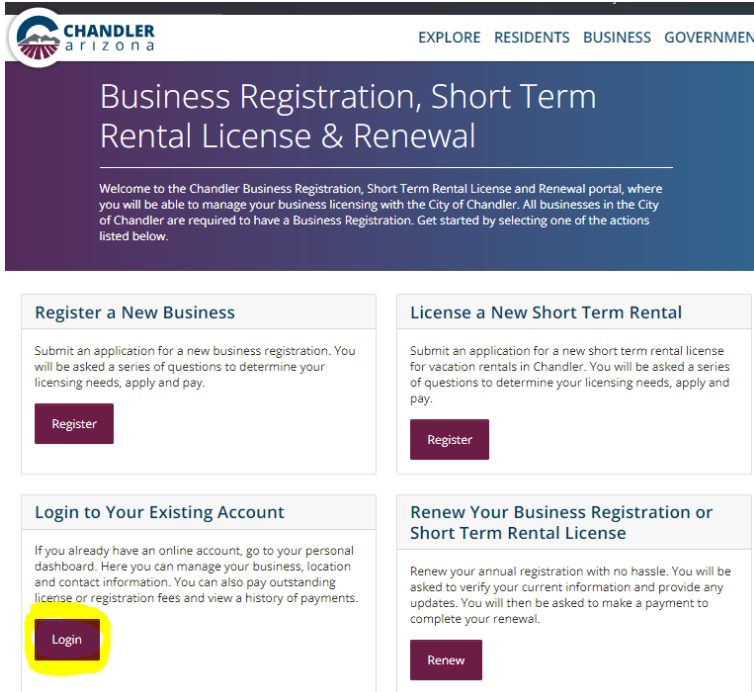


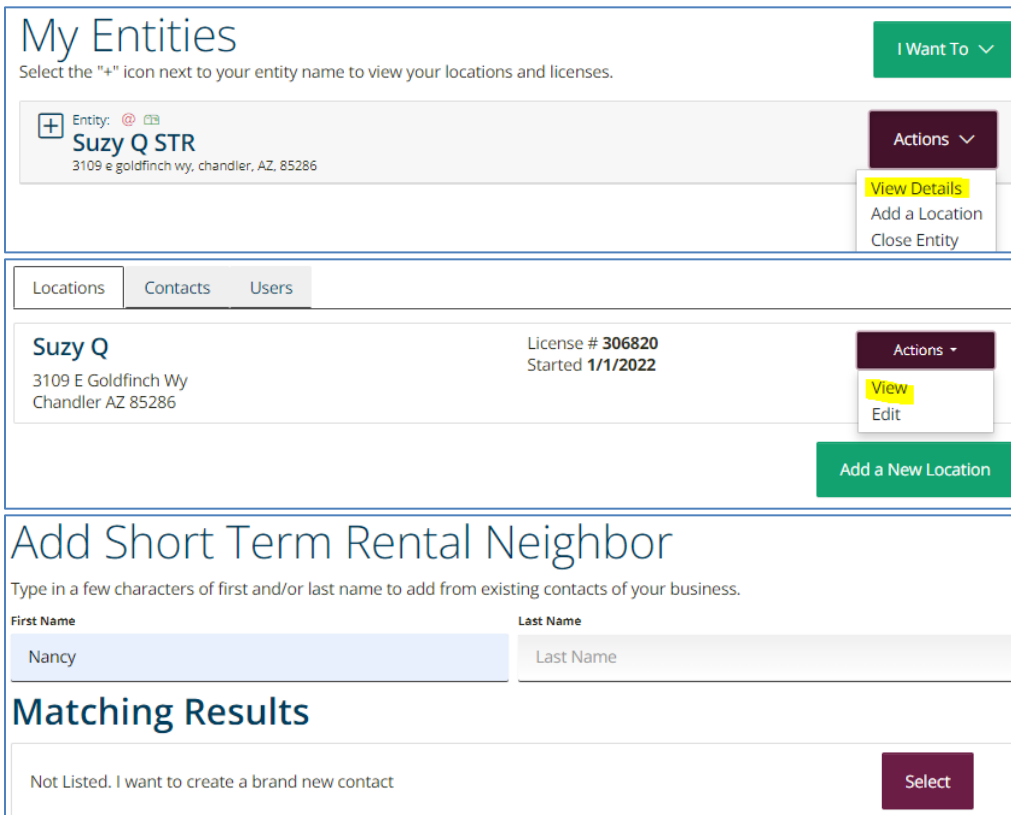
Navigate to chandleraz.gov/STR and click "Apply or Renew License"

