CITY OF SEATTLE SHORT-TERM RENTAL LICENSING

Finance & Administrative Services – Regulatory Compliance & Consumer Protection

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Section 1: Overview

All short-term rental operators and platforms are required to have a license to operate in the city of Seattle. This guide provides step-by-step instructions for completing the application. Below is an overview of the steps required to complete each application type.

What you will need for each application:

License Type	You Will Need
Short-term rental operator license application	• If applicable, names and email address for all members of LLC, corporation, or partnership o If applicable, each member or individual applicant will need the name and email address of his/her spouse/state registered domestic partner • City of Seattle business license number • Unit information including Rental Registration Inspection Ordinance (RRIO) registration number for units not at primary address
Bed-and-breakfast operator license application	• Names and email address for all members of LLC, corporation, or partnership • City of Seattle business license number • Unit information including Washington state transient accommodation license number
Platform license application	• City of Seattle business license number if the platform has an office in the city of Seattle

1.1: Obtaining a short-term rental operator license

1. Create an account in the Seattle Services Portal.
2. Enter STR application information.
3. If appropriate, wait until all members of the organization enter their information.
4. Indicate spousal relationships and wait for spouses to enter their information.
5. Add units to license.
6. Pay for and receive license.

1.2: Obtaining a bed-and-breakfast rental operator license

1. Create an account in the Seattle Services Portal.
2. Enter bed-and-breakfast application information.
3. If appropriate, wait until all members of the organization enter their information.
4. Add units to license.
5. Pay for and receive license.

1.3: Obtaining a platform license

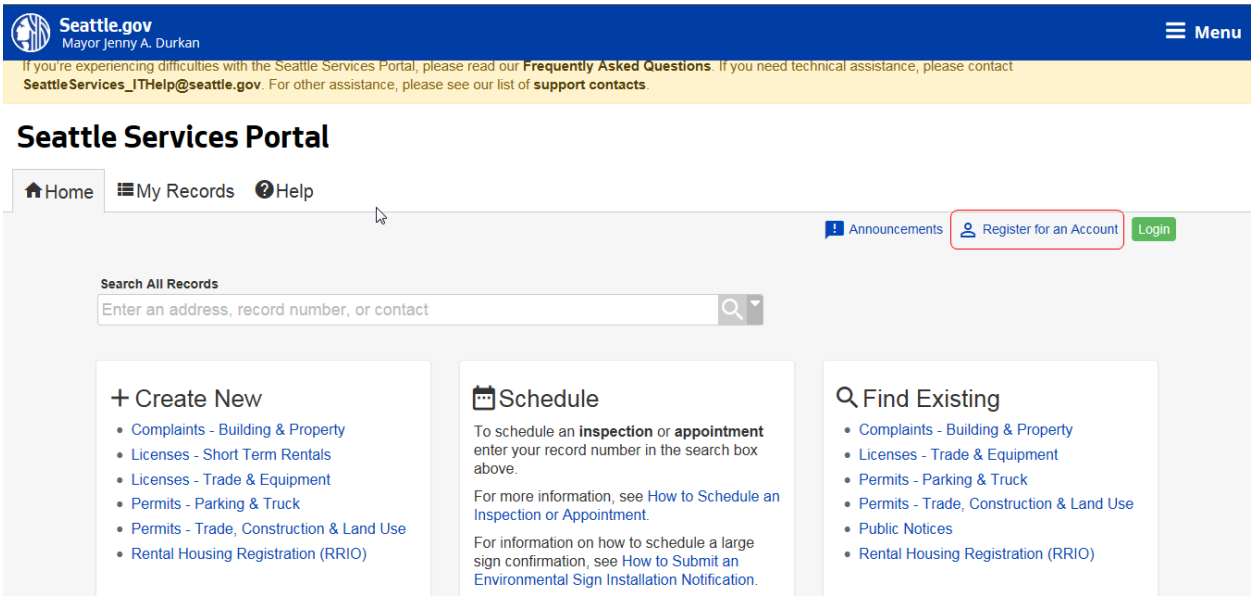
1. Create an account in the Seattle Services Portal.
2. Enter platform application information.
3. Receive license.

All short-term rental (STR) operators; bed-and-breakfast (B&B) rental operators; members of any LLC, corporation, or partnership that is an STR or B&B operator; spouse or state registered domestic partner of any STR operator or STR operator member; and platforms are required to create a Seattle Services Portal account to complete the application process.

1.4: Create an account in the Seattle Services Portal

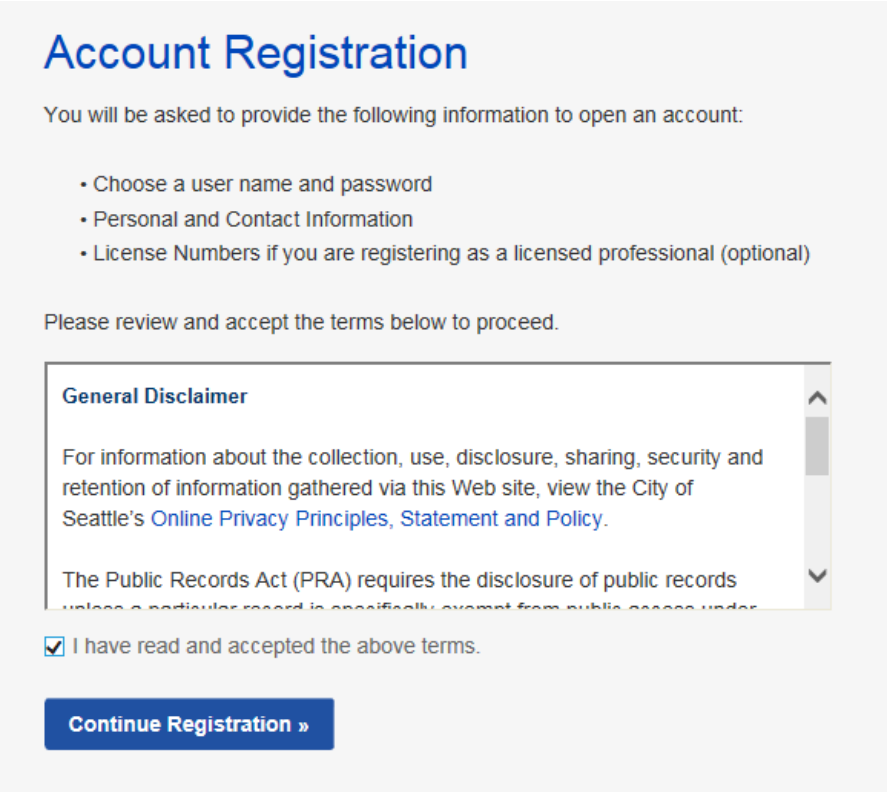
Navigate to the Seattle Services Portal at https://cosaccela.seattle.gov.

1.4.1.
Click on “Register for an Account.”



1.4.2.

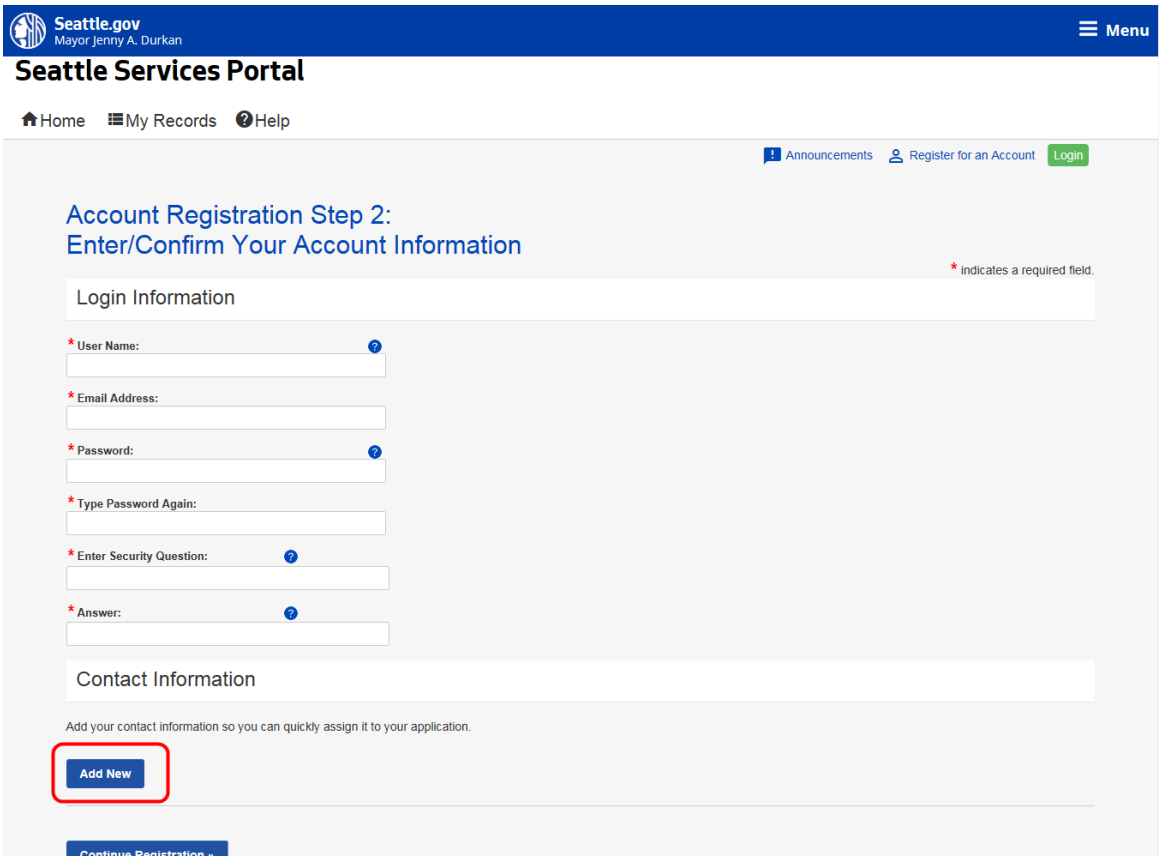
Read the disclaimer, and, if you agree, click the checkbox indicating you accept terms and then click



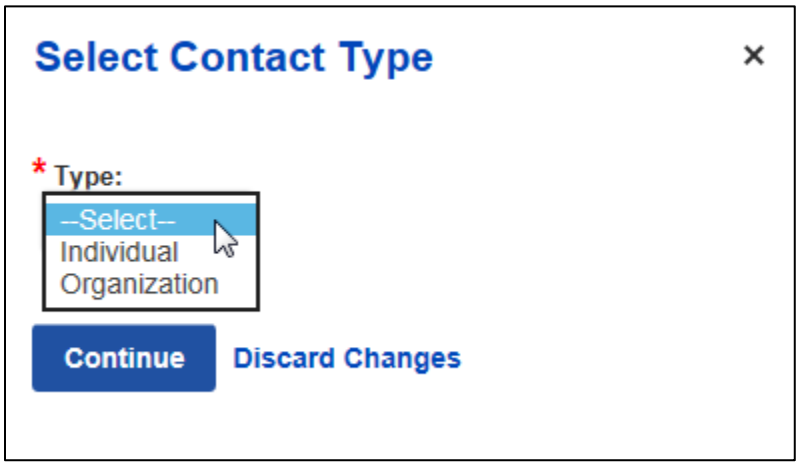
"Continue Registration."

1.4.3.

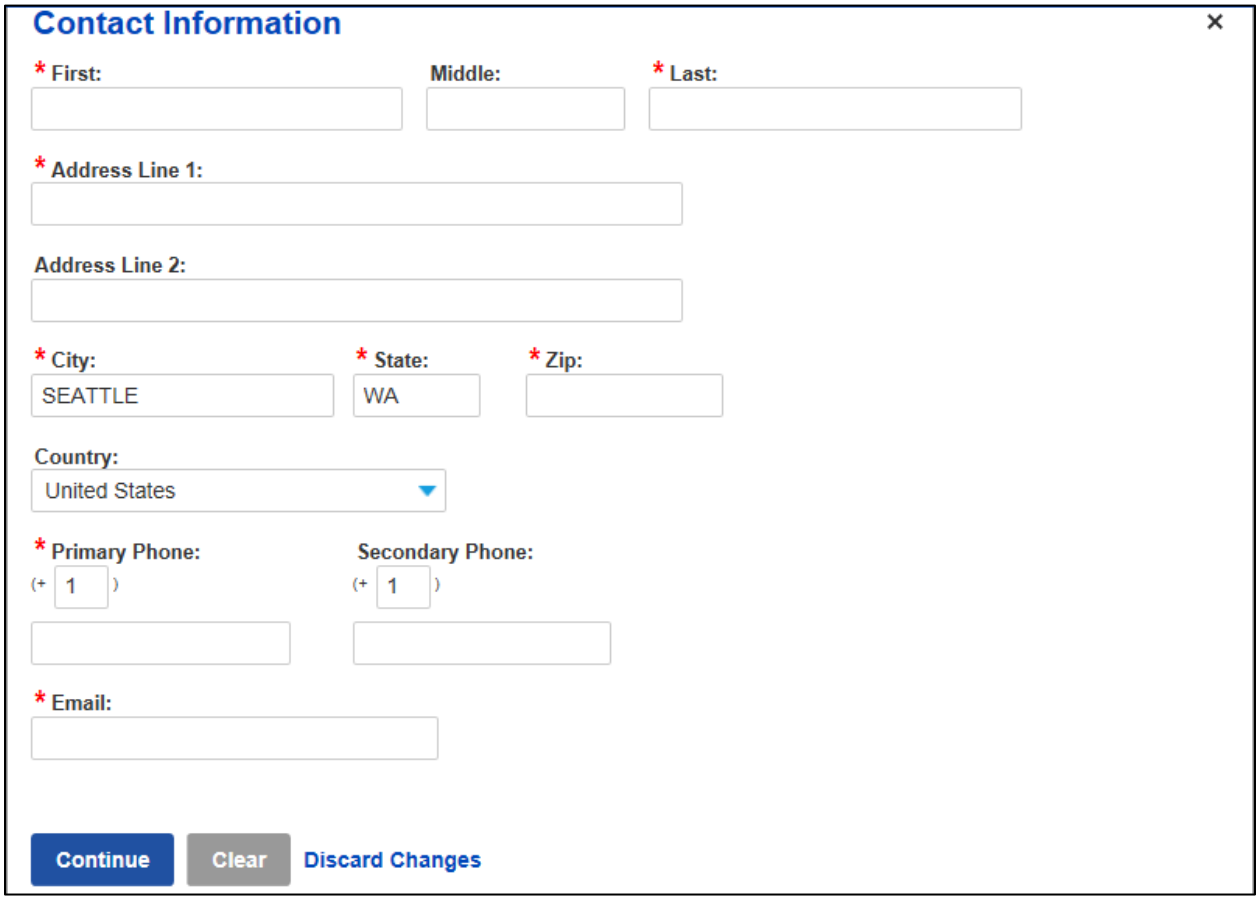
Enter registration information and click “Add New.”



You will be prompted to enter what kind of contact you are (i.e., an individual or an organization). Then click “Continue” to proceed.

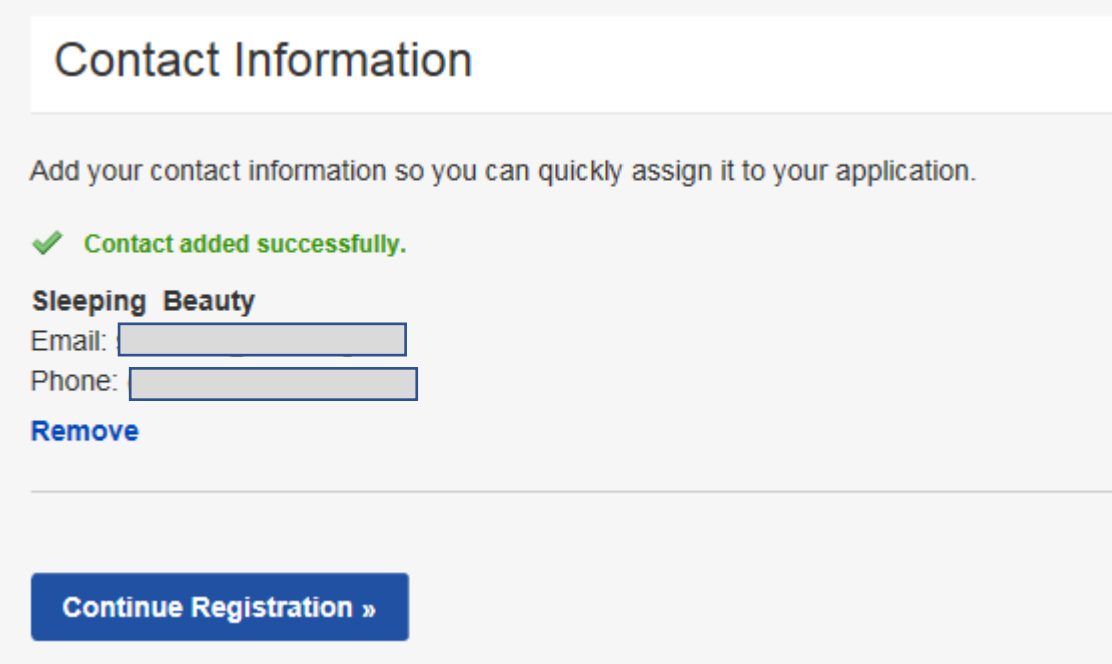


1.4.4.
Enter contact information and then click “Continue.”



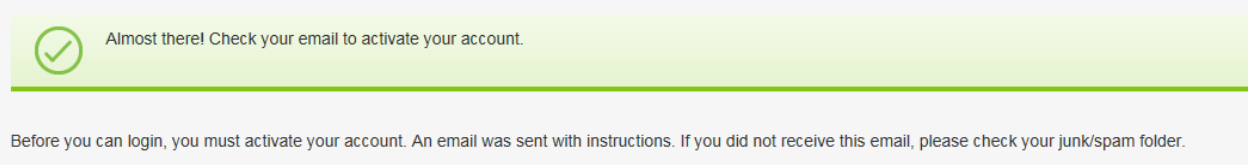
If an existing contact matches what is entered, the user will be asked to confirm that they are the same entity or will need to make changes to the information entered such that they are unique. When unique information is entered, click “Continue” to proceed.

The system will notify you that you have successfully added the contact information to your account. (Note: For privacy, the email address and phone number are hidden in the image below. The user will see the information they entered there.) Then click “Continue Registration.”



1.4.5.

One final step secures your account. The system will prompt you to check your email and click a link to confirm your account.



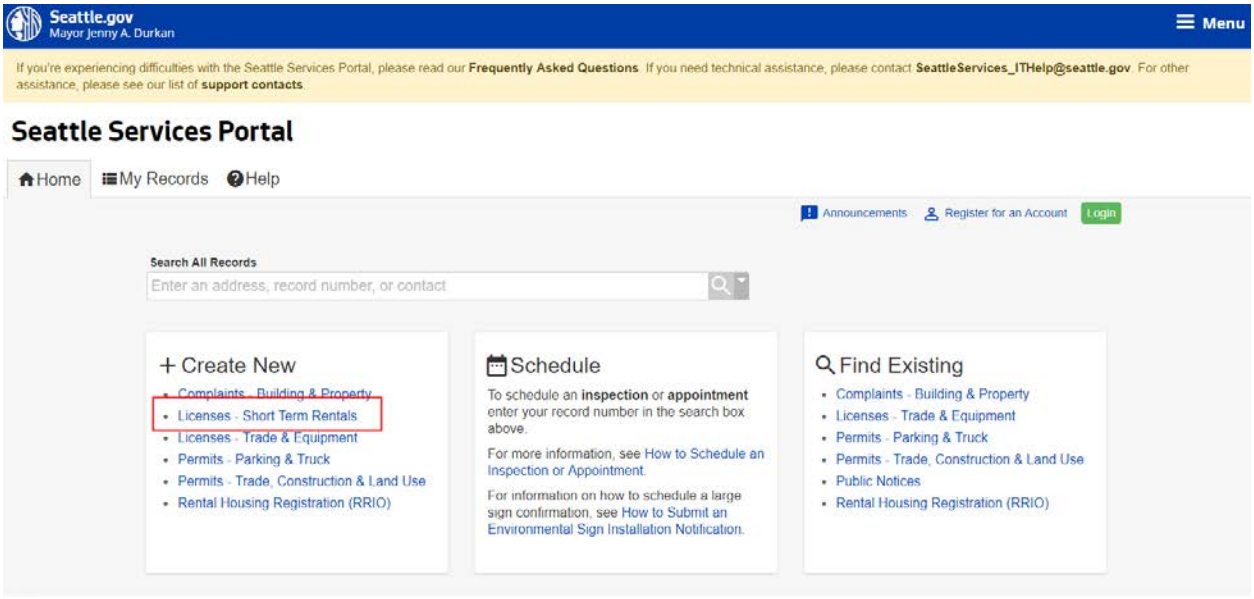
You can now log in and begin your license application.

Section 2: Short-term rental operator licensing

2.1: Short-term rental operator license application

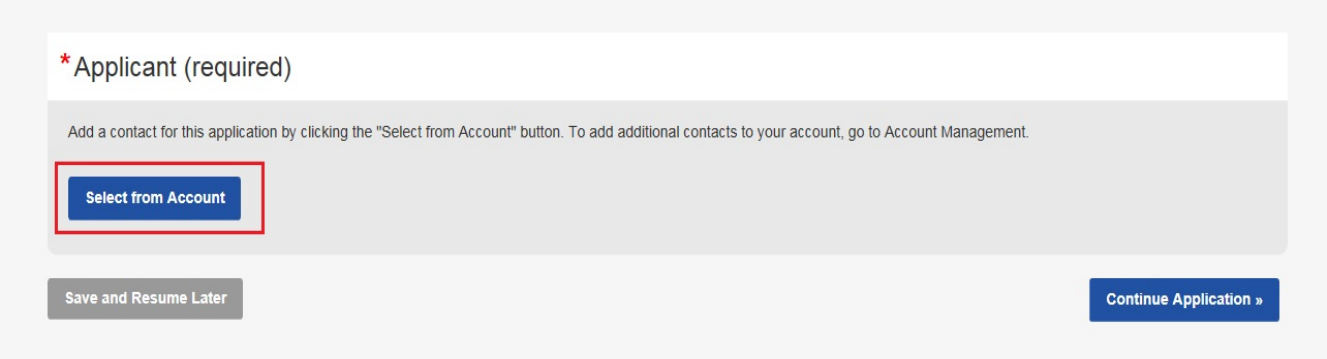
2.1.1.

