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

Apply or Renew License

CHANDLER arizona

EXPLORE   RESIDENTS   BUSINESS   GOVERNMENT

Business Registration, Short Term Rental License & Renewal

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.

Register a New Business

Submit an application for a new business registration. You will be asked a series of questions to determine your licensing needs, apply and pay.

Register

License a New Short Term Rental

Submit an application for a new short term rental license for vacation rentals in Chandler. You will be asked a series of questions to determine your licensing needs, apply and pay.

Register

Login to Your Existing Account

If you already have an online account, go to your personal dashboard. Here you can manage your business, location and contact information. You can also pay outstanding license or registration fees and view a history of payments.

Login

Renew Your Business Registration or Short Term Rental License

Renew your annual registration with no hassle. You will be asked to verify your current information and provide any updates. You will then be asked to make a payment to complete your renewal.

Renew

Business Registration Portal

Welcome to the Chandler Business Registration Portal. This portal will allow you to register your business with the City of Chandler. You will be asked a series of questions to determine the licensing requirements for your specific business type.

< Business Registration Portal

Do you have a business registration with the City of Chandler?

- ( ) Yes, I have a business registration with the City of Chandler
- ( ) No, I do not have a business registration with the City of Chandler
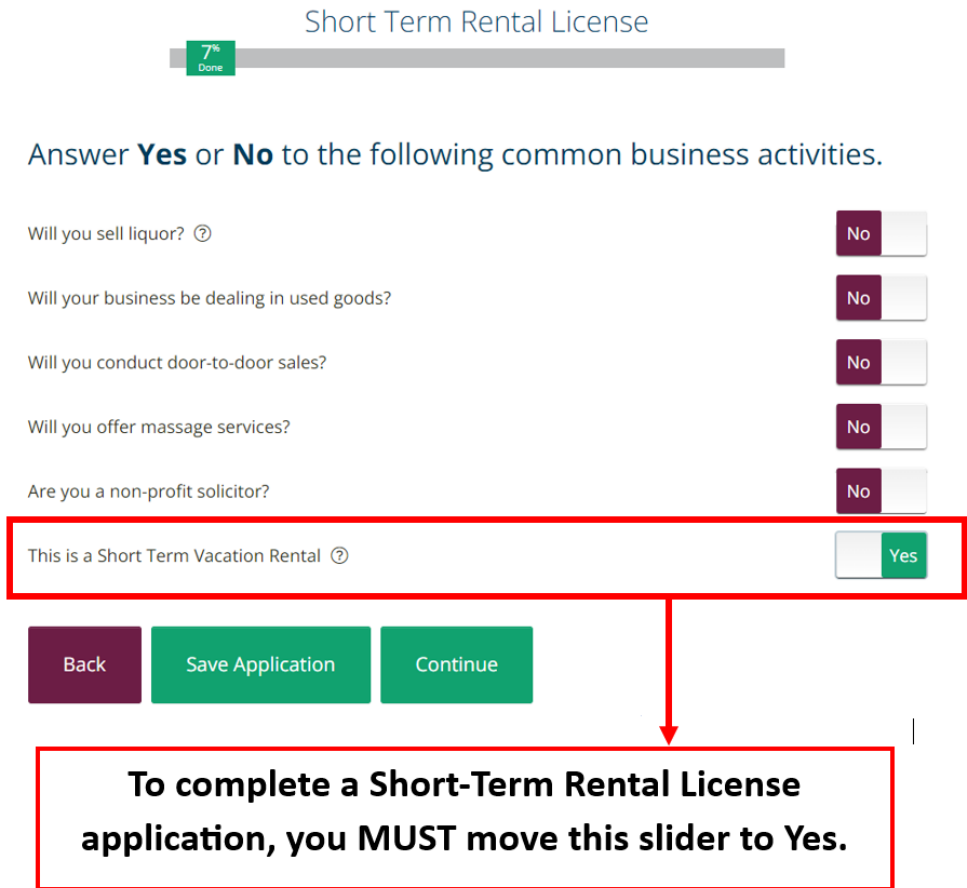
Continue

User account needed to proceed.

