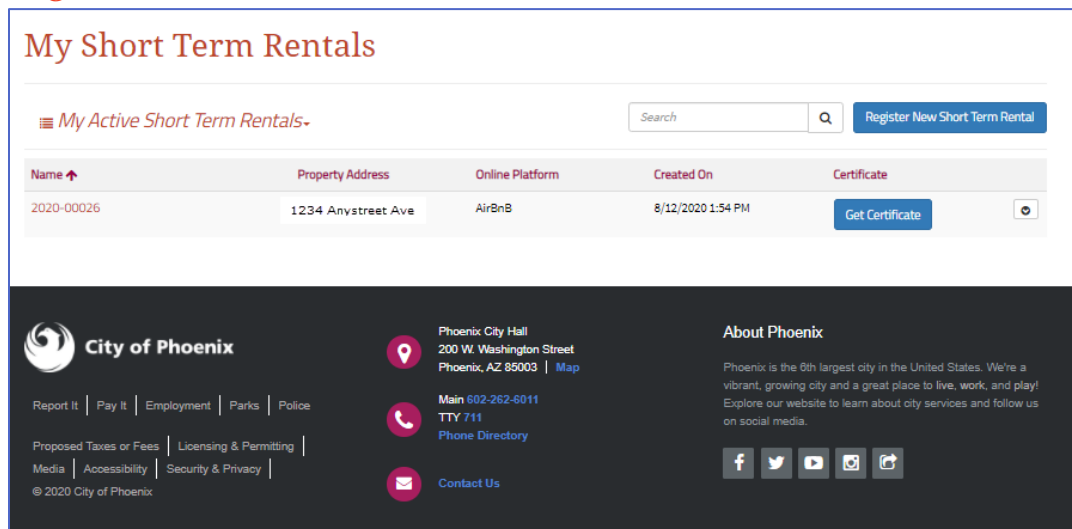
Deactivate a Short-Term Registration

If the property has been sold or no longer offered as a short-term rental, please submit a deactivation request.

1. Navigate to www.phoenix.gov/atyourservice
2. Select **Short Term Rentals**
3. Login using your **P@YS** account
4. Select the Registration to Deactivate from My Short-Term Rentals



5. Select the carrot next to Get Certificate, then select **Disable this Registration**



6. Add any relevant notes or attachments relevant to support the deactivation request.
7. Select **Submit**