From the Seattle Services Portal homepage (https://cosaccela.seattle.gov), find the Create New section, and select “Licenses – Short Term Rentals.”



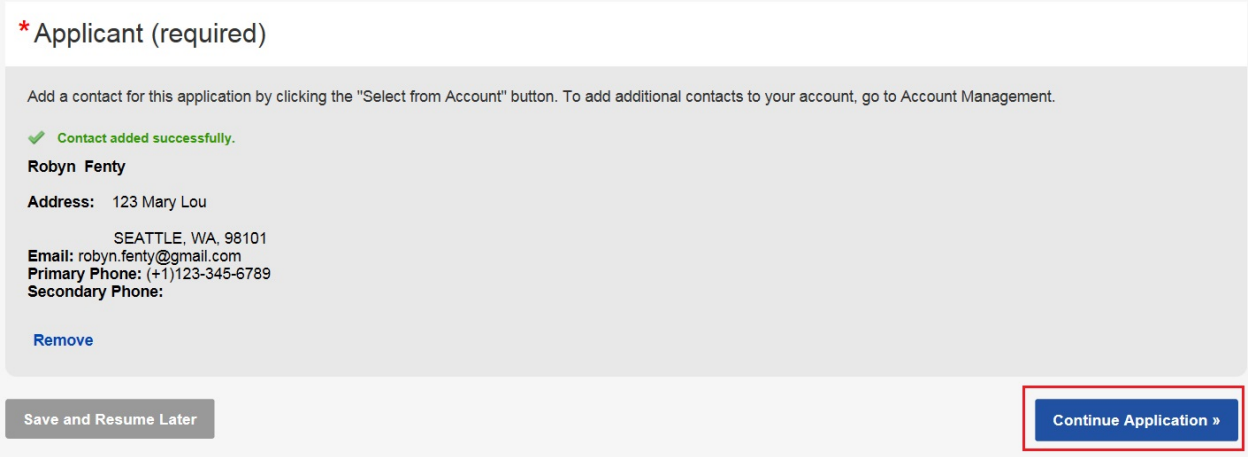
2.1.2.
Click Short-Term Rental Operator License Application and then click “Continue Application.”

2.1.3.
Add a contact for this application by clicking the “Select from Account” button.



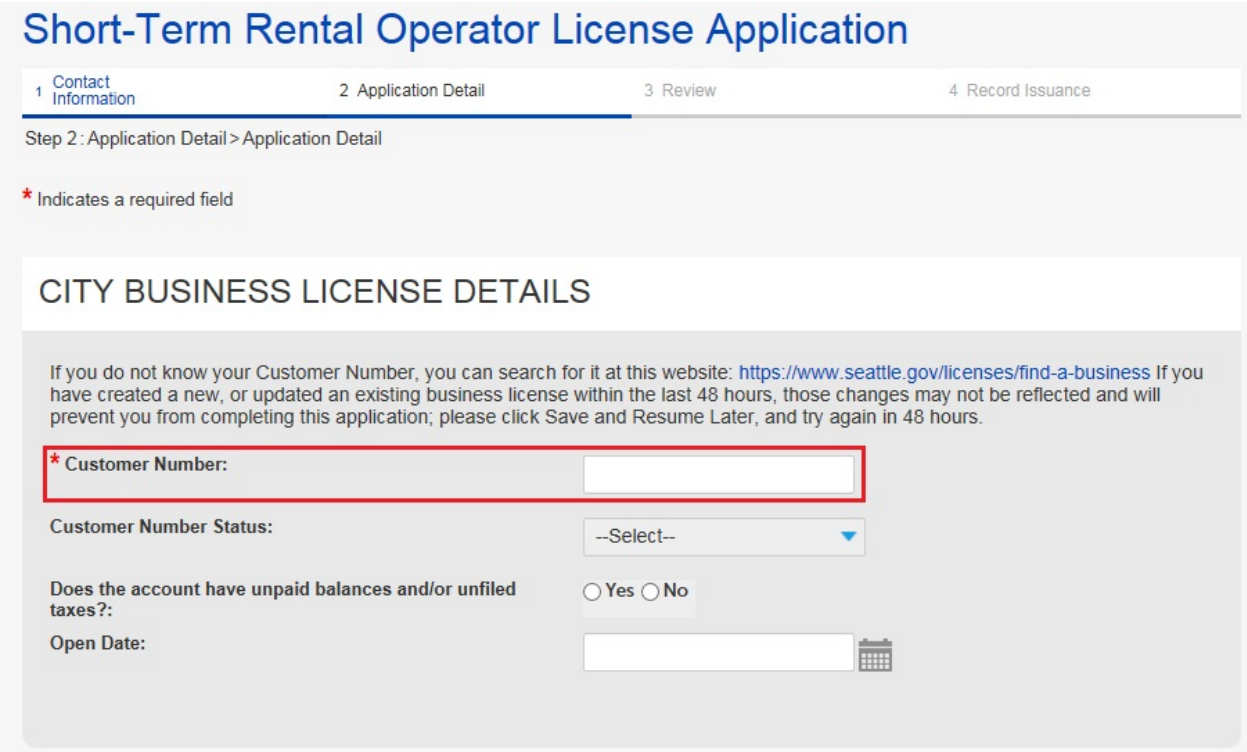
2.1.4.

After the contact has been added click “Continue Application.”



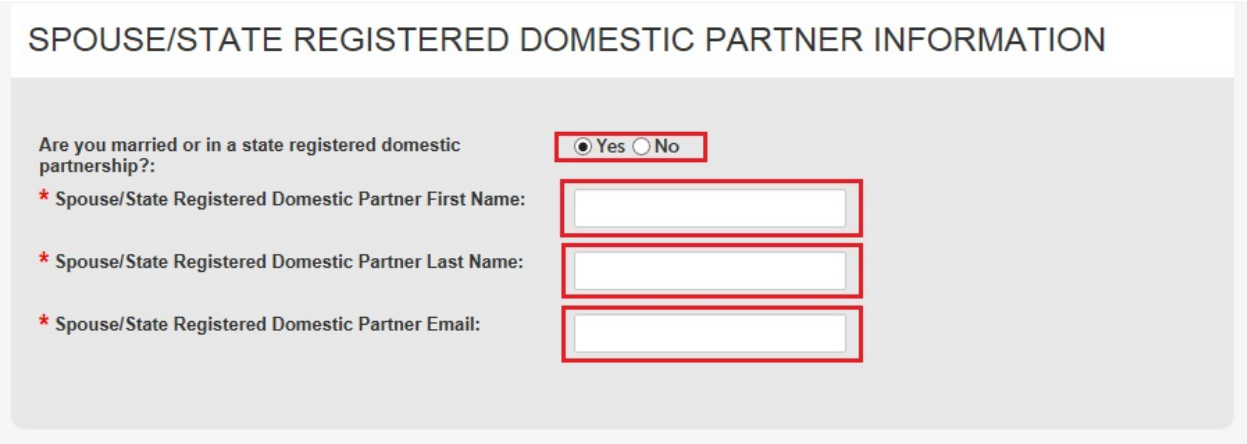
2.1.5.

Under <u>City Business License Details</u> enter the “Customer Number.”



2.1.6.
Under Spouse/State Registered Domestic Partner Information click “Yes” or “No” to indicate if married or in a state registered domestic partnership.

2.1.6.1.
If yes: Enter spouse/state registered domestic partner First Name, Last Name and Email. The spouse/state registered domestic partner will receive an email to verify their identity; this is called Related Person Validation. See section 2.3 for Related Person Validation instructions.

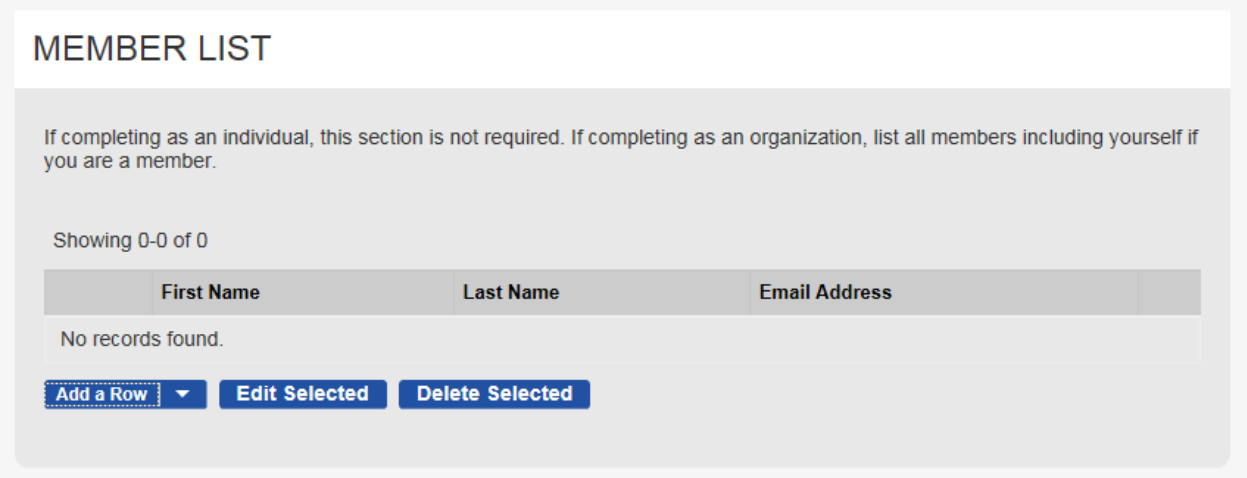


2.1.7.
If no: Proceed to next question.

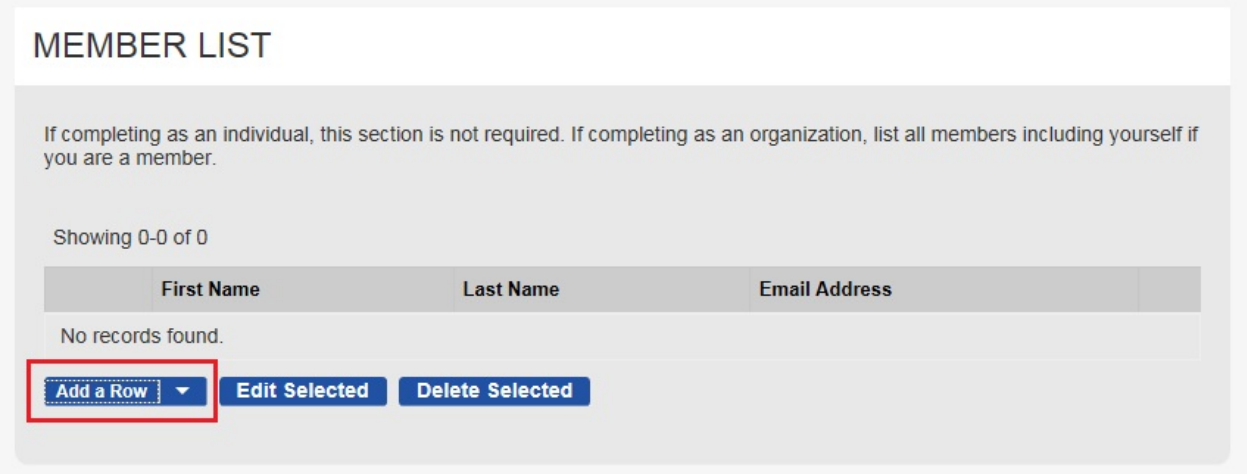
2.1.8.
Under Legacy Operator click “Yes” or “No” to indicate if operating short-term rentals prior to Sept. 30, 2017

2.1.9.

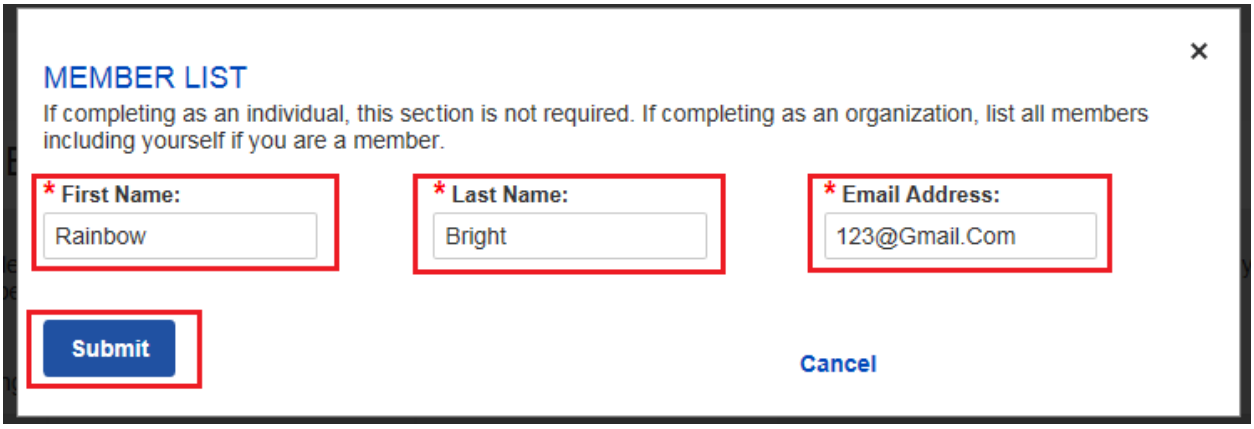
Under Member List: If completing as an individual, this section is not required. Skip this section and continue your application, if completing as an individual.



If completing as an organization, then list all members including yourself (if you are a member) by clicking “Add A Row.”

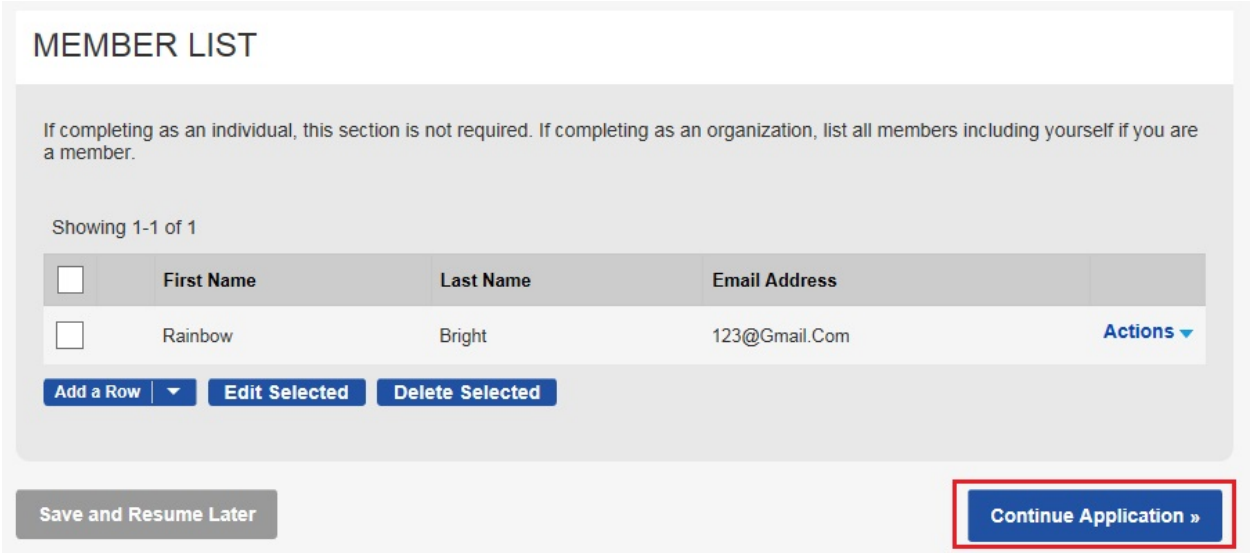


Add First Name, Last Name and Email Address and click “Submit.”



2.1.10.

Once all members are added, click “Continue Application.”

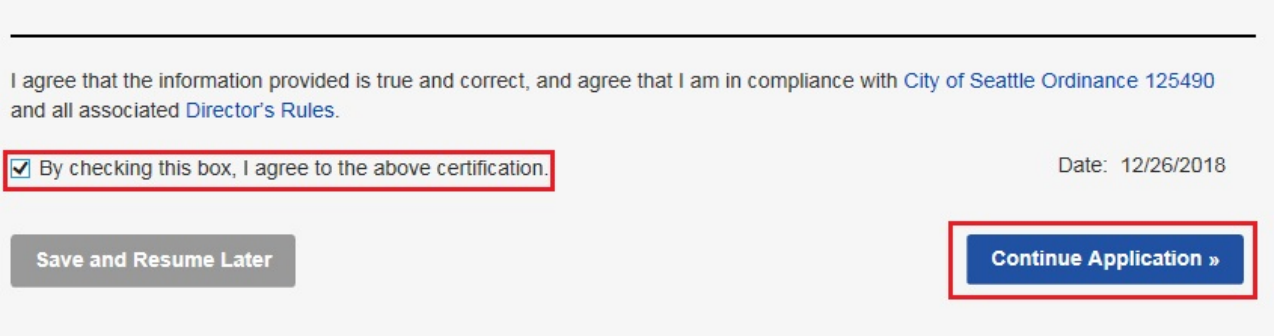


2.1.10.1.

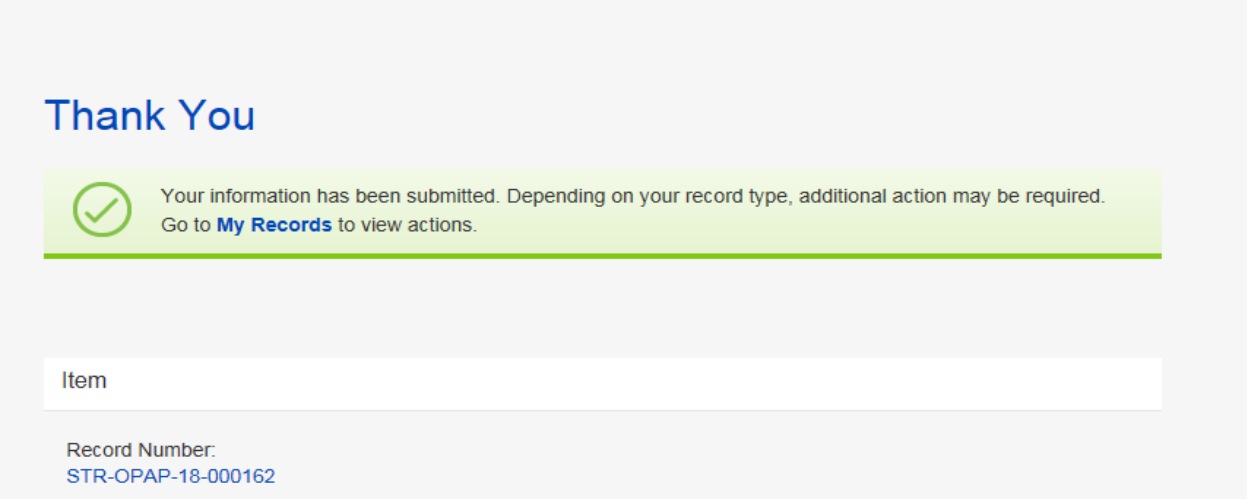
The member(s) listed will receive an email to verify their identity; this is called Operator Member Validation. Members will be required to provide their marital status (if married or in a state registered domestic partnership, spouse or state registered domestic partner’s name and email address will be required) and the verification number and verification key provided in an email from the City of Seattle. See Section 2.2 for operator member validation instructions.

2.1.11.
On the Short-Term Rental Operator License Application Review page, review each section. If there are errors, click the "Edit" button to correct the errors.

2.1.12.
Once application is complete, click the box to agree to the certification, then click "Continue Application."



2.1.13.
Application is submitted. Note: The application is not complete, and additional action is still required. All members and spouses or state registered domestic partners are required to complete their validations within 60 days. Once all are validated, the applicant will receive an email with notification that the application is available to have units added. See Section 2.4 for Unit Management.

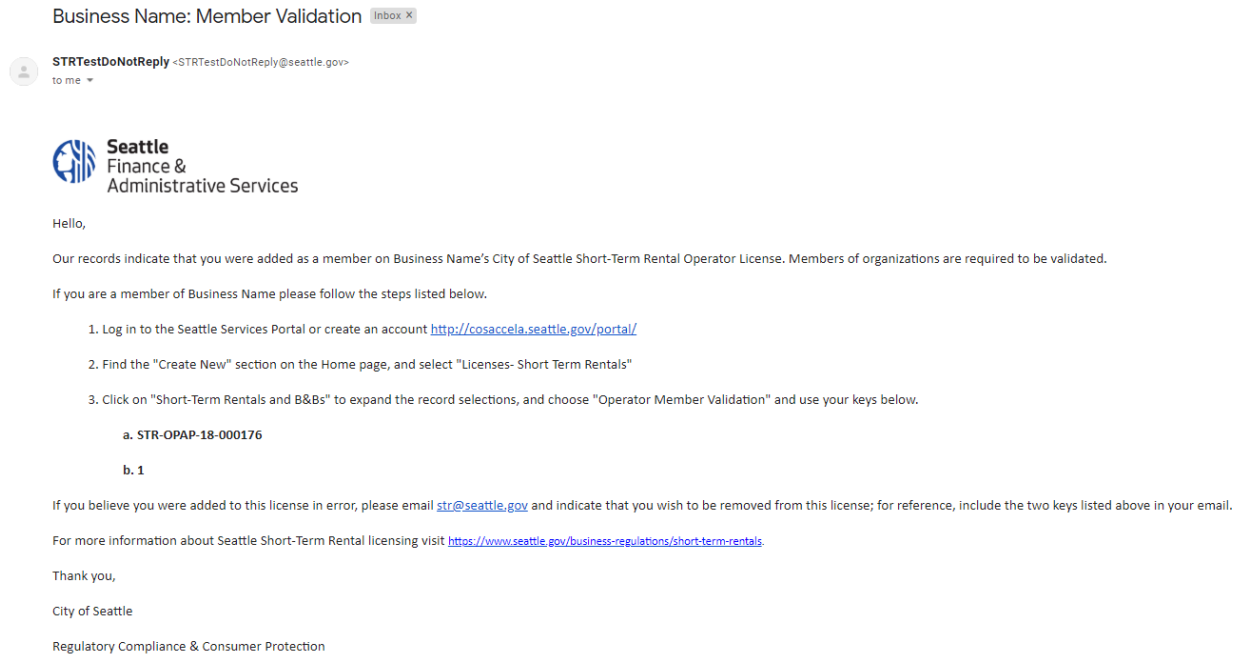


2.2: Operator member validation

Operator member validations are required for members that are listed on a short-term rental operator license application. All member validations and related person validations must be complete for units to be added to the application.