In order to continue with online business registration, you will need to sign in or create an account with the City of Chandler. If you have already signed up for an account, click Sign In to continue. If you do not have an account, click Register to create an account now.

Register   **Sign In**

You will need to have a username and password to log into the Business Registration system.

Step	Action
1. Do you have a business registration or short-term rental license with the City of Chandler?	• Click **"Yes"** if you have an existing business registration or short-term rental license with the City of Chandler or "**No**", if you do not have an existing business registration or short-term rental license with the City of Chandler, click "**Continue**"
2. If you answered "**Yes**" to question above	• You will need to click "**Register**" or "**Sign In**" "**Sign in**" to access your account or "**Register"** to create an account
3. If you select "**Register**"	• Enter First Name, Last Name, Email Address and Password to create your account. You will need to "**Review and Agree**" to Terms and Conditions and check the box "**I'm not a Robot section**" • Click "**Create My Account**" • The system will send a verification code to the Email Address provided • Once received, **enter the code into the box**, and click "**Continue**"
4. If you selected "**Sign In**"	• You will be directed to the "**Sign In**" page
	• If you answered "**No**" to Question No. 1, Start with Question Number 5
5. What is the physical business address you will be operating at in Chandler?	• This is the address of your short-term rental property in Chandler • Enter Address, City, Select State, and Enter Zip • Select "**Continue**"
6. Refer to Questions 2, 3 and 4 above	• Follow directions to "**Register**" or "**Sign In**" to your account
Continue instructions on next page.	

7.	Answer "**Yes**" or "**No**" to the following common business activities.	• For the next 6 questions that include a slider button, to change the "**No**" button to "**Yes**", click on "**No**" • As a short-term rental business, select "**Yes**" to "**This is a Short-Term Vacation Rental**" • Leave all other sliders set to **"No"** to complete your short-term rental application • Select "**Continue**"
8.	Is your business engaged in any of these uncommon activities?	• For the next 4 questions, to change the "**No**" button to "**Yes**", click on "**No**" • If you answered "**Yes**" to any of these questions, you will receive this message: *"You have selected a license that requires more assistance than we can provide online. Please contact us at (480) 782-2299 and a representative can help you submit the application, gather additional details, forms, and requirements for this license or permit Enter. If you would like to contact us via email, please email licensing@chandleraz.gov."* • Leave the other sliders in this section set to **"No"** • Select "**Continue**"

9.	Complete this information for the person who is applying for the license or registration, they must be an owner.	• Enter First Name, Middle Name, Last Name, Phone Number, Applicant Email, and Mailing Address • Check box if "**Address outside the US**" • Select "**Continue**"
10.	Applicant Attestation	• After reading the attestation, click the box next to "**I Agree**" • Click "**Continue**"
11.	HOA Awareness	• *"If your Short Term Rental is located in a community with a Homeowner's Association (HOA) you may want to check for any additional regulations."* • Click "**Continue**"
12.	Neighbor Information Required	• Neighbors near your short-term rental must be notified prior to you renting the property • Click the link that takes you to **Chapter 22 Section 6 of the Short Term Rentals Code** in a new browser tab, and review. The navigation bar on the left will direct you to "**22-6. – Neighbor notification requirements.**" Once reviewed, return to the City of Chandler browser tab • The next three links on this page are resources to help you complete the neighbor notification requirements • Click "**Continue**"
13.	Entity Information	• Click drop down arrow in "**Type of Entity"** • Enter Legal Entity Name • If you want to use an address already entered, select drop down "**Use an Address Already Entered**" and select address (Information will autofill) or enter New Entity Physical Location/Headquarters, City, use drop down and select State, Enter Zip, Business Phone Number, and Business Email • Select button for Type of ID. Enter your "**Employer Identification Number (EIN)**" or "**Social Security Number (SSN)**" • If you do not have a separate mailing address, select "**Continue**" • If you have a separate mailing address, click "**No**" to change it to "**Yes**" • Enter "Care of (Name)," Address, City, select State, and Enter Zip • Check box if "**Address outside the US**"
14.	Statutory Agent Information	• *For Type of Entity,* if you selected **S Corp**, **C Corp** or **LLC/PLLC**, you will need to provide information about the Statutory Agent • Enter the First and Last Name of the Statutory Agent. If the contact is a company, click the "**This contact is a company**" box. Enter the address, and *if applicable*, click the "**Address outside the US**" box.
15.	Owner Information	• *"The applicant must be the owner. Check the box and the information below will auto fill."* Check the box. • Select the "**Type of Owner**" • Enter Name, Phone, and Email address

