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Short Term Rentals FAQ's - Frequently Asked Questions

1. Is my property considered a “lodge”?

Reference [Title 26 Part 100 Section 26.104.110](#) to determine whether your property falls within the definition of “Lodge Uses”.

2. How can I determine which permit I can apply for?

Use the “What is my STR permit type” flowchart on page two of the [STR Regulation Summary](#).

3. I believe there is an STR in violation of the new ordinance regulations. What can I do?

If you believe an STR is in violation of the new ordinance regulations set forth in Ordinance No. 9, Series 2022, you can file a complaint through [Aspen 3-1-1](#).

4. Are property managers required to have a business license if they are the Qualified Owner’s Representative (QOR)?

Yes, all qualified owner’s representatives are required to have a current, valid business license from the City of Aspen Finance Department.

5. What is the process to name a 3rd party management company for a 2021-2022 permit?

2021-2022 STR permits may name a 3rd party management company as the Qualified Owner’s Representative (QOR) on their renewal application for 2023. If the management company wishes to be added to a 2021-2022 permit before that permit is

renewed for 2023, they must create a [MuniREVS account](#) and request to be added to the current permit by contacting finance@cityofaspen.com.

6. When will I know if I can get a new Classic permit in a capped zone?

Staff anticipate being able to issue any new Classic permits in capped zones in late January, 2023. Renewal applications from 2022 must be processed first in order to determine whether any new Classic permits will be available.

7. Do I have to hire a qualified owner's representative?

If a permittee is unable or unwilling to be available 24/7/365 to respond IN PERSON within 2 hours of an emergency at the STR property, the permittee must enlist a qualified owner's representative to fulfill that requirement.

8. Can a real estate broker, acting as the Qualified Owner's Representative, use the real estate company's business license?

Brokers with a licensed real estate company may use the real estate company's business license.

9. Can lessees of a property obtain a STR permit?

STR permits require that a permittee has at least 10% ownership of the property. If the property owner is willing to be named as the permittee, then the lessee could act as the qualified owner's representative if they can fulfill the requirements of the Qualified Owner's Representative outlined in Ordinance 09 and the STR Program Guidelines

10. Where is the wildlife protection policy?

The wildlife protection policy will be printed on the STR permit document that the permittee will receive once the permit is issued.

11. What does it mean to display permits/business license/in-unit messaging in a conspicuous location?

STR operators are required to display the STR permit, in-unit messaging, STR business license, and Good Neighbor Guide in an obvious location in the STR unit. Acceptable locations include inside an informational binder, on the coffee table, displayed in frames, or other places where the renters can easily access the information.

12. How do I display my permit number in 3rd party advertising?

The permit number should be included in all 3rd party advertisements such as on VRBO, AirBnb, or similar. The permit number can be included in the advertisement title, description of the property, or in the part of the posting specifically designated by the 3rd party company.

13. What type of business license do I need?

Permittees named on STR permits will need a STR-specific business license. Qualified owner's representatives will need either an STR business license, or, if applicable, they may use the business license associated with their real estate or property management firm (these are most often "real estate" business licenses).

14. Do I need an STR permit for my timeshare property?

Timeshares and fractional ownership properties do not qualify as short-term rentals and are not regulated by Ordinance 9, so STR permits for these property types are not required. Please check with the Finance department to see what the business license and associated tax requirements are for these properties

15. I sold my house. Can I change the name on my existing 2022 STR permit?

If the sale of a property with a 2022 STR permit closes prior to September 30, 2022, the seller may request to change the name on their 2022 STR permit **prior to September 30, 2022**. All appropriate licenses must be obtained prior to September 30, 2022. Commencing October 1, 2022, changes to existing STR permits will not be allowed, regardless of the date the permit was issued. Contact emmy.garrigus@aspen.gov for more information.

16. How do I know if a property has a current STR permit?

Please contact aspensalestax@aspen.gov or emmy.garrigus@aspen.gov to confirm whether a property has a current STR permit.

17. I'm moving to a new address. Can I take my current 2021-2022 STR permit with me?

Permits may not be transferred between addresses.

18. How do I determine in which zone district my property is located?

Explore the [STR Eligibility Map](#) to determine in which zone district your property is located.

19. How do I know if STRs are permitted in my zone district?

Reference [Title 26 Part 700](#) to determine whether STRs are permitted in your zone district. If 'Vacation Rental' is listed under 'Permitted Uses,' then STRs are allowed in your zone district.

20. Do I need an STR permit in Pitkin County in addition to my City of Aspen permit?

If your residence is located within Aspen City Limits, you will only need an STR permit through City of Aspen. If your residence is located outside of the Aspen City Limits, you'll only need a [Pitkin County STR permit](#). [Click here to find out whether your residence is in or out of Aspen.](#)

21. Can I apply for a permit using my LLC or Trust name?

Beginning October 1, 2022, all permit applications require the first and last name of a “natural person” with an ownership interest in the property. If the title to the STR property is held by a corporation, partnership, association, trust, or similar entity, the name and contact information of any officer, director, or stockholder holding at least 10% of interests in the entity is required as the “Permittee” on the application. LLCs, trusts, or other business names will not be allowed on new STR permit applications after October 1, 2022. Applicants renewing their valid 2022 STR permits where a trust, LLC or similar was previously named must choose a natural person to assume the permittee role in the renewal application for 2023.

22. Can I change the permittee name from one person to another in the same LLC or trust?

Permittee contact information may not be changed after a permit is issued as permits are non-transferable. Changes to permittee information will result in the termination and revocation of a permit and the new permittee will be required to apply for a new permit.