2.2.1.

You will receive an email. This email contains two codes; you will need these codes to complete the validation.



Business Name: Member Validation Inbox ×

STRTestDoNotReply <STRTestDoNotReply@seattle.gov>
to me

Seattle
Finance &
Administrative Services

Hello,

Our records indicate that you were added as a member on Business Name's City of Seattle Short-Term Rental Operator License. Members of organizations are required to be validated.

If you are a member of Business Name please follow the steps listed below.

1. Log in to the Seattle Services Portal or create an account http://cosaccela.seattle.gov/portal/
2. Find the "Create New" section on the Home page, and select "Licenses- Short Term Rentals"
3. Click on "Short-Term Rentals and B&Bs" to expand the record selections, and choose "Operator Member Validation" and use your keys below.
    a. **STR-OPAP-18-000176**
    b. **1**

If you believe you were added to this license in error, please email str@seattle.gov and indicate that you wish to be removed from this license; for reference, include the two keys listed above in your email.

For more information about Seattle Short-Term Rental licensing visit https://www.seattle.gov/business-regulations/short-term-rentals.

Thank you,

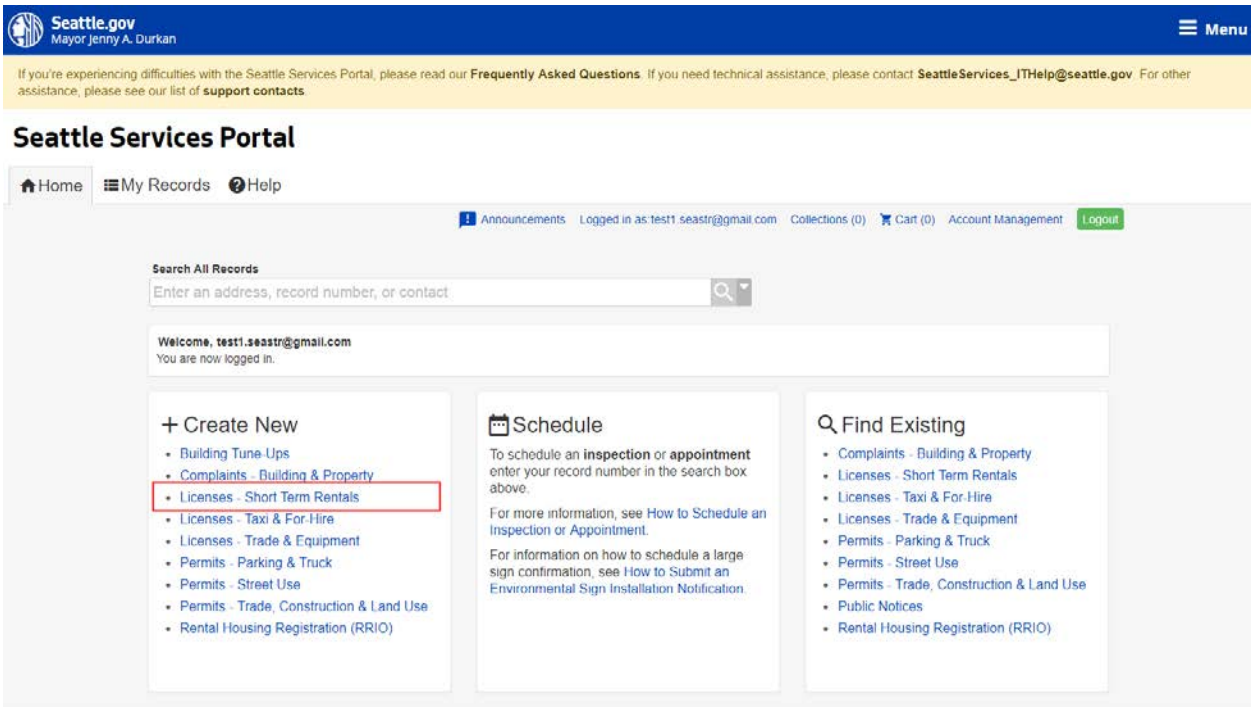
City of Seattle

Regulatory Compliance & Consumer Protection

2.2.2.

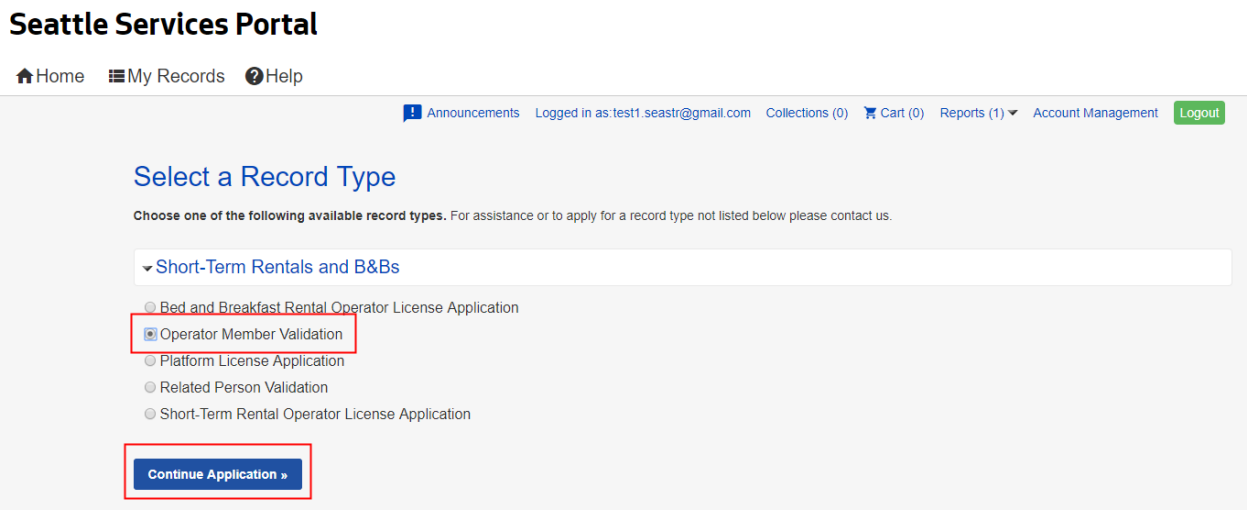
Follow the link in the email to the Seattle Services Portal. If you have an account already, log in. If not, see Section 1.4 for creating an account.

After logging in, from the homepage find the Create New section, and select “Licenses – Short Term Rentals.”



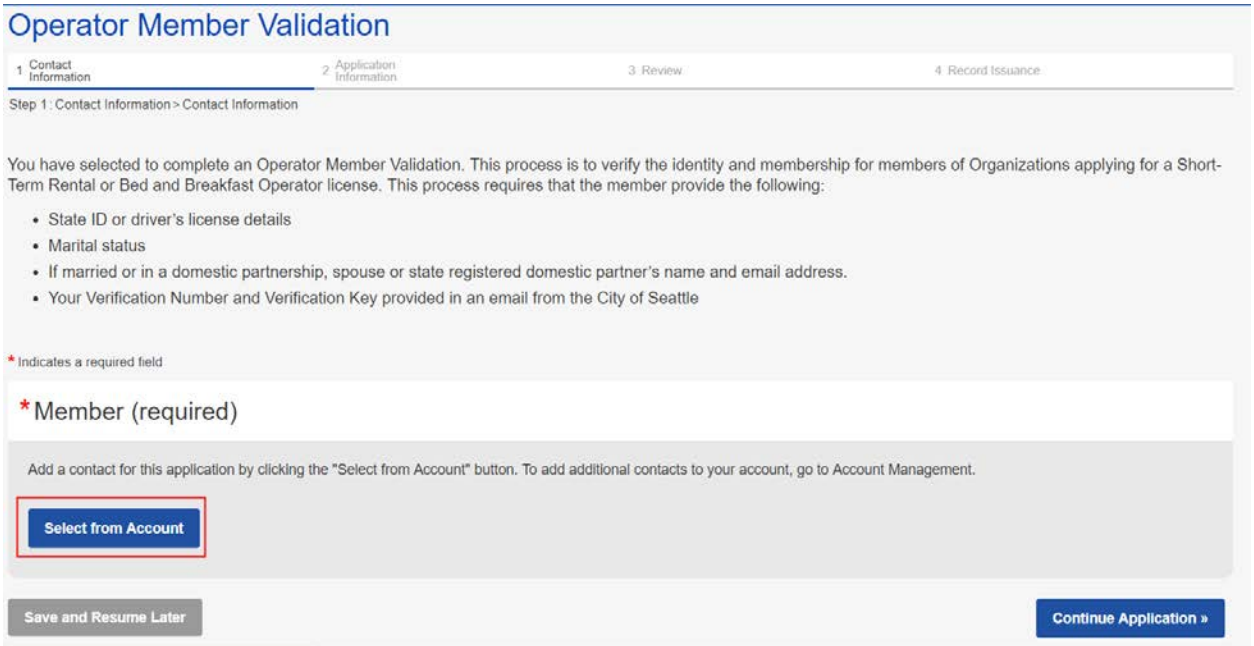
2.2.3.

A new page loads, it will prompt you to select a record type. Select “Operator Member Validation” and click the “Continue Application” button.



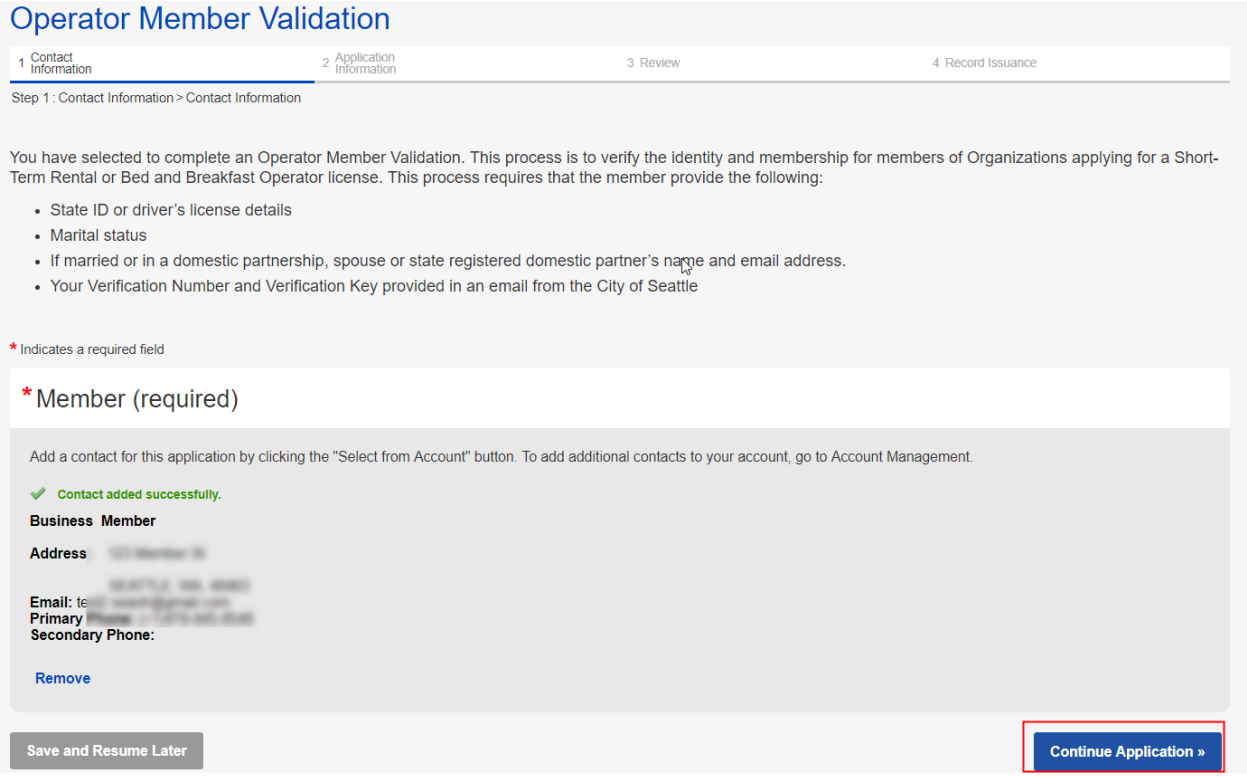
2.2.4.A

Choose the “Select from Account” button.



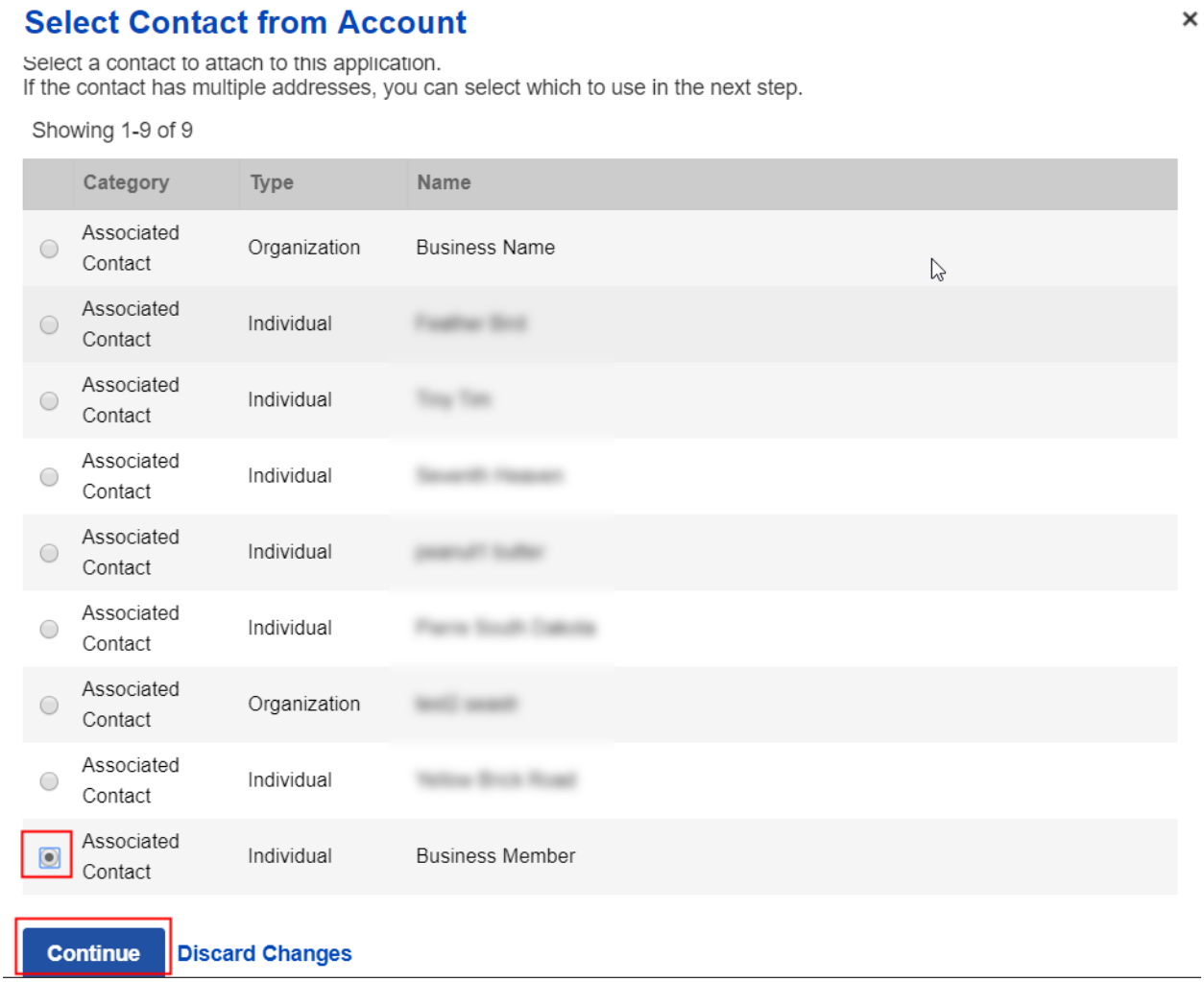
The contact should be the member of the organization. If the correct contact is not in your account, follow Section 5.1 to add additional contacts to your account.

If there is only one contact in your account, then that contact will be automatically selected and added to the related person validation. Green text indicating the contact is added successfully displays. Click the “Continue Application” button.

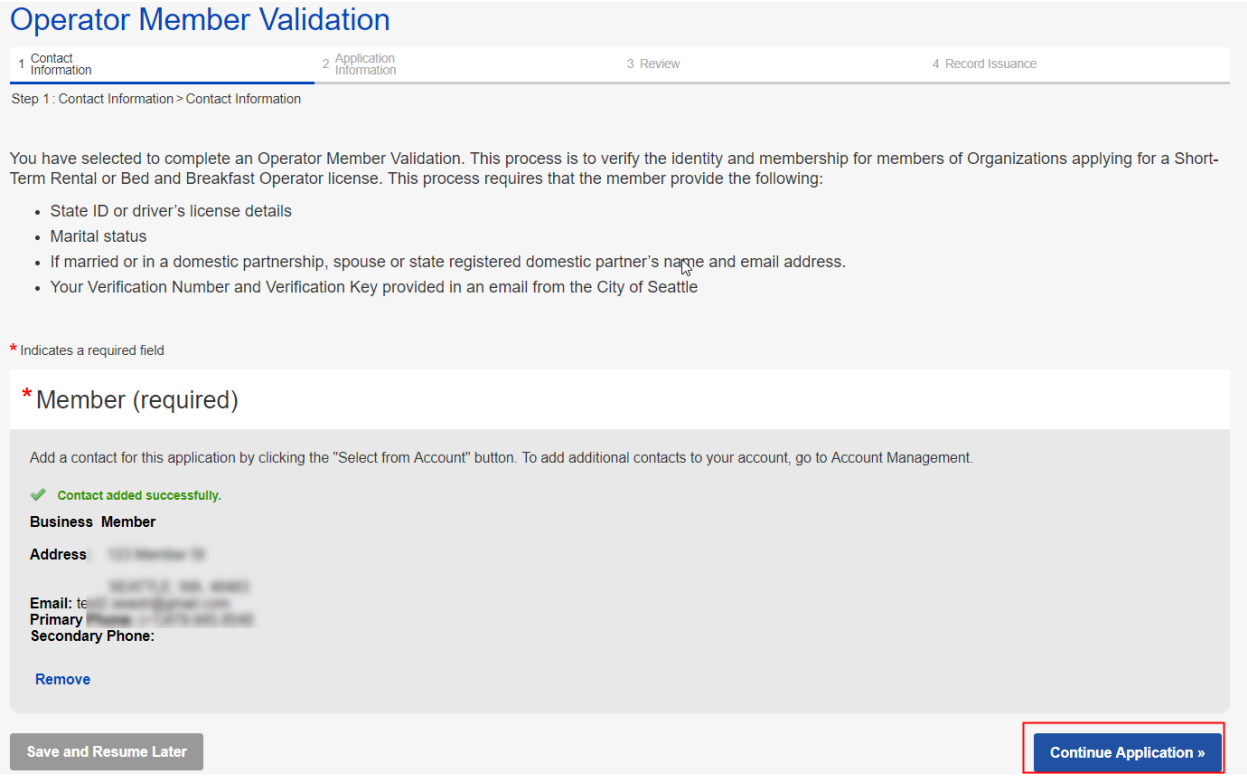


2.2.4.B

If more than one contact is in your account, a new window will open and offer options. Select the radio button to the left of the contact you wish to select, and then click the “Continue” button.

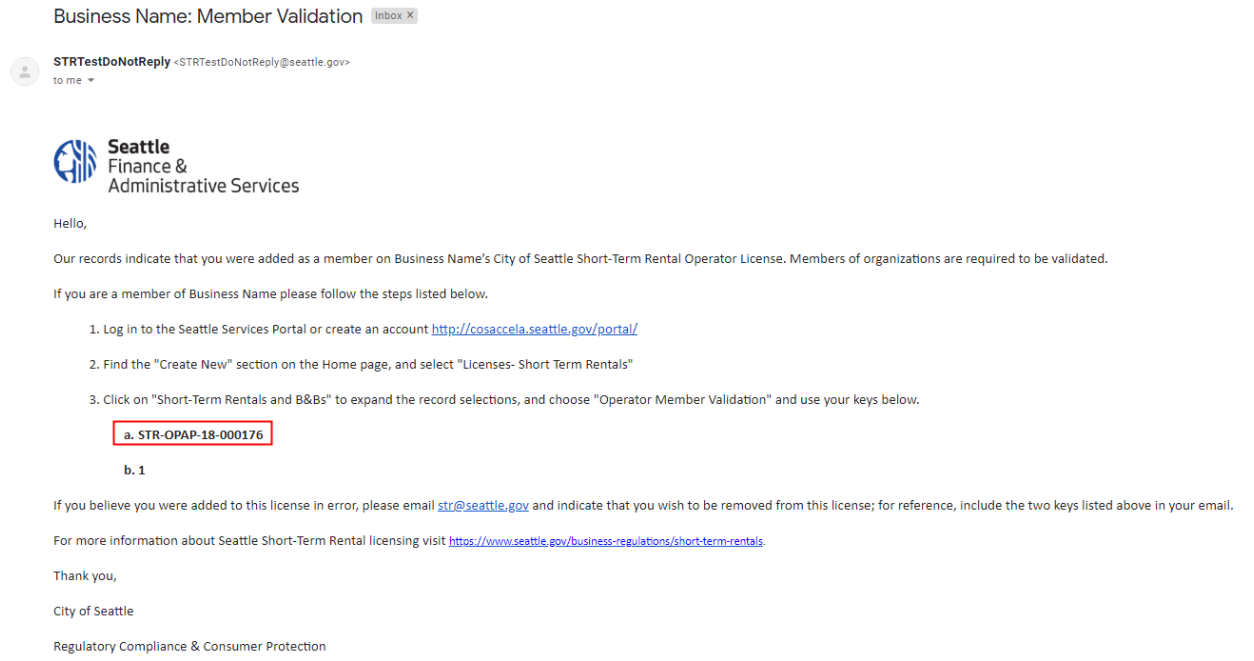


Green text indicating the contact is added successfully displays. Click the “Continue Application” button.