	• Check box if "**Address outside the US**" • Enter Address, City, use drop down and select State, and Enter Zip • If more than one entry is needed, click "**Add Another**" and completed information • Click "**Continue**"
16. LAWA Step	• *For Type of Entity,* if you selected **Individual/Sole Proprietorship** or **Gen Partnership**, you will need to read and complete the LAWA Step page, including uploading documentation, if required. • Click "**Continue**"
17. When it comes to registration, who is the best contact?	• Select "**Name**" or "**Other**" button • If you selected a Name, click "**Continue**" • If you selected "**Other**", Check box if "**This contact is a company**" and enter Company Name. If not, enter First Name and Last Name. • Check box if "**Address outside the US**" • Enter Address, City, Select State, Enter Zip, Email, and Phone Number • Check box if "**Address outside the US**" • Enter Address, City, Select State, Zip, Email, and Phone Number • Click "**Continue**"
18. Location Information Part 1	• Check box "**If the Business Name or DBA is the same as the Legal Entity Name**" (Information will autofill) • If the business name or DBA is not the same as the legal entity name, Enter Business Name or DBA, Address, City, Select State, Enter Zip • Enter A brief description of your business i.e., "Short-term rental" • Click "**Continue**"
19. Location Information Part 2	• Enter **Number of Employees.** Leave as **"0"** for your short-term rental • If location "**Phone Number**" is same as entity phone number, check box (Information will autofill). If the number is not the same, enter the "**Business Phone Number"** • If location "**Email**" address is the same as the applicant's Email address, check box (Information will autofill). If the Email is not the same, enter the "**Email address**" • Enter the date you began this rental; "**Start Date in Chandler**" • Business Category and Business Subcategory should read "**Real Estate & Personal Property Rental"** and "**Short Term Residential Rentals"** • Click "**Continue**"
20. Who is the emergency contact for the Short Term Rental?	• Click a **Name**, or "**Other**". This contact serves as the local 24-hour point of contact for complaints or emergencies. • If you select "Other", click the box if the contact is a company. Otherwise, enter the Name, Address, City, Select State, Zip, Email and Phone Number.

	• Click "**Continue**"
21. Neighbor Notification	• Click the link that takes you to **Chapter 22 Section 6 of the Short Term Rentals Code** in a new tab, and review. The navigation bar on the left will direct you to "**22-6. – Neighbor notification requirements.**" Once reviewed, return to the City of Chandler tab, and click the top "**I Agree**" box • You will also need to attest to "*I have notified each residential property neighbor in accordance with the neighbor notification requirements*" statement by clicking the next "**I Agree**" box • The next two links are resources to help you complete the notification requirements • Click "**Continue**"
22. Neighbors Notified	• This is where you will enter the list of neighbors you notified about your short term rental. Most operators need to notify 6-8 neighbors • If the neighbor is a company, click the "**This neighbor is a company**" box • Enter the Name, Address, City, Select State, and Zip • For Notification Type, click the down arrow to select from **eMail, Mail, or Hand Deliver** • Enter the **Notification Date** • Click "**Add Another**" if you need to enter additional neighbors notified • Otherwise, click "**Continue**"
23. When did you first offer this property as a short term/ vacation rental?	• Enter License Start Date • Click "**Continue**"
24. Summary	• Review your answers before clicking **"Submit"** • If you need to make changes, click the pencil icon in the section to "**Edit**" • Check the "**I Agree**" box to attest to updating changes no less than ten (10) days prior to the effective date of the change • *"I certify that the information and answers provided in this application are true, accurate and complete... "* Check the box "**I Agree**" • Once accurate, click "**Print Before Submittal**" to print or save the document • Click "**Submit**"
25. Application Received	• You will receive a message that your application has been received
26. Payments	• Select "**Go to Payments**" to complete payment. You may be contacted by our office to complete your payment.

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