



Town of Frisco Short-Term Rental License Frequently Asked Questions

What is a Short-Term Rental?

A Short-Term Rental, 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 License 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 and obtain a Short-Term Rental License. It is the owner(s)' responsibility to know and comply with all ordinances, resolutions and regulations that apply to Short-Term Rentals within the Town of Frisco.

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 Town of Frisco's ordinances and subject to enforcement processes as provided for in [Town of Frisco Ordinance § 1-14](#).

What is the Sales, Lodging and Short-term Rental Excise Tax?

The Sales Tax is 2%, the Lodging Tax is 2.35%, and the Short-term Rental Excise Tax is a 5% tax on your gross short-term rents not already remitted by an intermediary. 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 does the Short-term Rental Excise Tax take affect?

The 5% short-term rental excise tax takes affect for all short-term rental stays with a check-out date of June 1st, 2022 or later.

When is the Sales, Lodging, and Short-term Rental Excise Tax due?

The Sales, Lodging, and Short-term Rental Excise Tax payments are due monthly no later than the 20th of the month following the end of the prior period. If there is no rental activity for the entire period, you are still required to submit the completed tax form.

How is penalty and interest calculated on late payments?

PENALTIES: Delinquent one month, the penalty is the minimum of \$15 or 10% of the tax due.

INTEREST: 1% of taxes due per month or portion of month beginning the first day of delinquency.

Do I also need to obtain a separate business license?

No. The STR License is all you need to begin advertising your rental and remitting taxes. Unless you are a Rental Agent/Property Manager, in which case you do need to apply for a [Town of Frisco Business License](#).

What is the cost of an STR License?

There is an annual fee of \$250.

Does my Short-Term Rental license apply to multiple properties?

No. You are only allowed to short-term rent one dwelling unit per STR license in the Town of Frisco. Each STR requires its own license and annual fee.

Do I have to display my license?

Yes. The STR License and visitor emergency information, must all be posted in a conspicuous place within the Short-Term Rental unit at all times. Your STR License PDF can be downloaded and printed from the Business Center.

Is the Town working with Airbnb?

No. Airbnb does not collect or remit sales, lodging or the short-term rental excise tax to the Town of Frisco on behalf of property owners and/or authorized agents.

Is the Town working with Vrbo?

Yes. Vrbo does collect and remit sales, lodging, and the short-term rental excise tax to the Town of Frisco on behalf of property owners and/or authorized agents. The Short-term rental excise tax will be collected and remitted for any bookings with a check-out date of June 1st, 2022 or later.

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

Please [email](#) the Town of Frisco and include the closure date and the reason you are closing the account.

How do I amend a return?

Please [email](#) letting us know you need to file an amended return. In the email please include:

- 1) Your STR license number, and owner name
- 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

What types of assistance can GovOS/MUNIREvs provide to me?

MUNIREvs 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 MUNIREvs, please reach out to the support team. MUNIREvs can always reach out to the Town on your behalf if we need their assistance with one of your questions. You can reach MUNIREvs by [email](#) 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 January tax forms will be available in the Business Center on February 1. If you do not see the forms you expected, simply contact MUNIREvs 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/MUNIREvs 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/MUNIREvs 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/MUNIREvs by [email](#) 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 rental agent for us to provide you with a new activation code.

Can I file a \$0 File tax return through GovOS/MUNIREvs?

To file a \$0 file tax form, select your tax form from the Business 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 \$0 File return.

What payment types are accepted by the Town through GovOS/MUNIREvs?

The Town accepts ACH Debit, or e-check as well as the following major credit cards: Visa, Mastercard and Discover. We do not accept American Express.

Can I schedule a payment in GovOS/MUNIREvs?

For your security, GovOS/MUNIREvs 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 the [Town of Frisco](https://frisco.munirevs.com) (<https://frisco.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 Login 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/MUNIREvs 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.