2.2.5.

Enter the first number listed in the email in the field provided.



Business Name: Member Validation Inbox ×

STRTestDoNotReply <STRTestDoNotReply@seattle.gov>
to me

Seattle
Finance &
Administrative Services

Hello,

Our records indicate that you were added as a member on Business Name's City of Seattle Short-Term Rental Operator License. Members of organizations are required to be validated.

If you are a member of Business Name please follow the steps listed below.

1. Log in to the Seattle Services Portal or create an account http://cosaccela.seattle.gov/portal/
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3. Click on "Short-Term Rentals and B&Bs" to expand the record selections, and choose "Operator Member Validation" and use your keys below.
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   b. **1**

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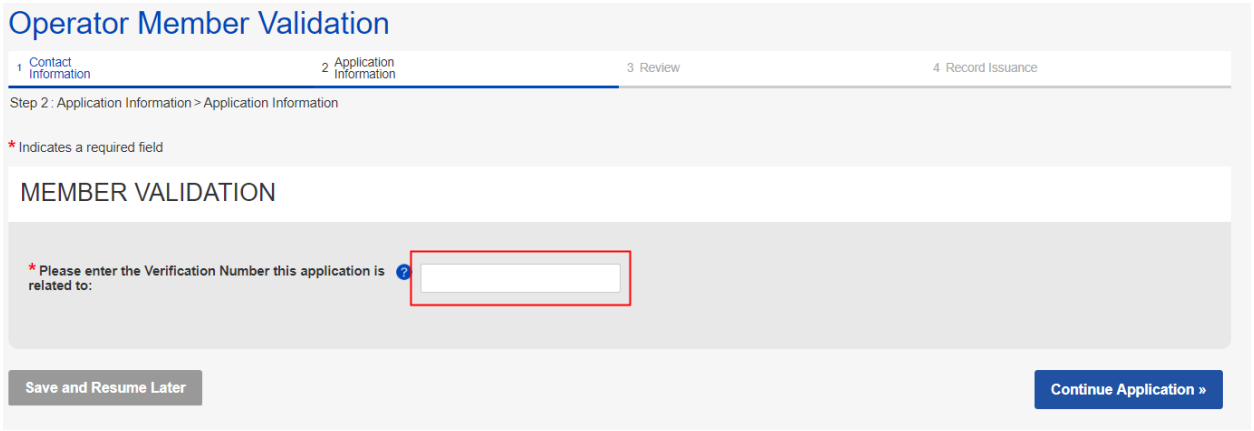
Thank you,

City of Seattle

Regulatory Compliance & Consumer Protection



Operator Member Validation

1 Contact Information | 2 Application Information | 3 Review | 4 Record Issuance

Step 2 : Application Information > Application Information

* Indicates a required field

MEMBER VALIDATION

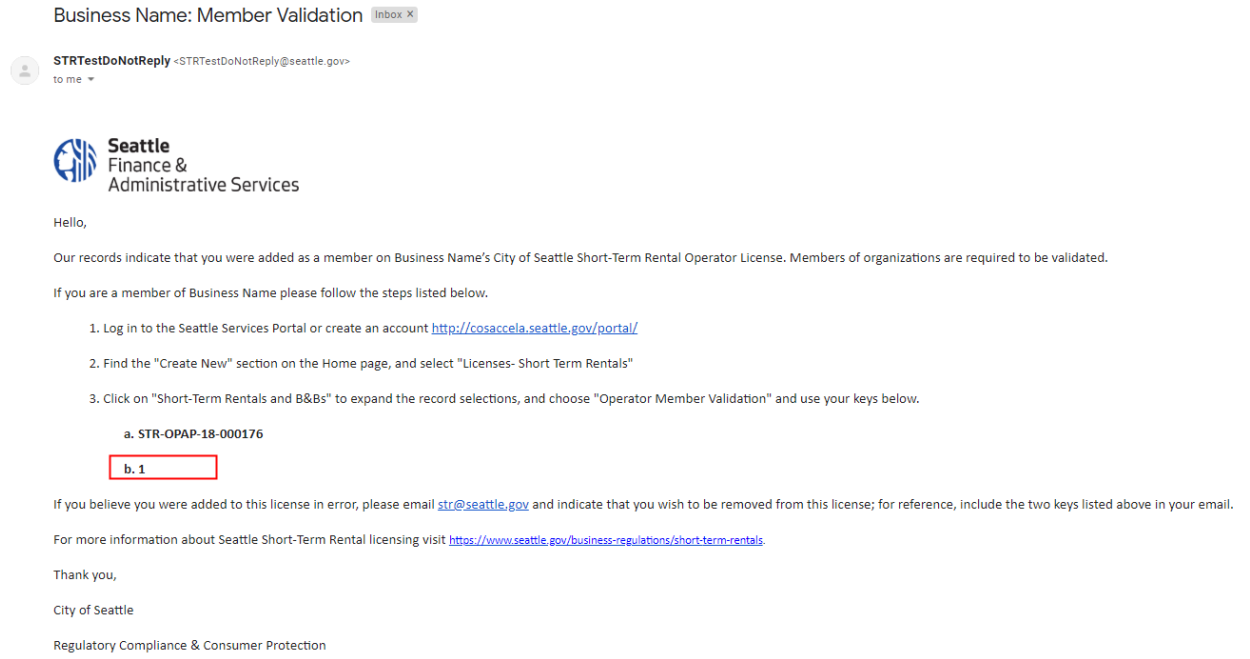
* Please enter the Verification Number this application is related to:

Save and Resume Later

Continue Application »

2.2.6

After you enter the first number, the second field becomes available and another question. Enter the second number from the email in the newly available field.



Business Name: Member Validation Inbox ×

STRTestDoNotReply <STRTestDoNotReply@seattle.gov>
to me

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3. Click on "Short-Term Rentals and B&Bs" to expand the record selections, and choose "Operator Member Validation" and use your keys below.
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Thank you,

City of Seattle

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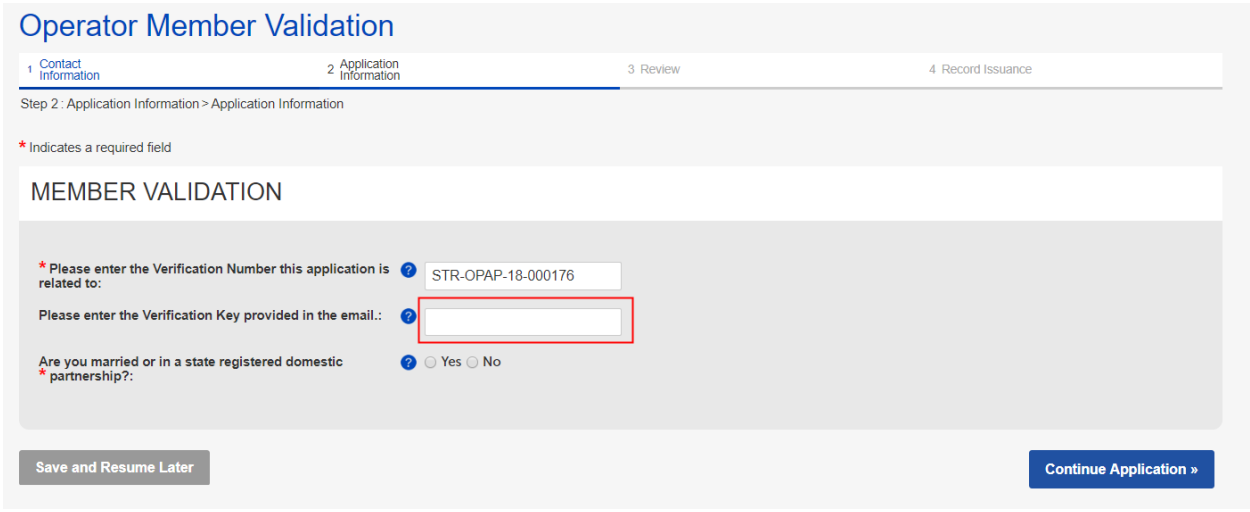


Operator Member Validation

1 Contact Information | 2 Application Information | 3 Review | 4 Record Issuance

Step 2 : Application Information > Application Information

* Indicates a required field

MEMBER VALIDATION

* Please enter the Verification Number this application is related to: STR-OPAP-18-000176

Please enter the Verification Key provided in the email.:

Are you married or in a state registered domestic * partnership?: Yes No

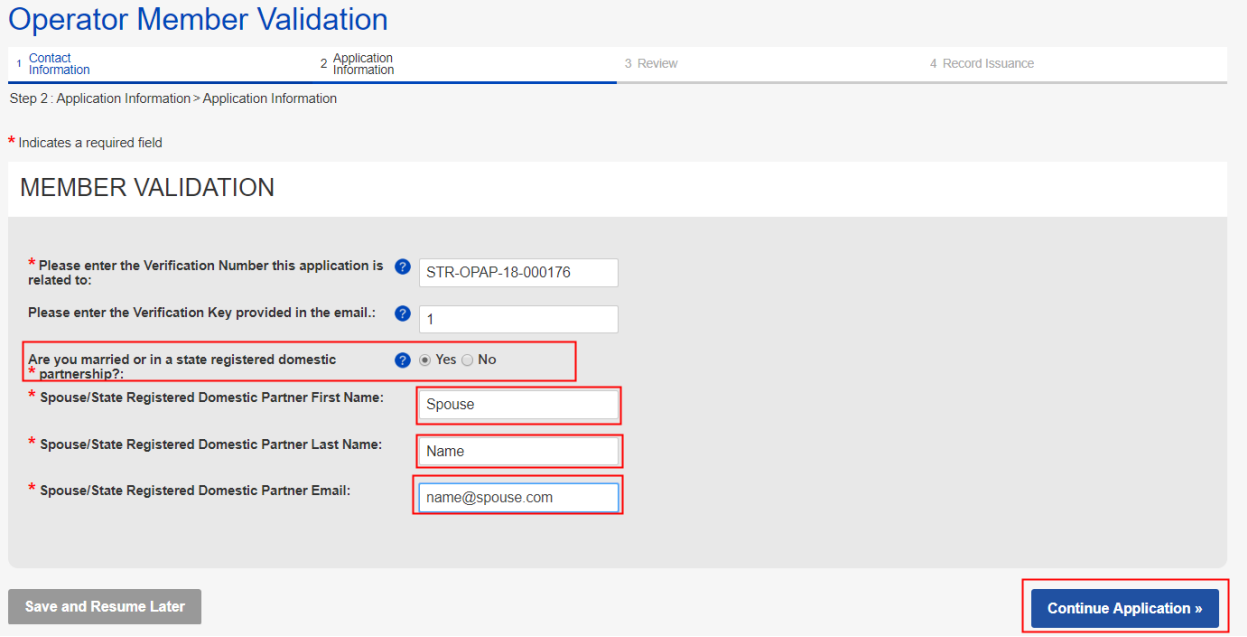
Save and Resume Later

Continue Application »

2.2.7

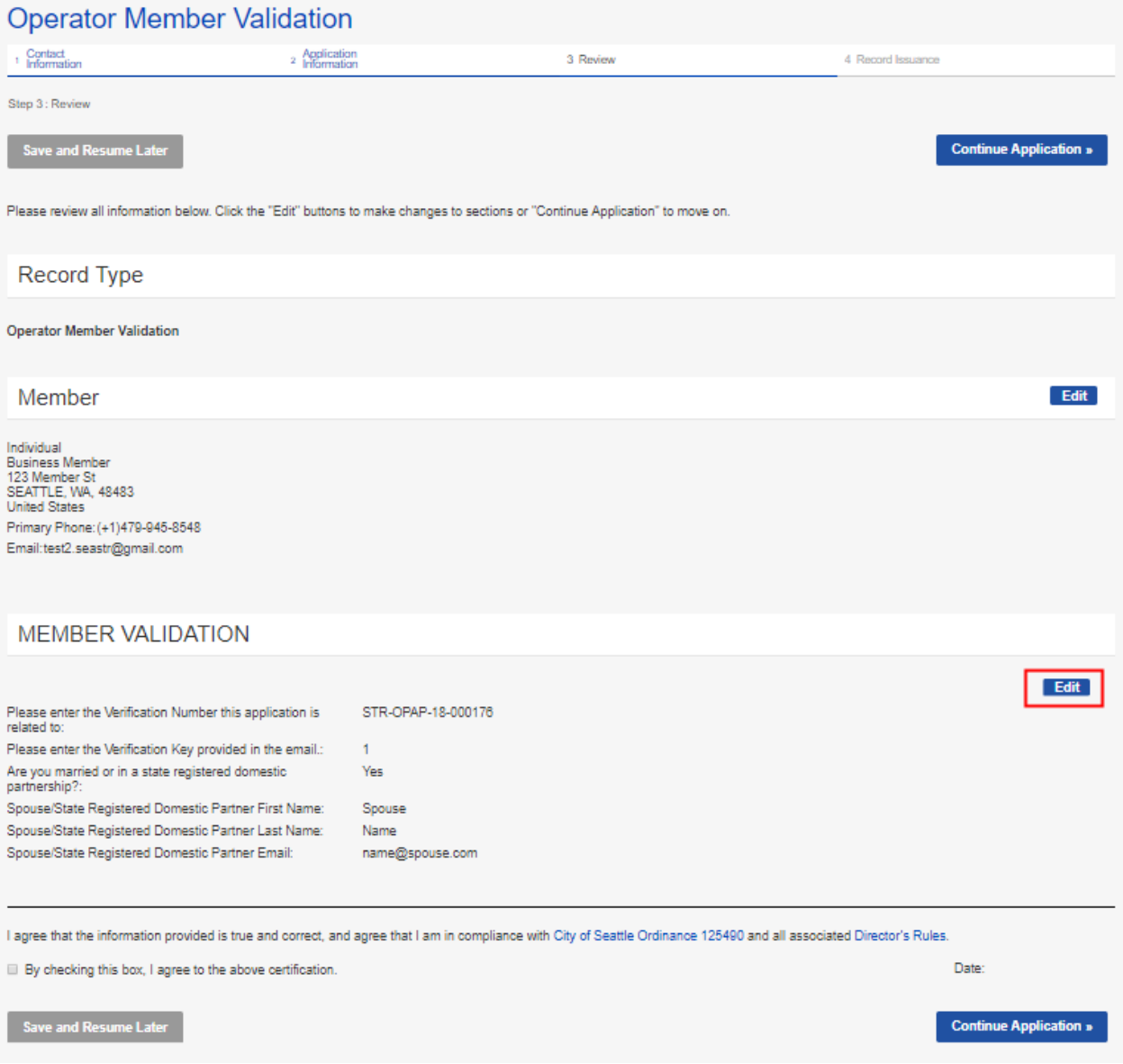
Answer yes or no to the third question. If “yes” is selected, then additional fields for the spouse or state registered domestic partner’s first name, last name and email address will be required. The spouse or state registered domestic partner will be required to complete a related person validation; see section 2.3 for instructions.

Click the “Continue Application” button.



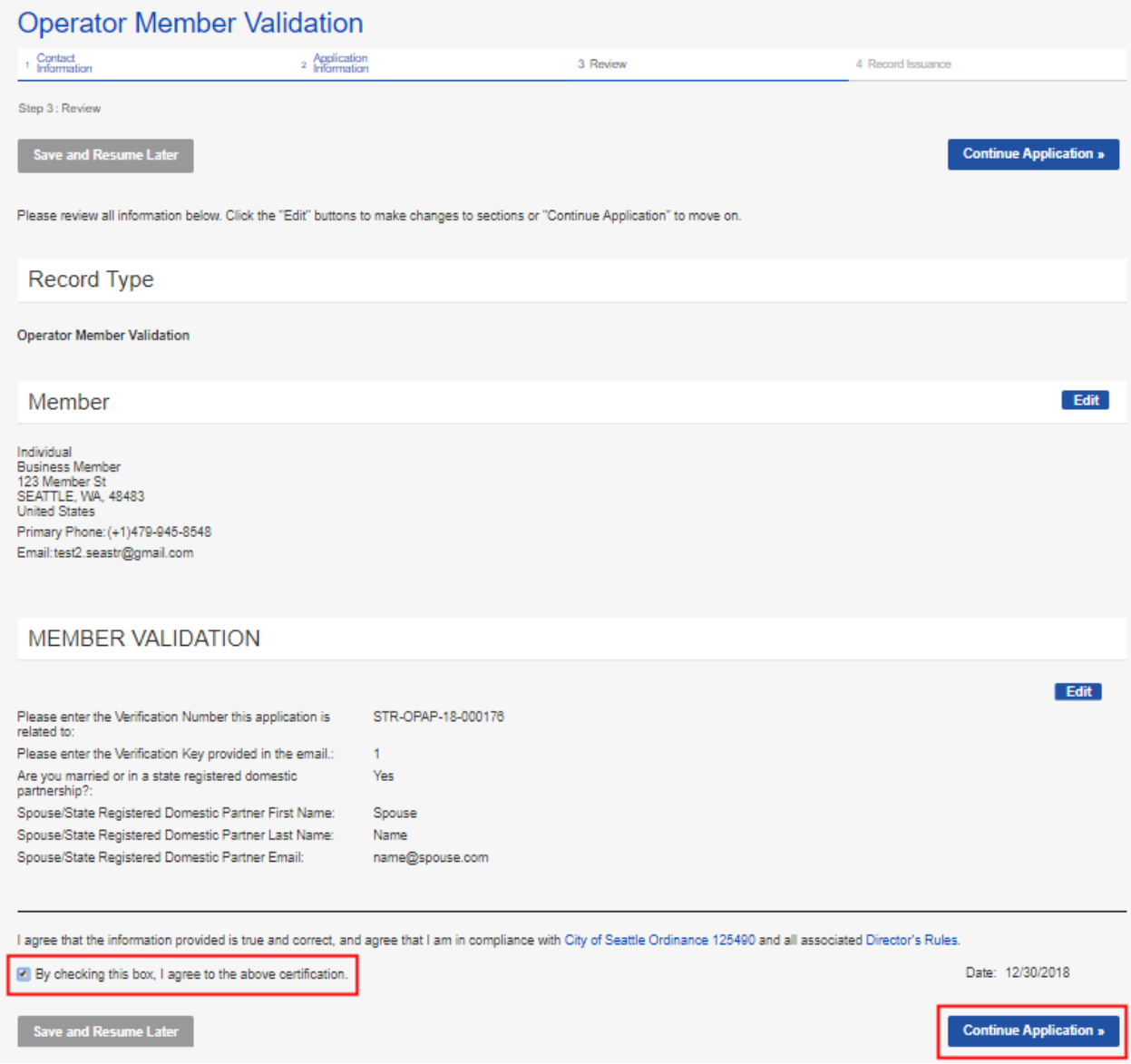
2.2.8.

Review the information entered to confirm it is correct. If changes are needed, click the edit button in the section that needs changing. Click the “Edit” button.

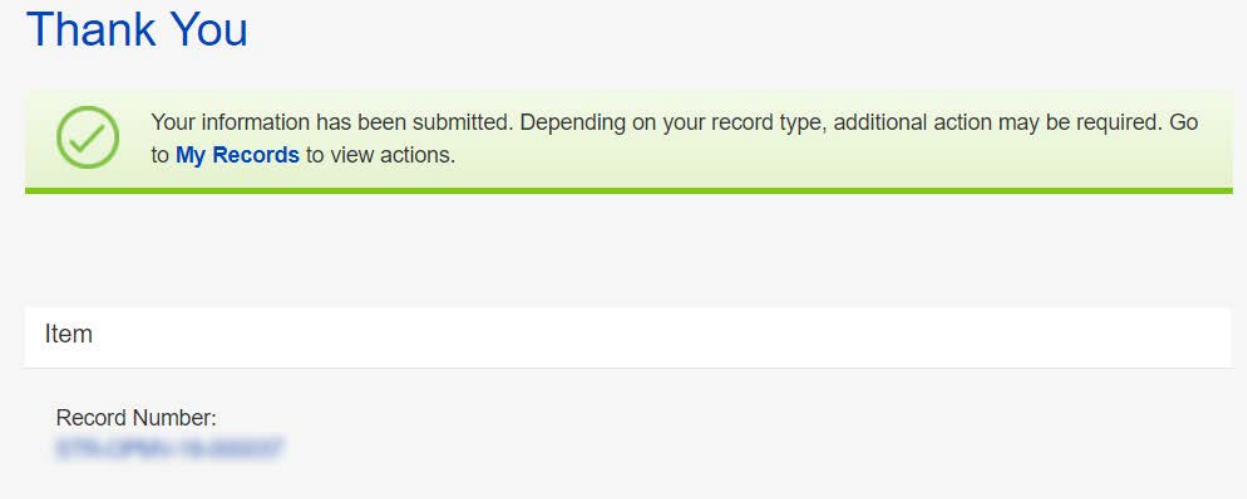


2.2.9.

Once you have reviewed the details and confirmed the information is correct, check the box at the bottom of the page, then click the “Continue Application” button.