Apply or Renew License



The screenshot shows the Chandler Arizona website header with navigation links: EXPLORE, RESIDENTS, BUSINESS, GOVERNMENT. The main heading is "Business Registration, Short Term Rental License & Renewal". Below the heading is a welcome message: "Welcome to the Chandler Business Registration, Short Term Rental License and Renewal portal, where you will be able to manage your business licensing with the City of Chandler. All businesses in the City of Chandler are required to have a Business Registration. Get started by selecting one of the actions listed below." There are four main action boxes: 1. "Register a New Business" with a "Register" button. 2. "License a New Short Term Rental" with a "Register" button. 3. "Login to Your Existing Account" with a "Login" button highlighted in yellow. 4. "Renew Your Business Registration or Short Term Rental License" with a "Renew" button.

You will need to log into the business registration portal – <https://chandleraz.gov/businessportal/>



The screenshot shows the "My Entities" section of the business registration portal. It includes a header "My Entities" with a "I Want To" dropdown. Below is a list of entities, with one entity "Suzy Q STR" highlighted. The entity details show: Entity: Suzy Q STR, 3109 e goldfinch wy, chandler, AZ, 85286. There are "Actions" for "View Details", "Add a Location", and "Close Entity". Below the entity list are tabs for "Locations", "Contacts", and "Users". The "Locations" tab is active, showing a table with one location: "Suzy Q", 3109 E Goldfinch Wy, Chandler AZ 85286, License # 306820, Started 1/1/2022. There are "Actions" for "View" and "Edit", and a "Add a New Location" button. Below the locations is a section "Add Short Term Rental Neighbor" with a search form for "First Name" (Nancy) and "Last Name". Below the search form is a "Matching Results" section showing "Not Listed. I want to create a brand new contact" and a "Select" button.

Step-by-Step Instructions for Adding Neighbor Notifications to an Existing Short-Term Rental License

Step	Action
1. Click "Login" on the Business Registration, Short-Term Rental License & Renewal page	<ul style="list-style-type: none"> You will need to Login, then navigate to the Dashboard. The screen will then display "My Entities".
2. Click the [+] next to your Entities to display your Location(s)	<ul style="list-style-type: none"> Each Entity can have one or multiple locations under it. Neighbor Notifications need to be added or updated for each location.
3. Click "Actions" next to your first Location , then click "View Details" in the drop-down menu	<ul style="list-style-type: none"> This will take you to the specific Location page, showing the location information. <i>Note:</i> The Actions menu for the Entity displays different options than the Location Actions menu.
4. The Location page contains the Neighbor Log tab	<ul style="list-style-type: none"> Click on the "Neighbor Log" tab. From this screen you can review and verify that the neighbor information is still accurate, and under "Actions" remove any neighbor records that are outdated or inaccurate. You cannot <i>edit</i> existing records.
	<ul style="list-style-type: none"> "Add a New Neighbor" allows you to enter additional neighbor notifications. You can start typing the name to add from existing contacts or click "Select" to create a brand-new contact after you begin typing. The Add Neighbor page is where you enter the Name, Address, Notification Type and Date. Click "Submit".
	<ul style="list-style-type: none"> To continue adding neighbor notifications, click "Add a New Neighbor" when it routes you back to the Location detail page; repeat these steps.
5. All Neighbor Notifications have been added	<ul style="list-style-type: none"> Please contact the City of Chandler Tax & License division once you have completed entering all your Neighbor Notifications at licensing@chandleraz.gov or by phone at 480-782-2299.
6. Important notes:	<ul style="list-style-type: none"> Every short-term rental operator is required to notify the required neighbors and legally attest to providing the notifications. Neighbor notification is required for those adjacent, across, diagonal and behind the rental property. Most properties have seven (7) to eight (8) neighbors to notify, varying by parcel. If an adjacent property is <i>commercial</i> (ex. grocery store, church, etc.), they do not need to be notified. If an adjacent property is owned by a company/entity (i.e. LLC, or Corp.), check the box "This contact is a company" and add their information, after notifying them. Property ownership information and mailing addresses can be found by using the Maricopa County Assessor website: <ul style="list-style-type: none"> By address: https://mcassessor.maricopa.gov/ Or using their map: https://maps.mcassessor.maricopa.gov/ <p style="text-align: center;">(continued on next page)</p>

Step-by-Step Instructions for Adding Neighbor Notifications to an Existing Short-Term Rental License

Step	Action
	<ul style="list-style-type: none">• A sample letter to provide each neighbor with the required information can be found on our website; https://www.chandleraz.gov/STR and select the link under “Neighbor Information Required”.