2.2.10.
The thank you page loads and indicates you have completed all of the required information.



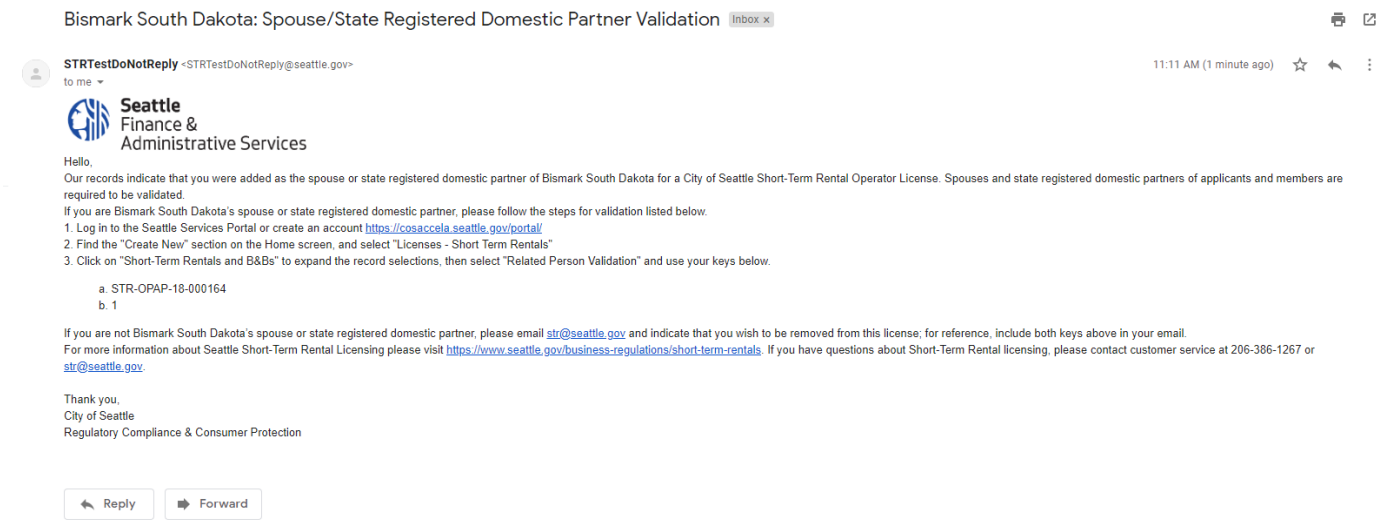
2.3: Related person validation

Related person validations are required to be completed by any spouse or state registered domestic partner of an applicant or any member of a principal applicant. All related person validations and member validations must be complete for units to be added to the application.

If an applicant or a member of an LLC, corporation or partnership is married or in a state registered domestic partnership the person is required to list their spouse or state registered domestic partner. Below are the steps the spouse or state registered domestic partner will be required to take.

2.3.1.

You will receive an email. This email contains two codes; you will need these codes to complete the validation.



Bismark South Dakota: Spouse/State Registered Domestic Partner Validation Inbox ×

STRTestDoNotReply <STRTestDoNotReply@seattle.gov> 11:11 AM (1 minute ago)
to me

Seattle
Finance &
Administrative Services

Hello,
Our records indicate that you were added as the spouse or state registered domestic partner of Bismark South Dakota for a City of Seattle Short-Term Rental Operator License. Spouses and state registered domestic partners of applicants and members are required to be validated.
If you are Bismark South Dakota's spouse or state registered domestic partner, please follow the steps for validation listed below.
1. Log in to the Seattle Services Portal or create an account https://cosaccela.seattle.gov/portal/
2. Find the "Create New" section on the Home screen, and select "Licenses - Short Term Rentals"
3. Click on "Short-Term Rentals and B&Bs" to expand the record selections, then select "Related Person Validation" and use your keys below.

a. STR-OPAP-18-000164
b. 1

If you are not Bismark South Dakota's spouse or state registered domestic partner, please email str@seattle.gov and indicate that you wish to be removed from this license; for reference, include both keys above in your email.
For more information about Seattle Short-Term Rental Licensing please visit https://www.seattle.gov/business-regulations/short-term-rentals. If you have questions about Short-Term Rental licensing, please contact customer service at 206-386-1267 or str@seattle.gov.

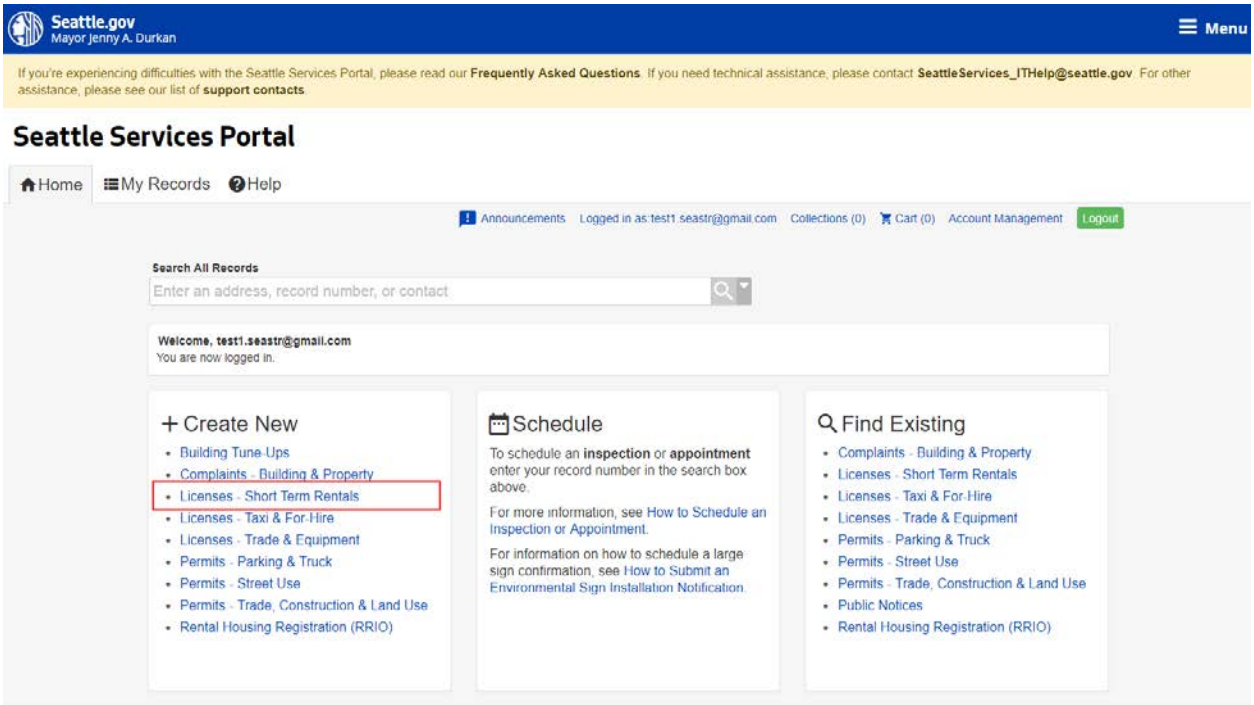
Thank you,
City of Seattle
Regulatory Compliance & Consumer Protection

Reply Forward

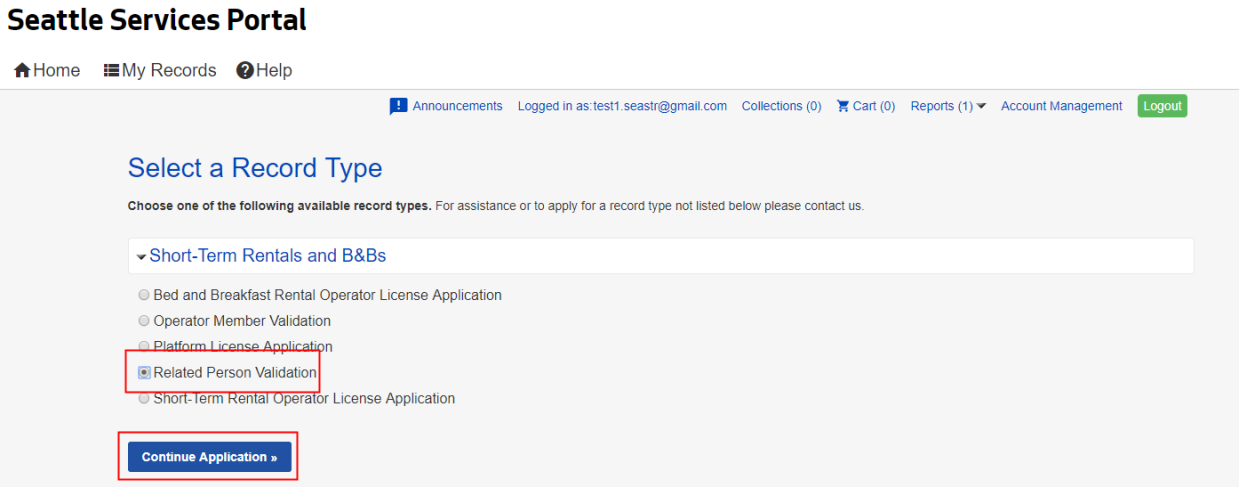
2.3.2.

Follow the link in the email to the Seattle Services Portal. If you have an account already, log in. If not, see Section 1.4 for creating an account.

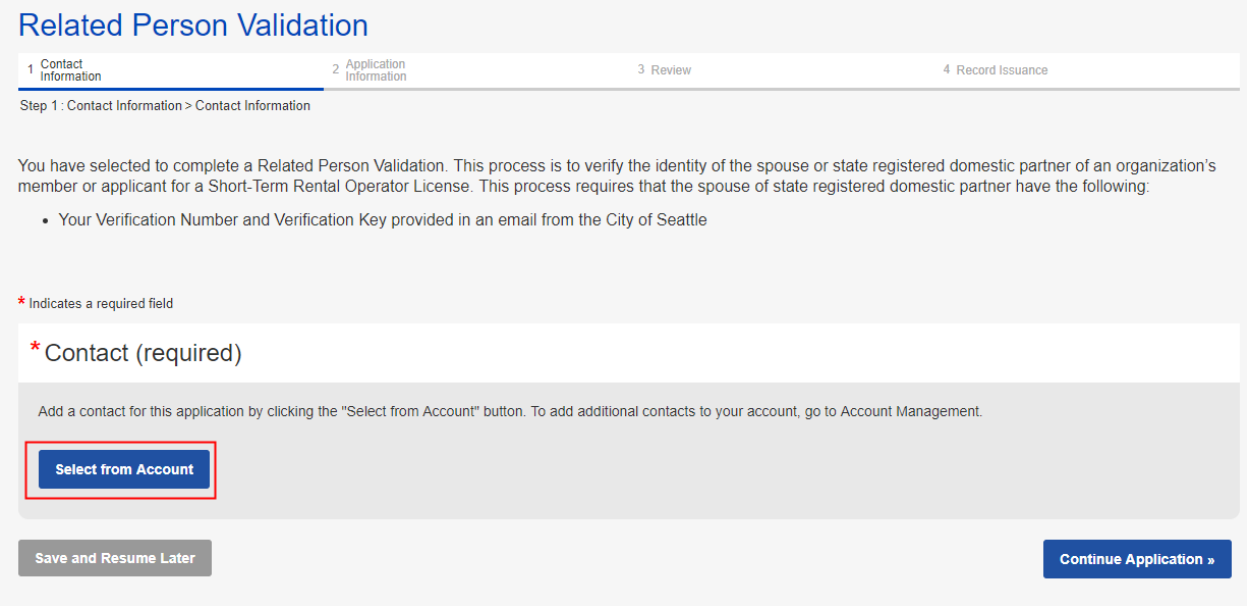
After logging in, from the homepage find the Create New section, and select “Licenses – Short Term Rentals.”



A new page loads and prompts you to select a record type. Select “Related Person Validation” and click the “Continue Application” button.

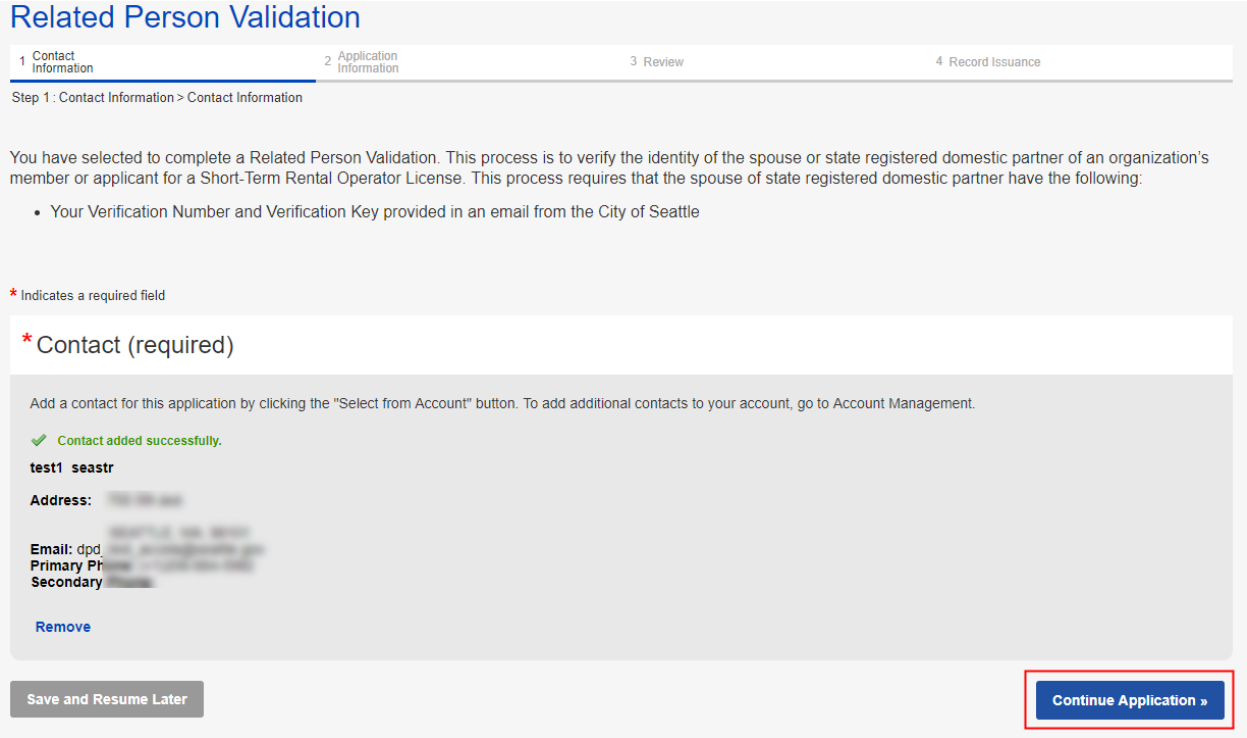


Choose the “Select from Account” button.

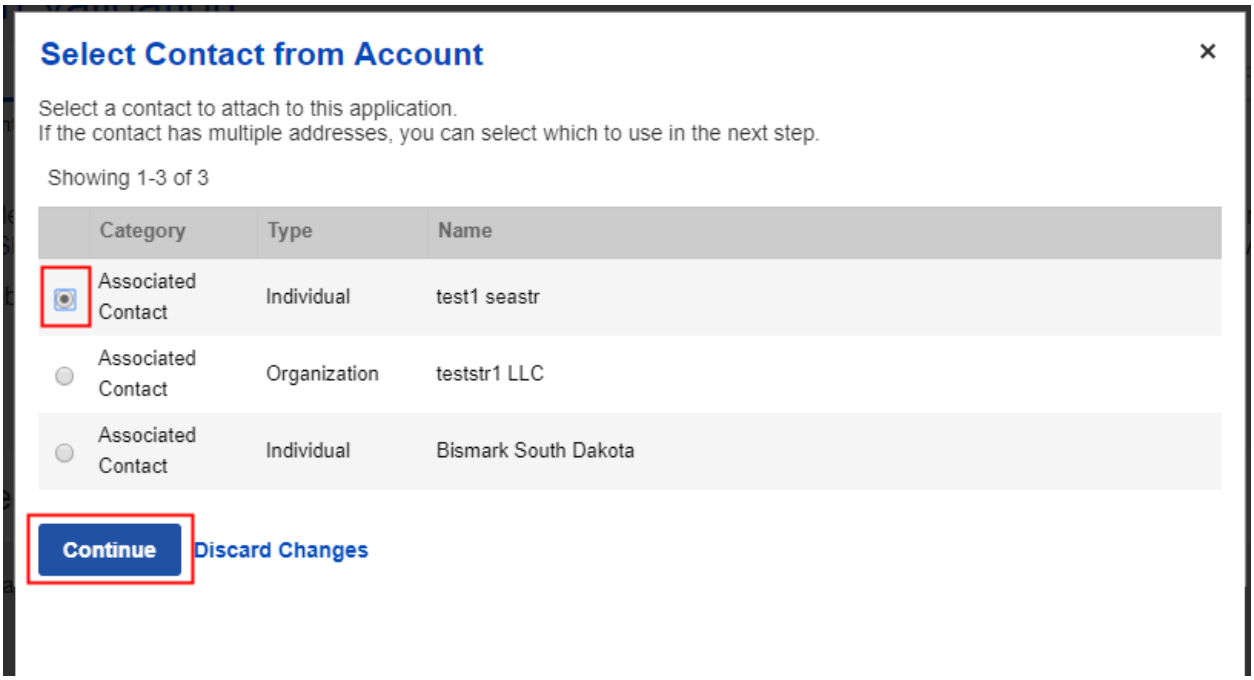


The contact should be the spouse or state registered domestic partner of the applicant or member. If the correct contact is not in your account, follow Section 2.3 to add additional contacts to your account.

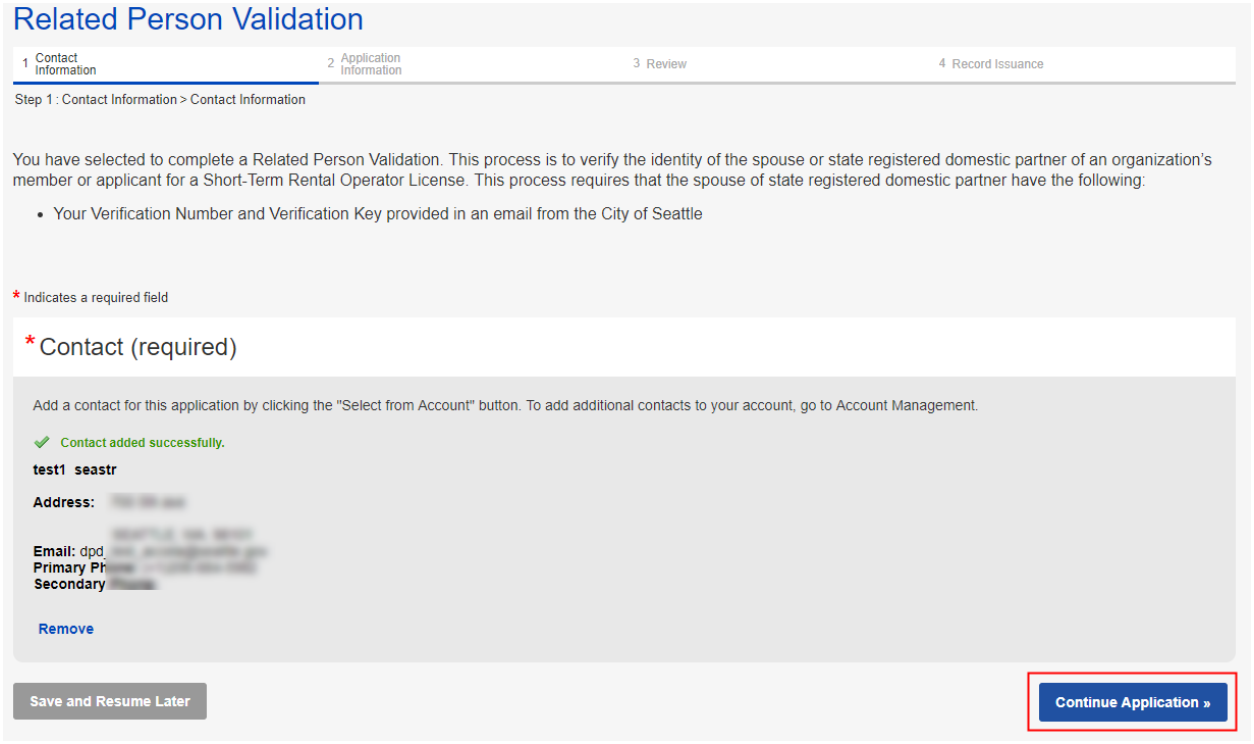
If there is only one contact in your account, that contact will be automatically selected and added to the related person validation. Green text indicating the contact is added successfully displays. Click the "Continue Application" button.



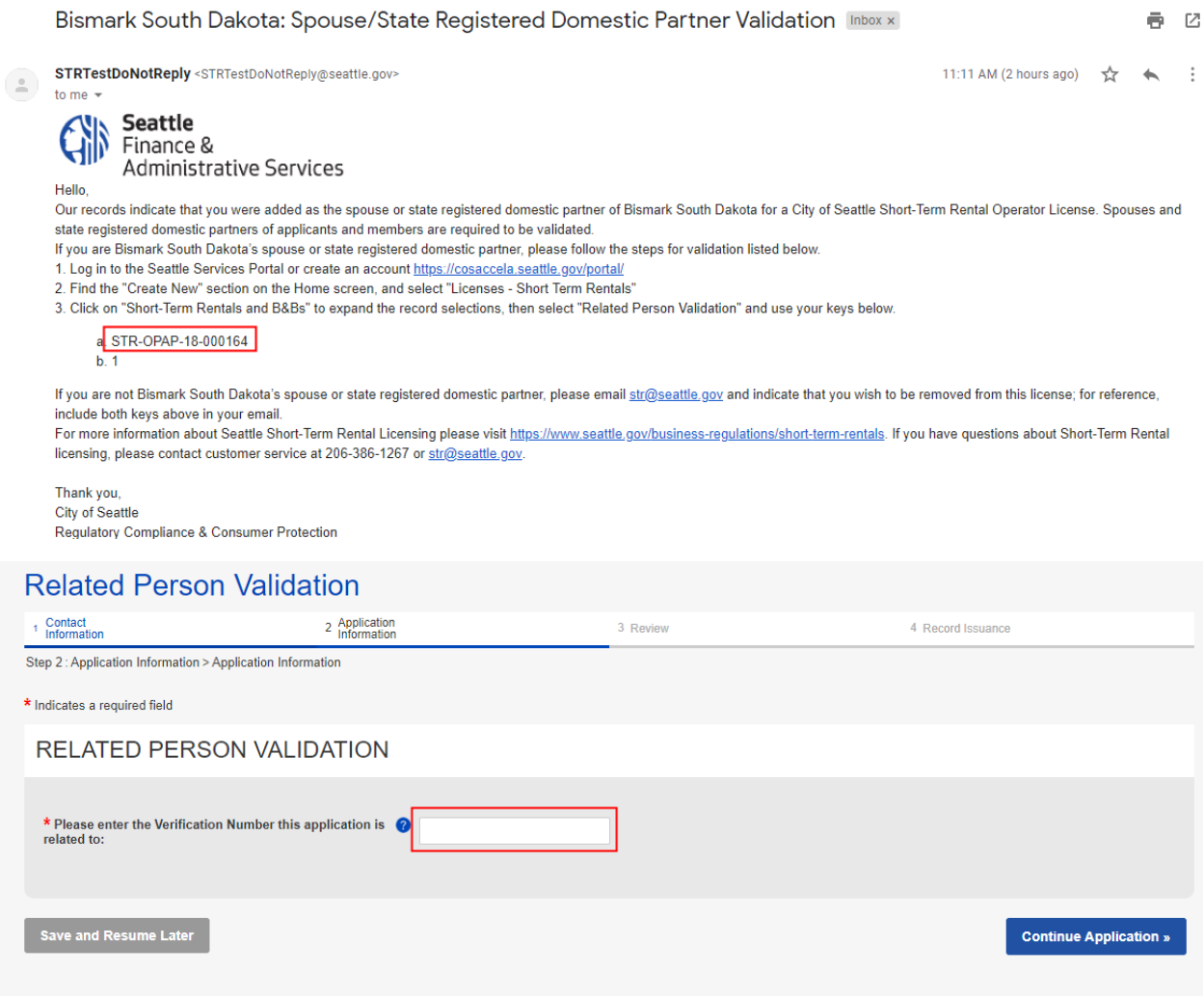
If more than one contact is in your account, a new window will open and offer options. Select the radio button to the left of the contact you wish to select, then click the “Continue” button.



Green text indicating the contact is added successfully displays. Click the “Continue Application” button.



Enter the first number listed in the email in the field provided.



Bismark South Dakota: Spouse/State Registered Domestic Partner Validation Inbox ×

STRTestDoNotReply <STRTestDoNotReply@seattle.gov> 11:11 AM (2 hours ago)
to me

Seattle
Finance &
Administrative Services

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a. STR-OPAP-18-000164
b. 1

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Thank you,
City of Seattle
Regulatory Compliance & Consumer Protection

Related Person Validation

1 Contact Information | 2 Application Information | 3 Review | 4 Record Issuance

Step 2 : Application Information > Application Information

* Indicates a required field

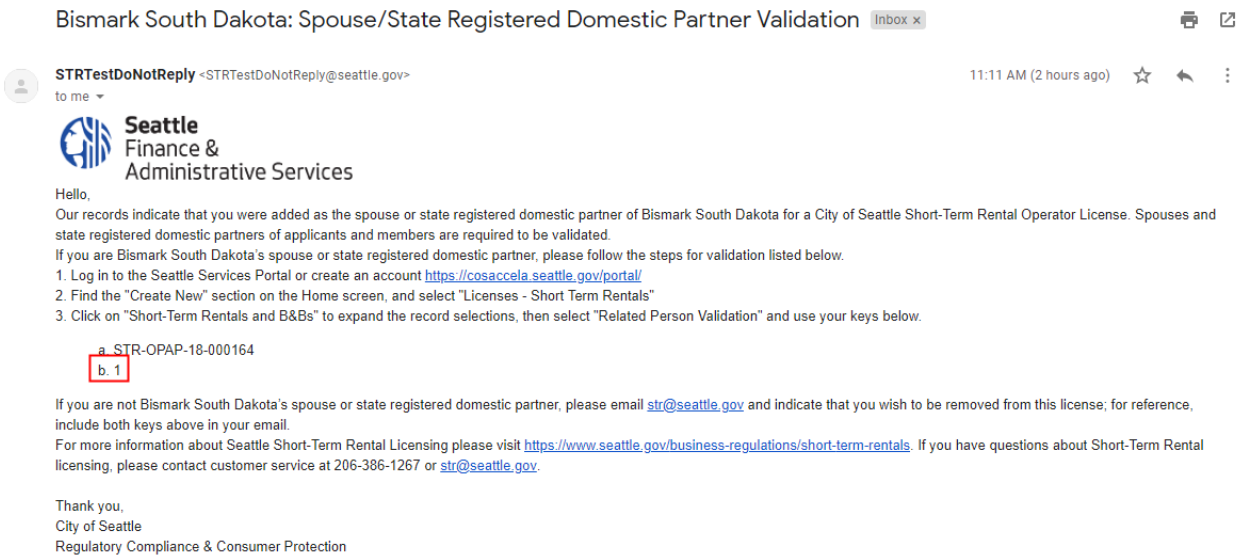
RELATED PERSON VALIDATION

* Please enter the Verification Number this application is related to:

Save and Resume Later

Continue Application »

After you enter the first number, the second field becomes available. Enter the second number from the email in the newly available field and click the “Continue Application” button



Bismark South Dakota: Spouse/State Registered Domestic Partner Validation Inbox ×

STRTestDoNotReply <STRTestDoNotReply@seattle.gov> 11:11 AM (2 hours ago)
to me

Seattle
Finance &
Administrative Services

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2. Find the "Create New" section on the Home screen, and select "Licenses - Short Term Rentals"
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b. 1

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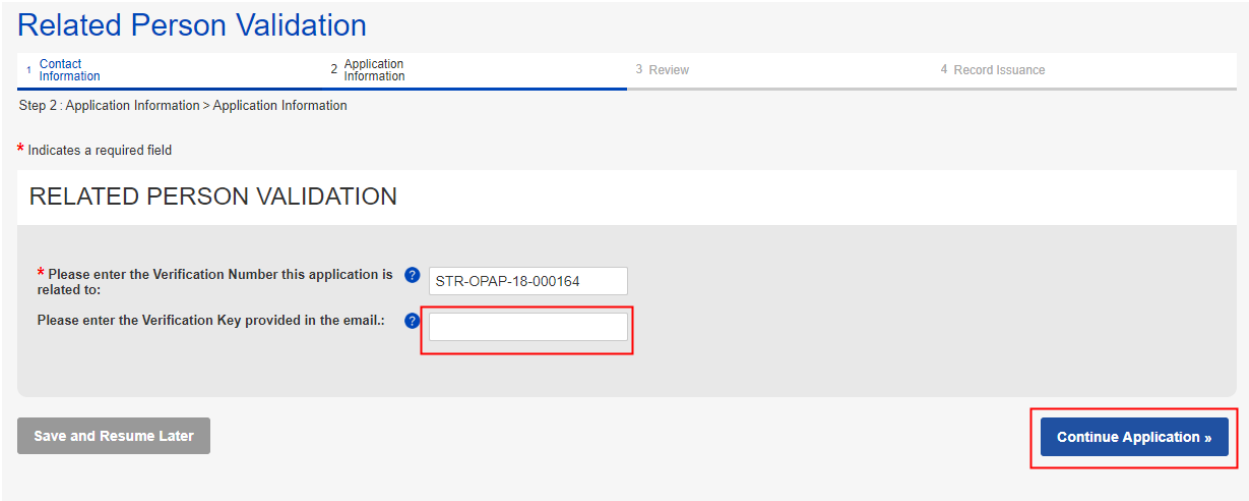
Thank you,
City of Seattle
Regulatory Compliance & Consumer Protection



Related Person Validation

1 Contact Information | 2 Application Information | 3 Review | 4 Record Issuance

Step 2 : Application Information > Application Information

* Indicates a required field

RELATED PERSON VALIDATION

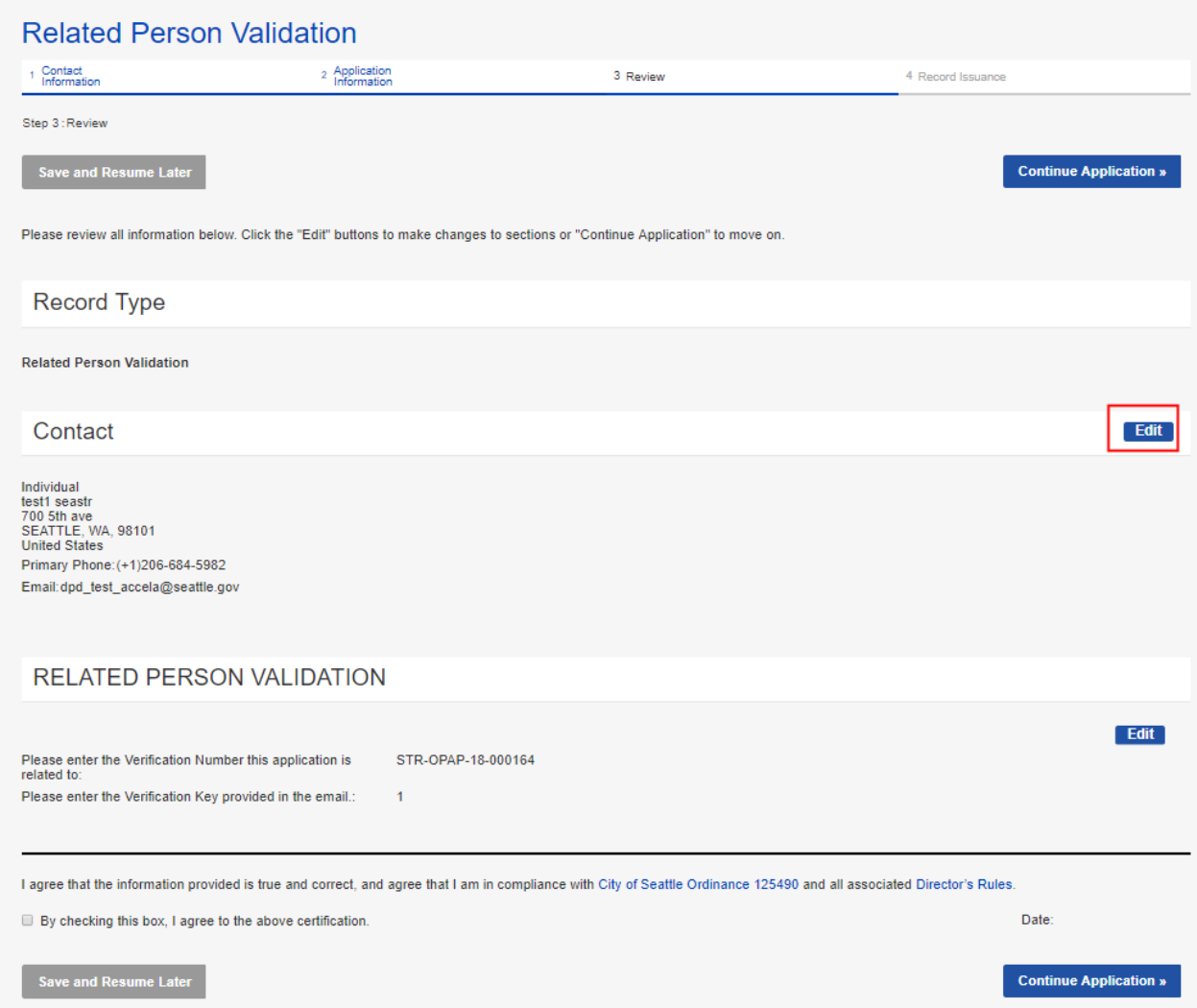
* Please enter the Verification Number this application is related to: STR-OPAP-18-000164

Please enter the Verification Key provided in the email.:

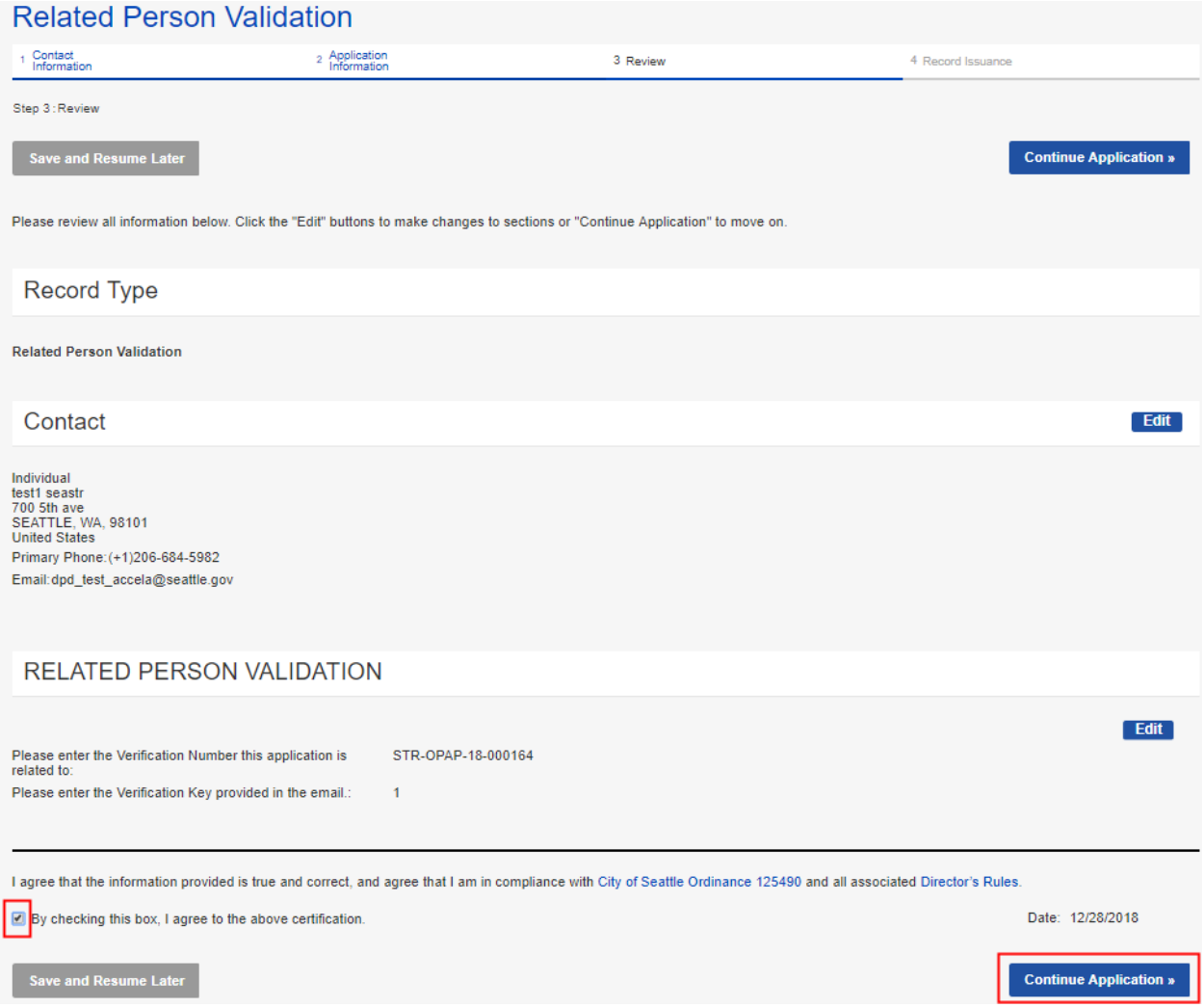
Save and Resume Later

Continue Application »

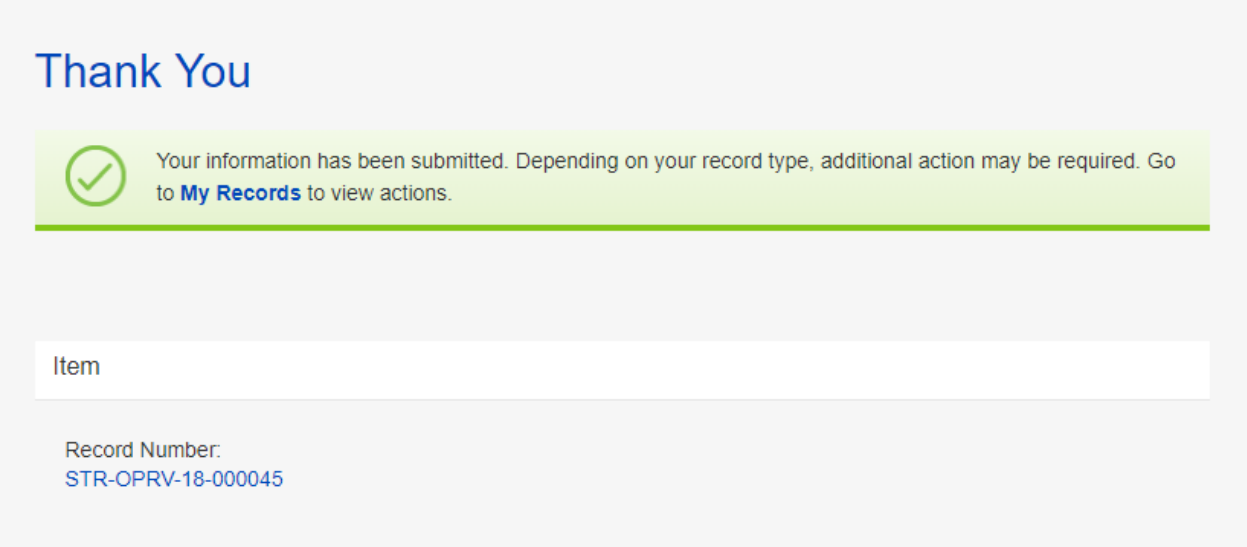
Review the information entered to confirm it is correct. If changes are needed, click the edit button in the section that needs changing. Click the “Edit” button.



Once you have reviewed the details, and confirmed the information is correct, check the box at the bottom of the page, then click the “Continue Application” button.



The thank you page loads and indicates you have completed all of the required information.

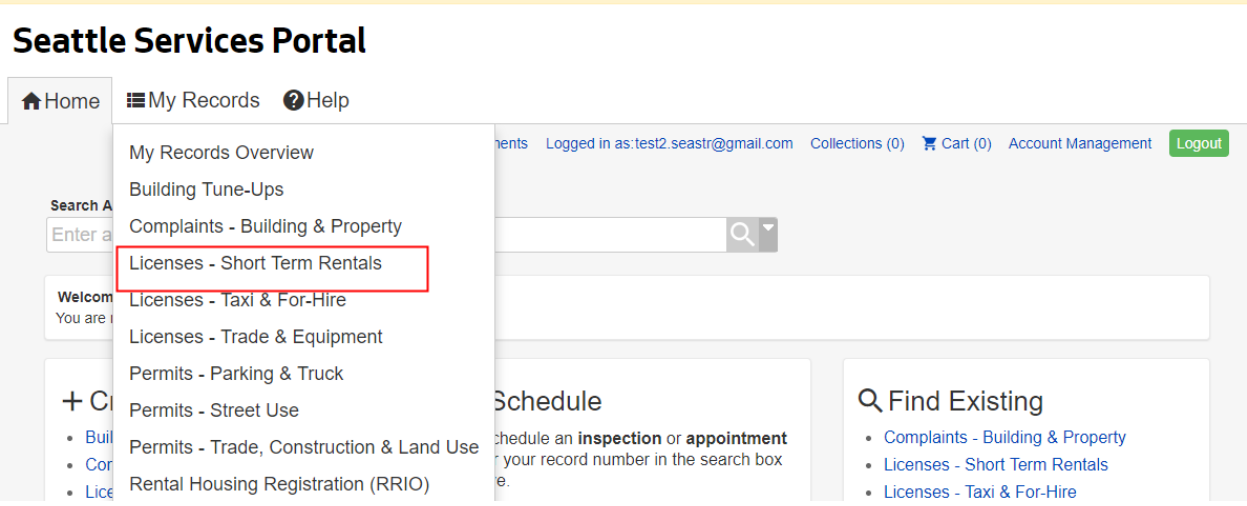


2.4: Unit management

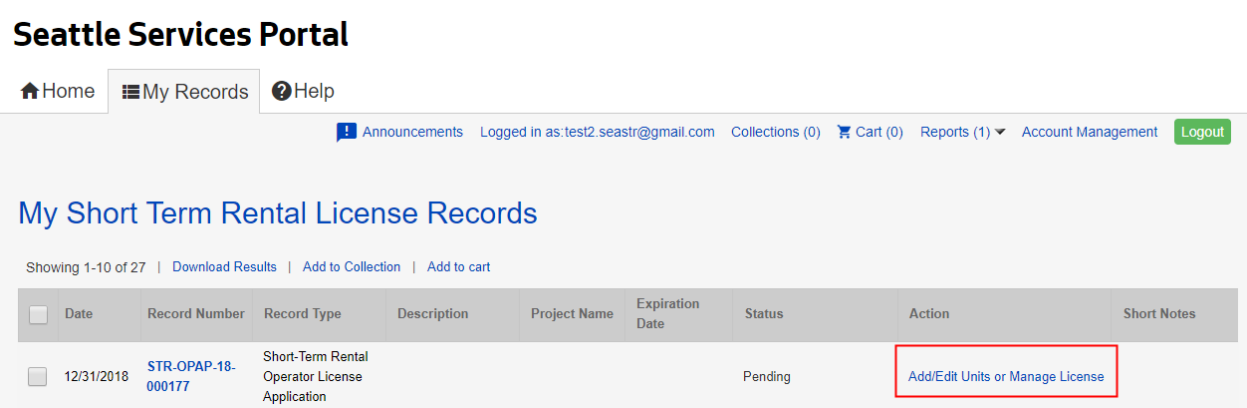
After all members and spouses/state registered domestic partners complete validations, the applicant will receive an email indicating the application is in a status of “pending” and is ready to add units.

2.4.1.

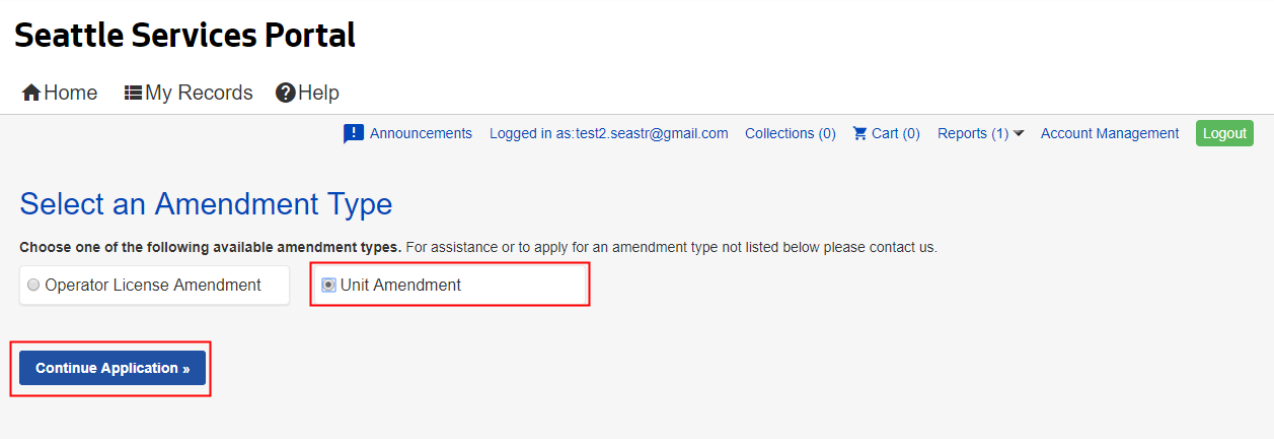
After logging in, from the Seattle Services Portal homepage, click the “My Records” tab and select “Licenses – Short Term Rentals.”



2.4.2.
Locate the license application, and click “Add/Edit Units or Manage License.”

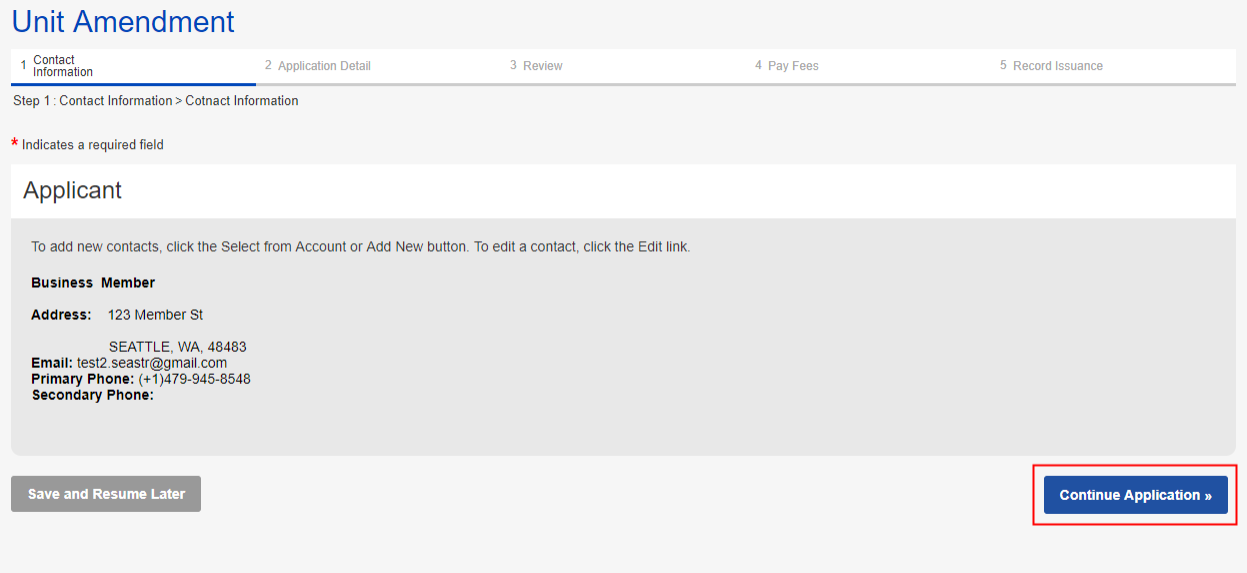


2.4.3.
Select “Unit Amendment” and then click the “Continue Application” button.



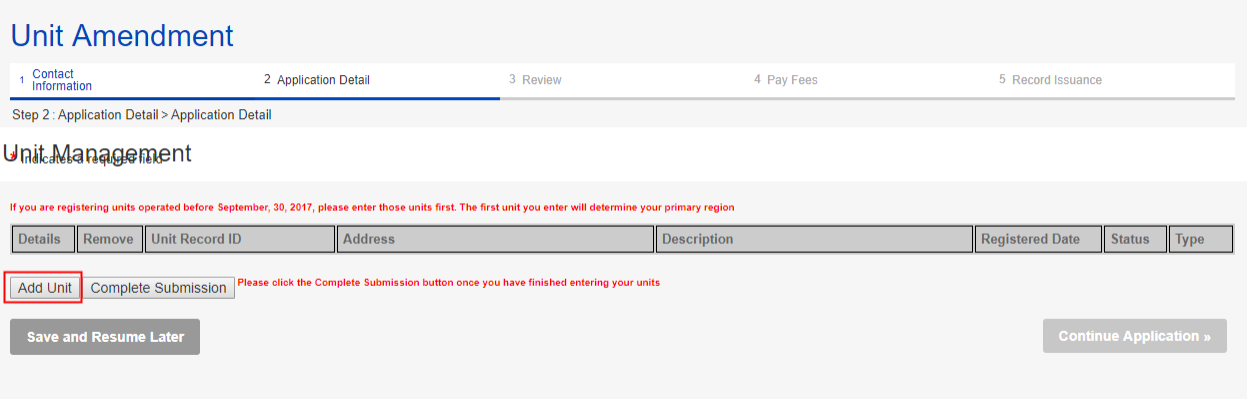
2.4.4.

The next page displays the contact information for the applicant. Click the “Continue Application” button.



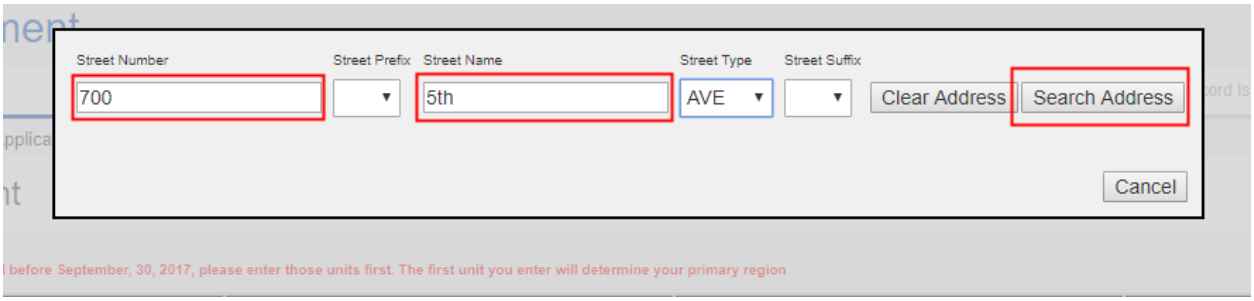
2.4.5.

The next page displays an interface to add units. Click the “Add Unit” button.



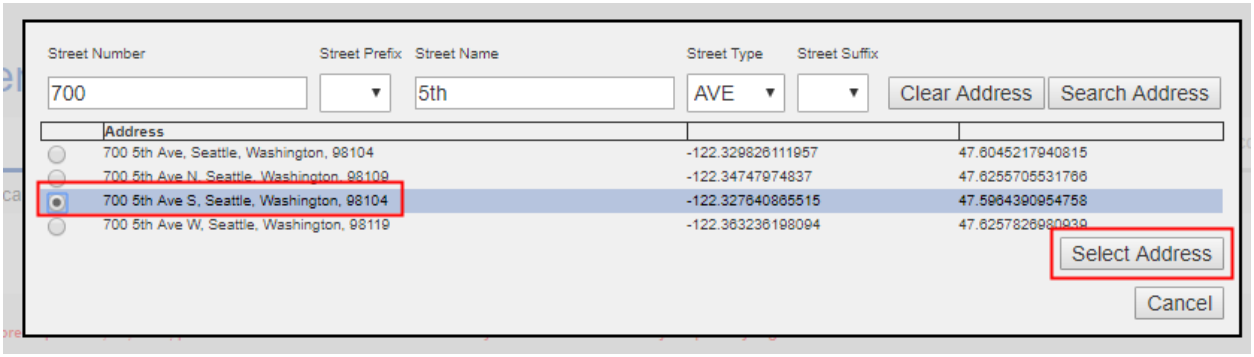
2.4.6.

A window appear to enter address fields. Street number and street name are required fields. Then click the “Search Address” button.



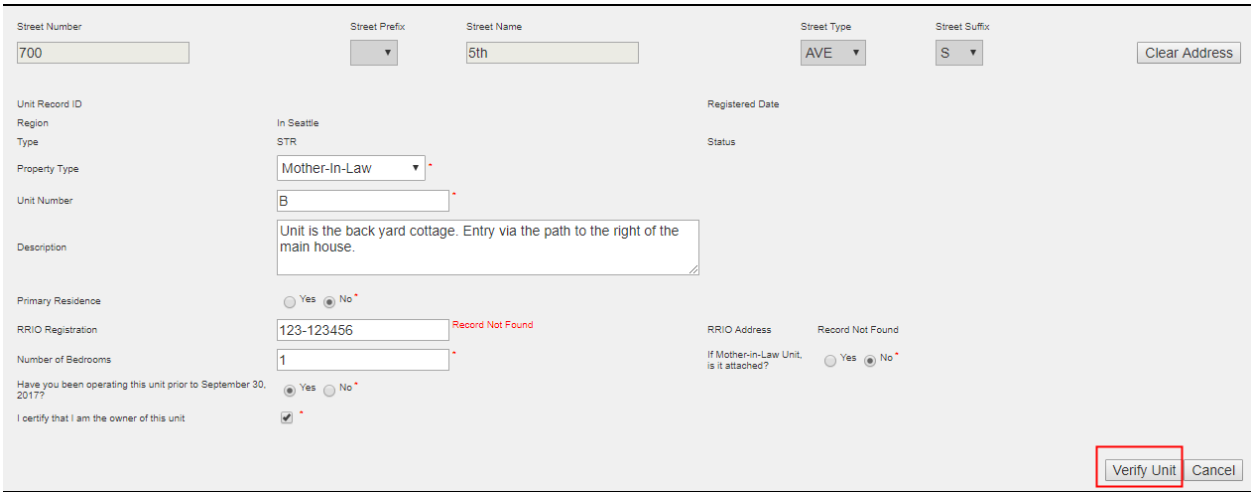
2.4.7.

The window then displays search results for addresses within the city of Seattle. Select the radio button to the left of the address that matches your unit, then click the “Select Address” button.



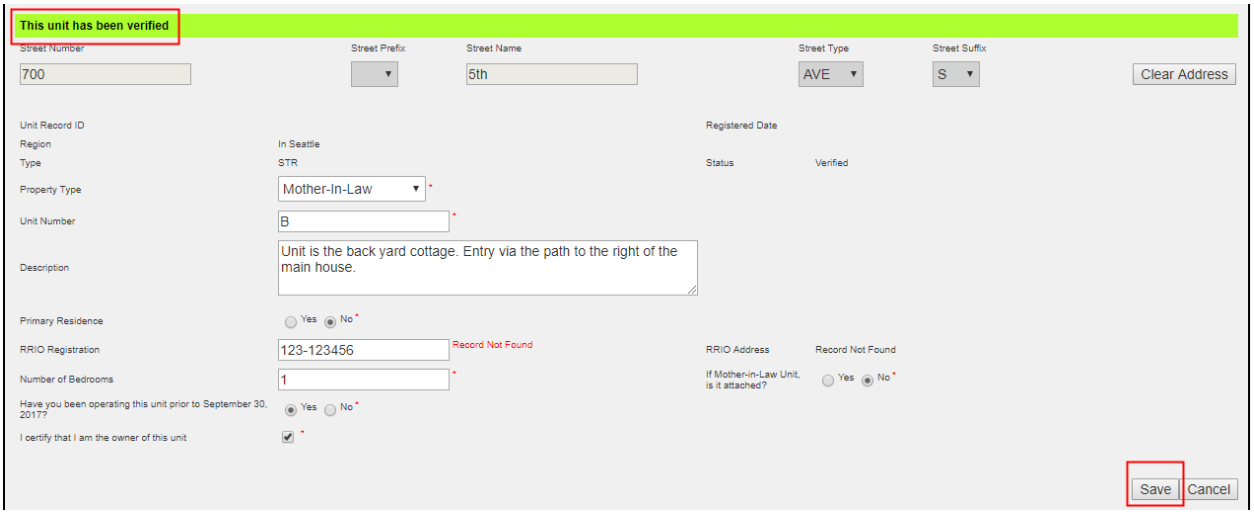
2.4.8.

The window loads for entering details about the unit. Additional fields display and become required depending on selections made. Complete all required fields, and then click the “Verify Unit” button.



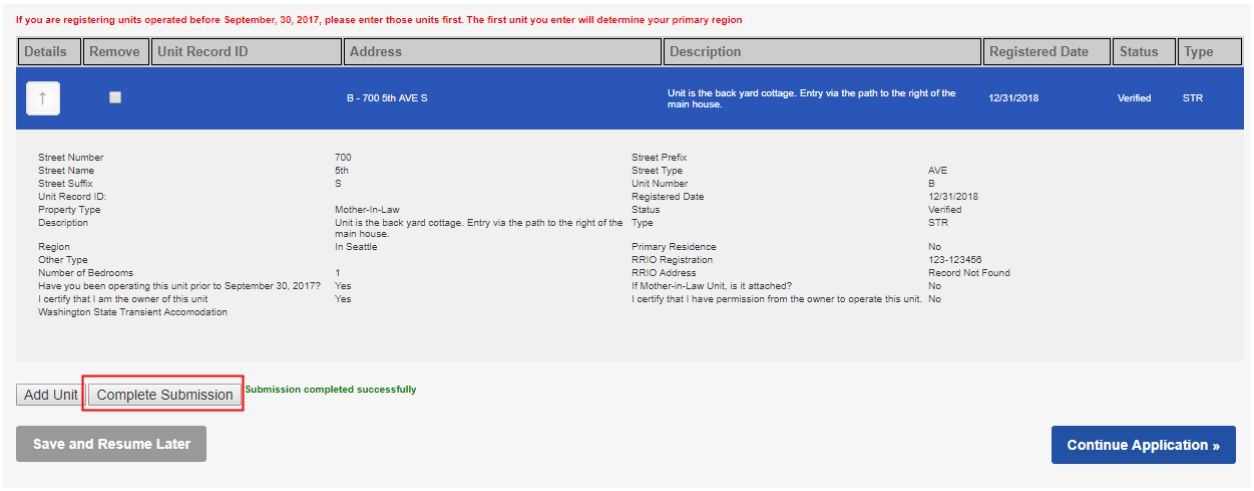
2.4.9.

If the unit fails to verify, then red highlighted text will display at the top of the screen. If the unit passes verification, then green highlighted text will display. Once the unit is verified, click the “Save” button.



2.4.10.

After saving, the unit is added to the Unit Management page. To add another unit, follow steps 2.4.5-2.4.9 again. Once all units are added, click the “Complete Submission” button. Green text will display indicating the submission was completed successfully.

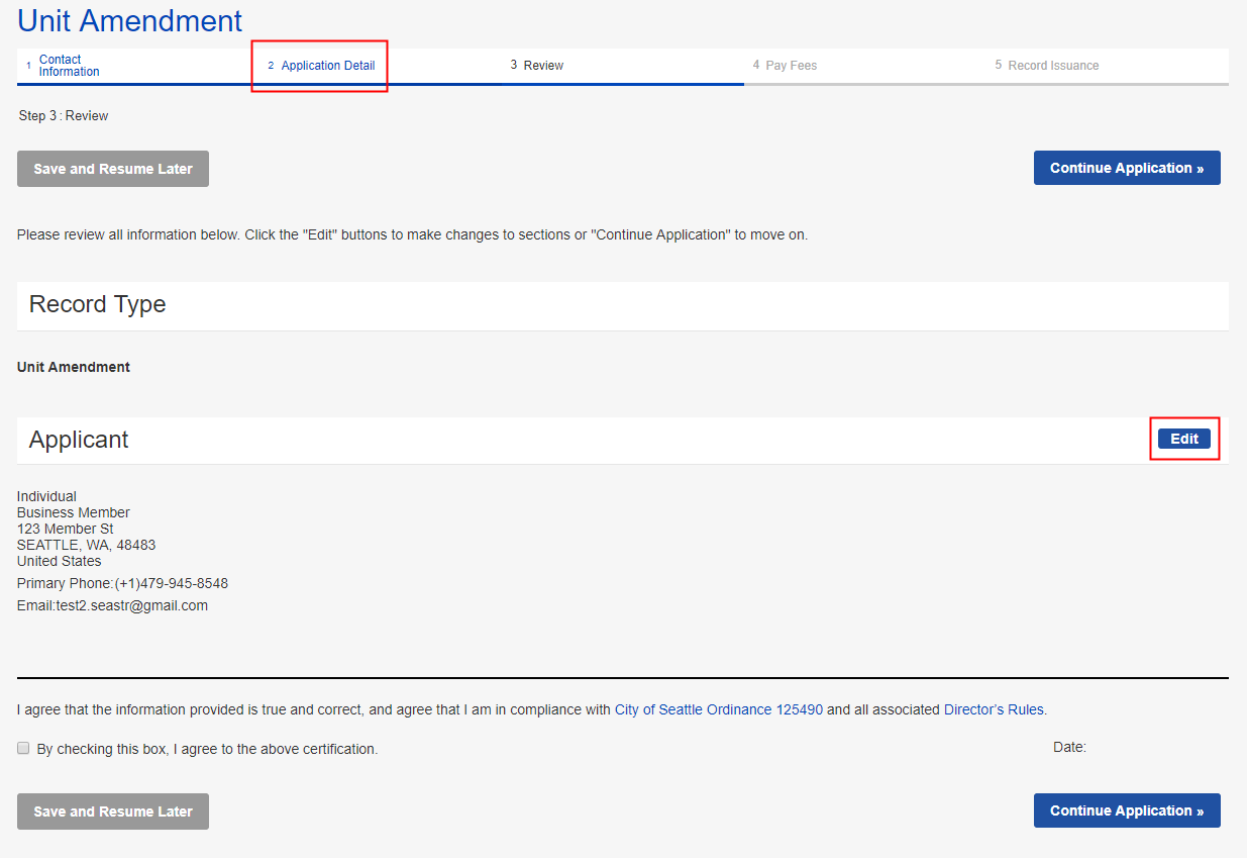


2.4.11.

Click the “Continue Application” button.

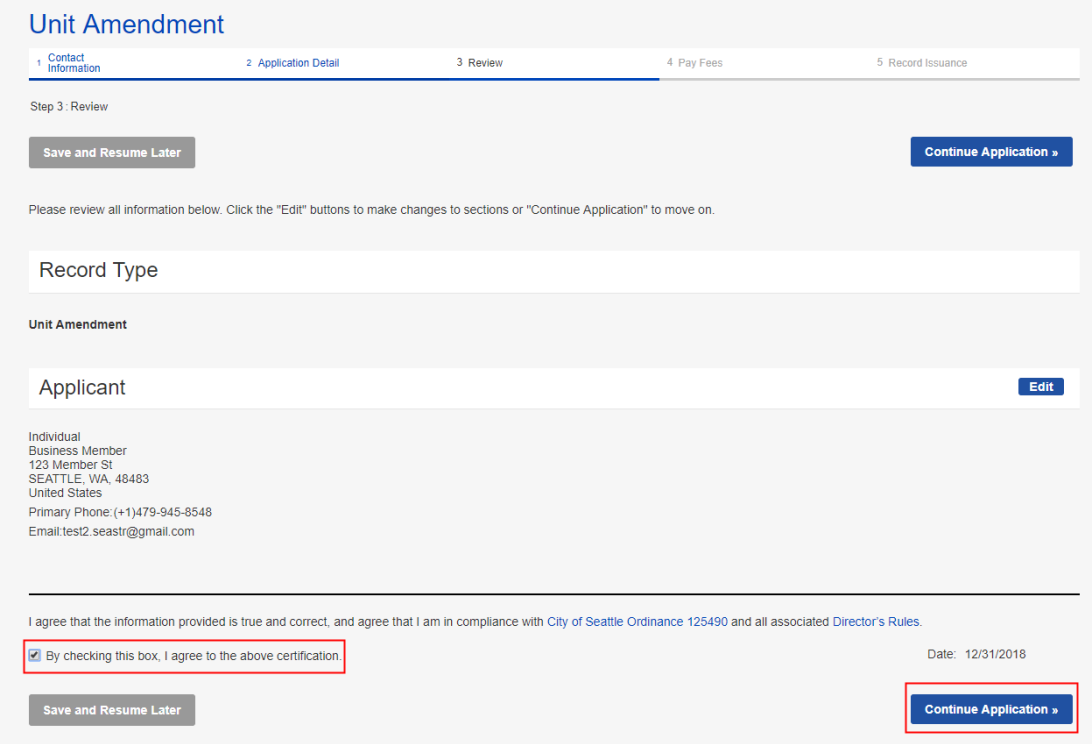
2.4.12.

Review the information entered. Note: Units entered do not display on this page. To make edits to the information entered, click the “Edit” button or click on the “Application Detail” breadcrumb.



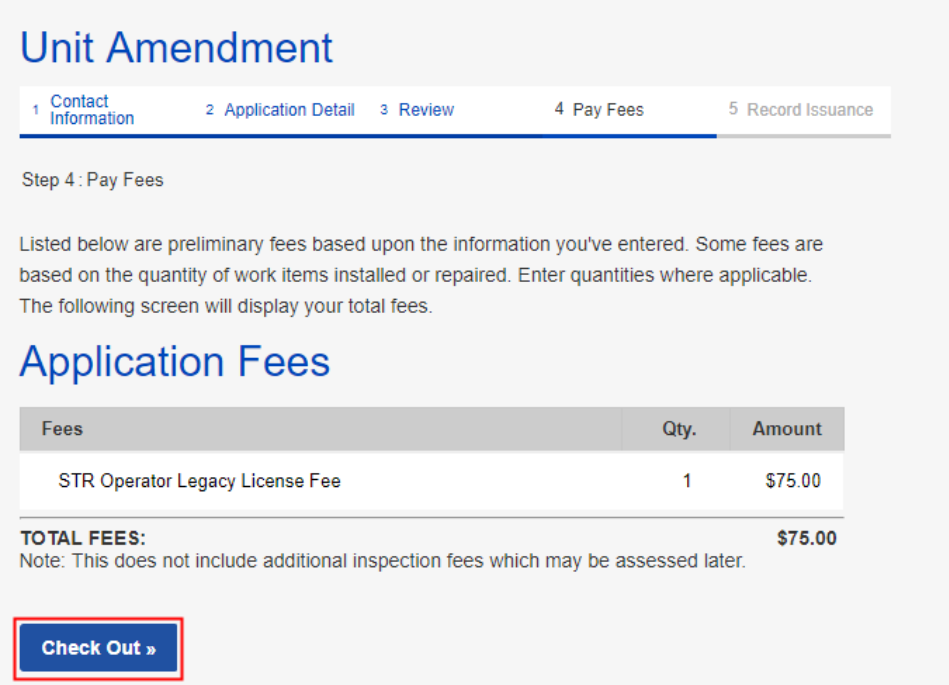
2.4.13.

When all of the information has been reviewed, click the check box indicating you agree to the certification, and then click the “Continue Application” button.



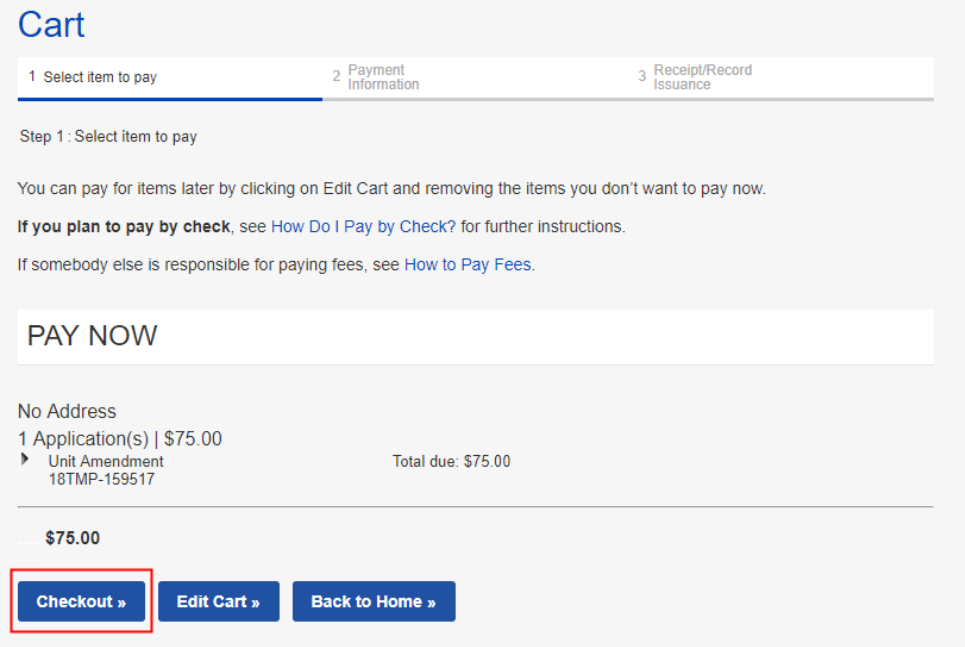
2.4.14.

The Application Fees page loads. Click the “Check Out” button to pay for the license.



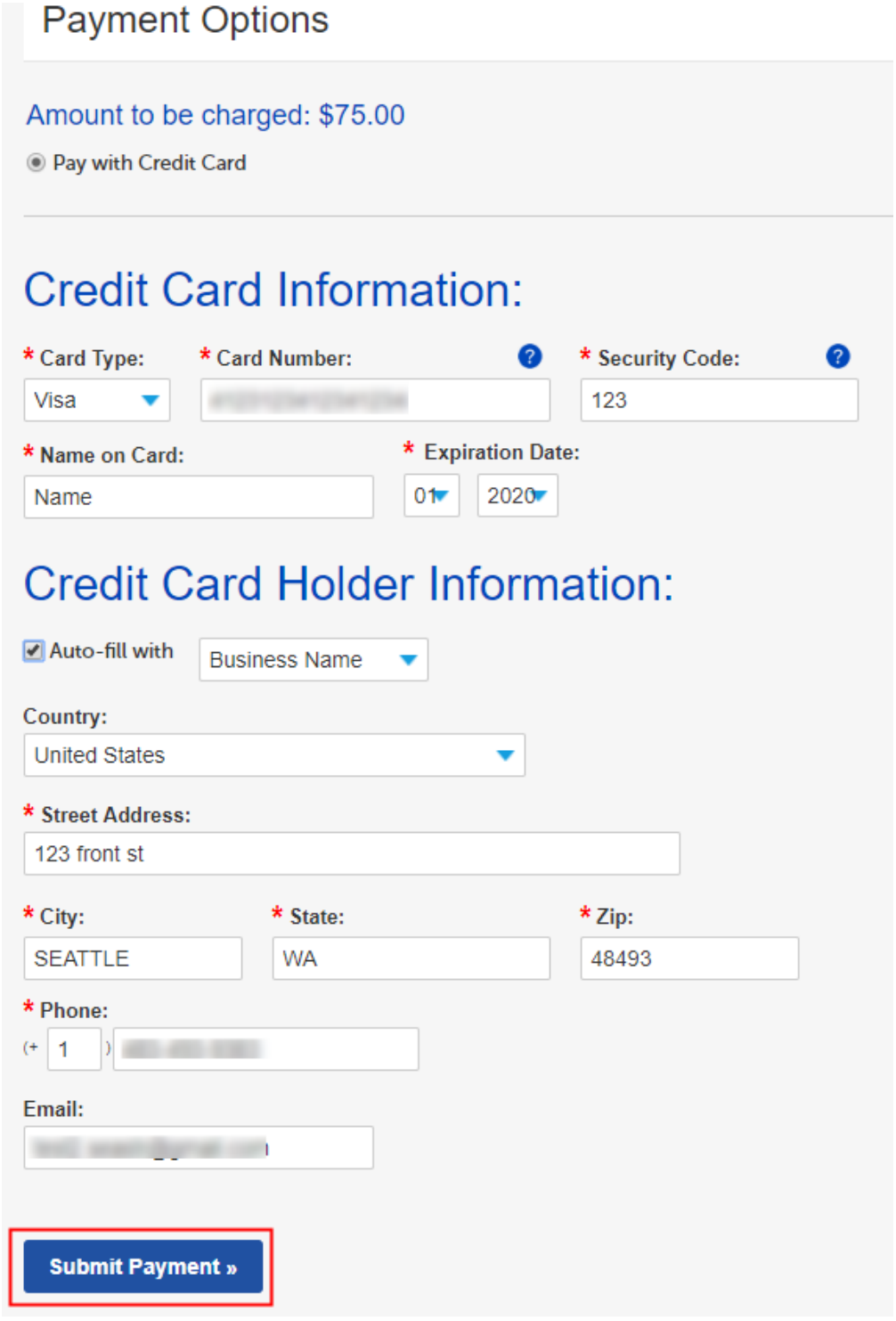
2.4.15.

The Cart page loads. Click the “Edit Cart” button if you need to make changes to your cart, or click the “Checkout” button to proceed to entering payment information.

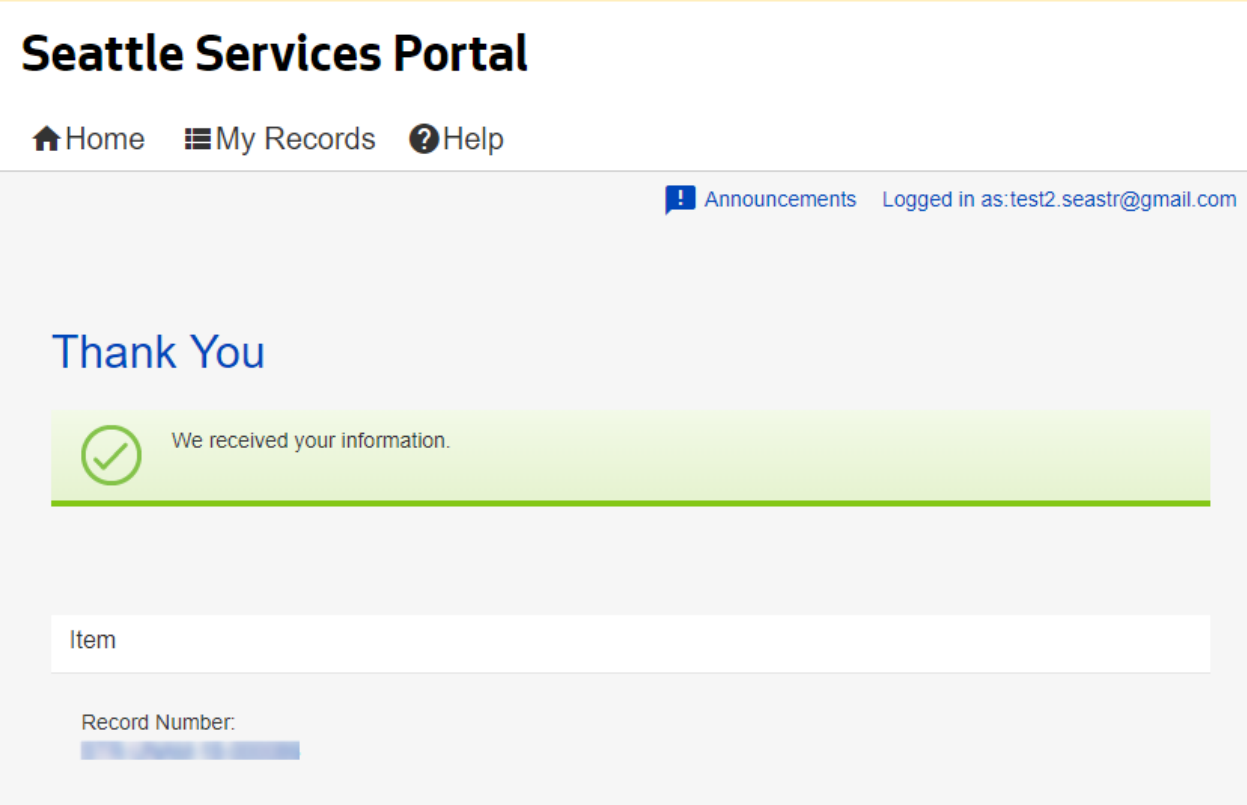


2.4.16.

Enter Payment information, and then click the “Submit Payment” button.



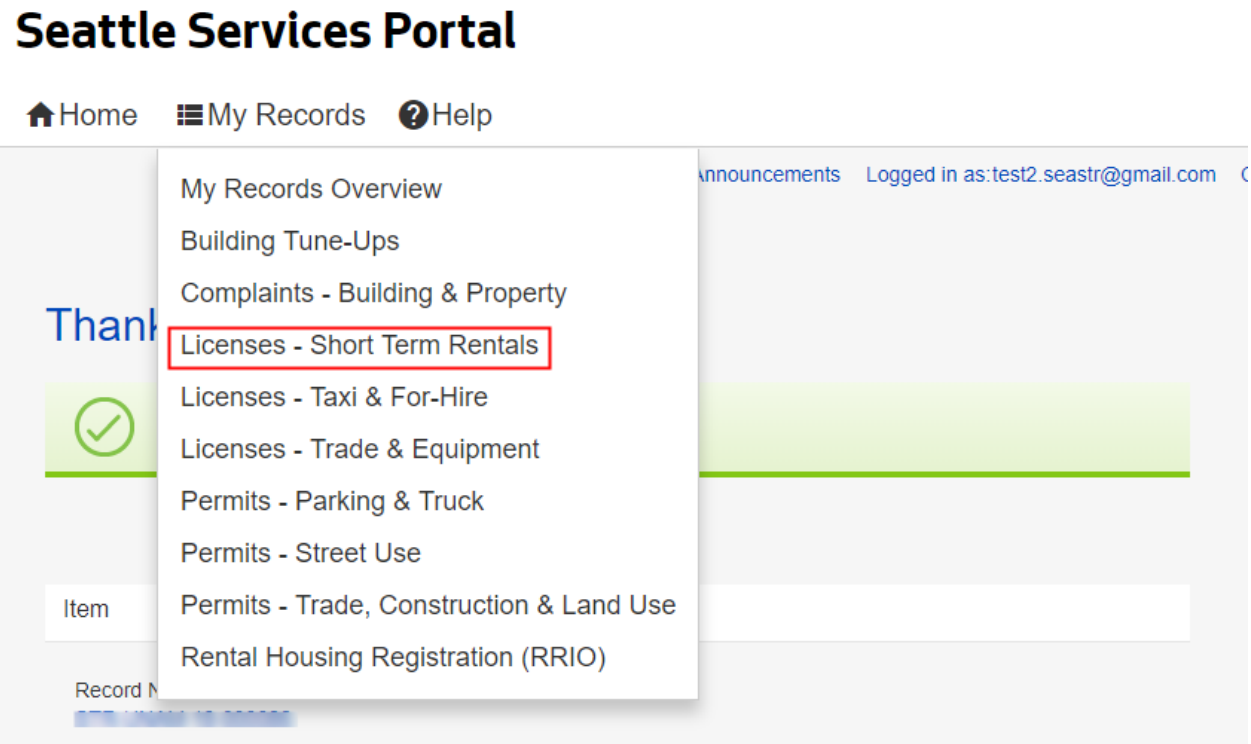
2.4.17.
The Thank You screen loads.



2.5: Viewing the license

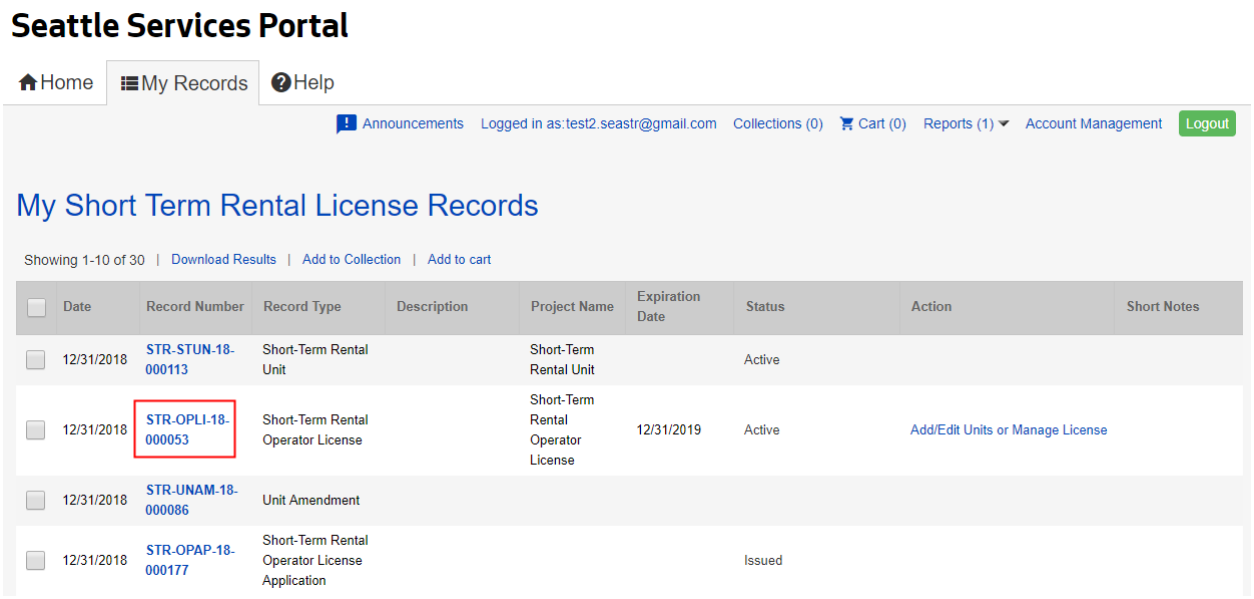
2.5.1.

To view the license, click the “My Records” tab and select “Licenses – Short Term Rentals.”

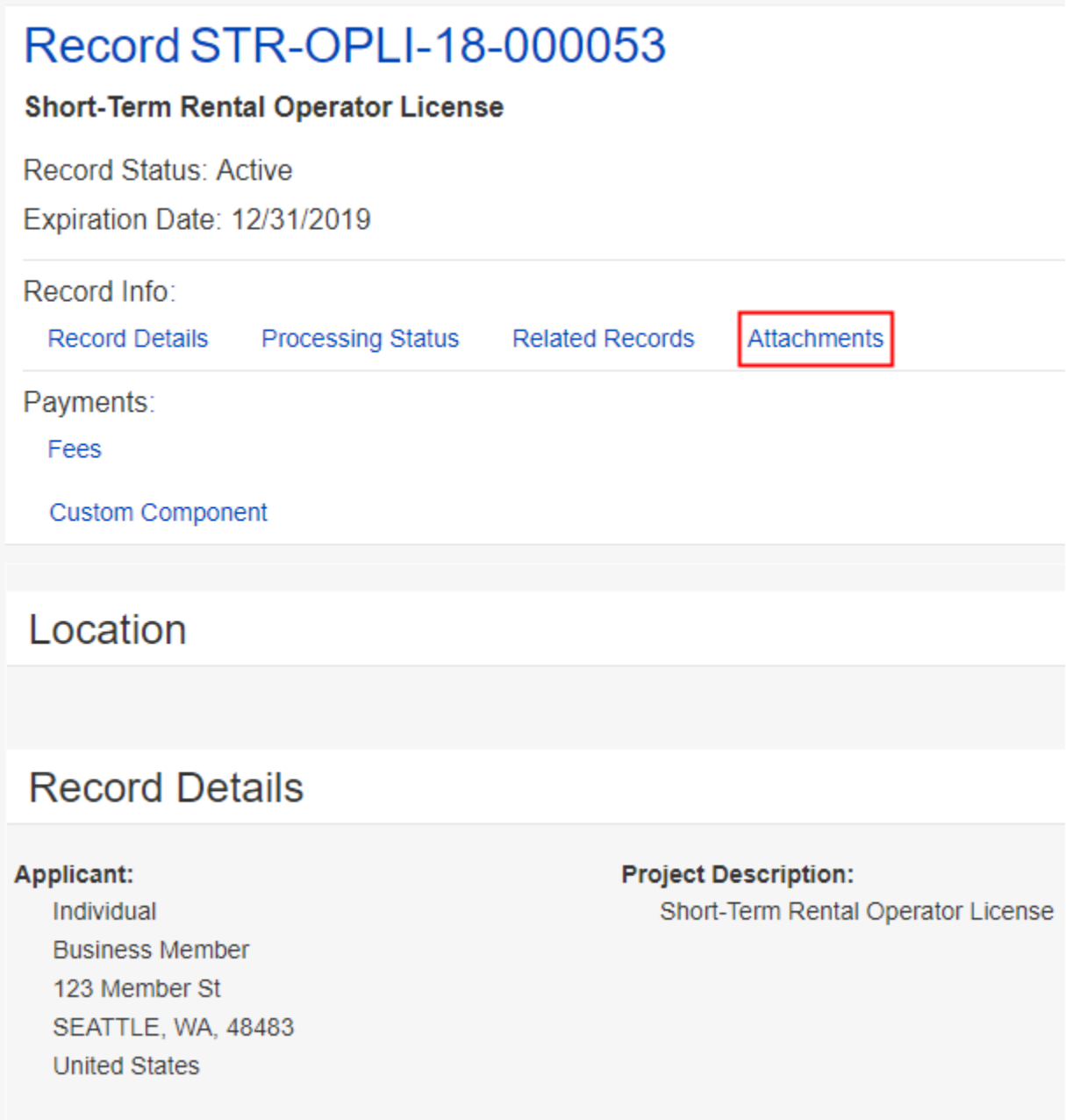


2.5.2.

The My Records section will now include a record for the short-term rental operator license application, the unit amendment record, a record for each short-term rental unit, and the short-term rental operator license. Click on the record number for the short-term rental operator license.

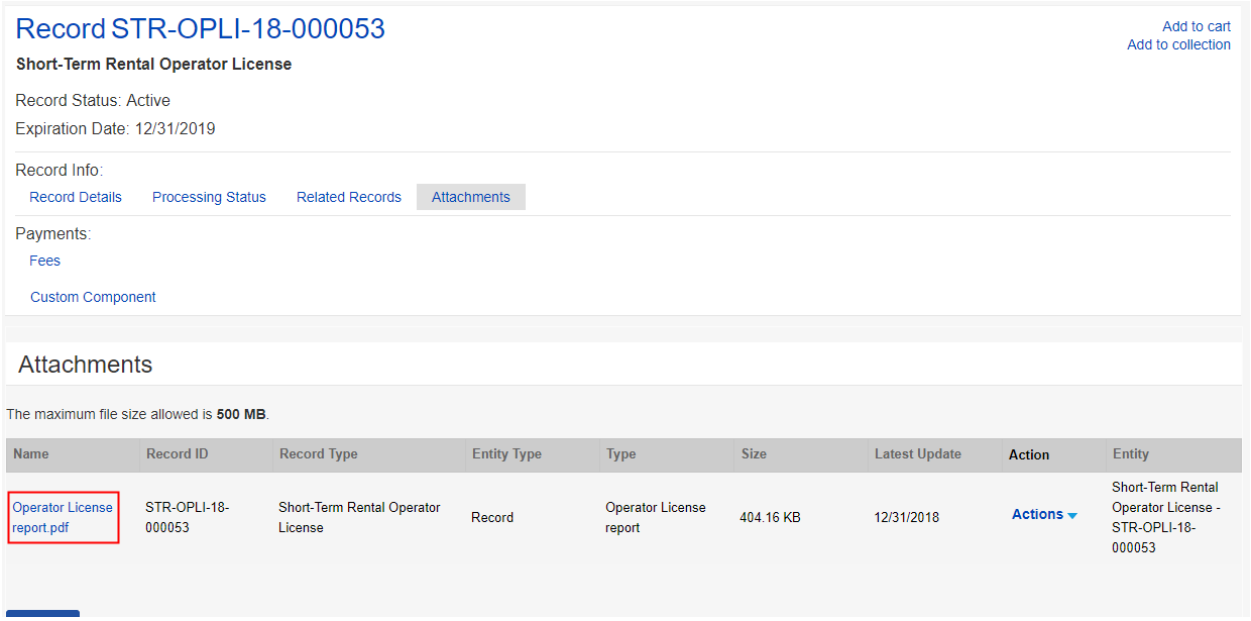


2.5.3.
The record details page loads. Click “Attachments.”

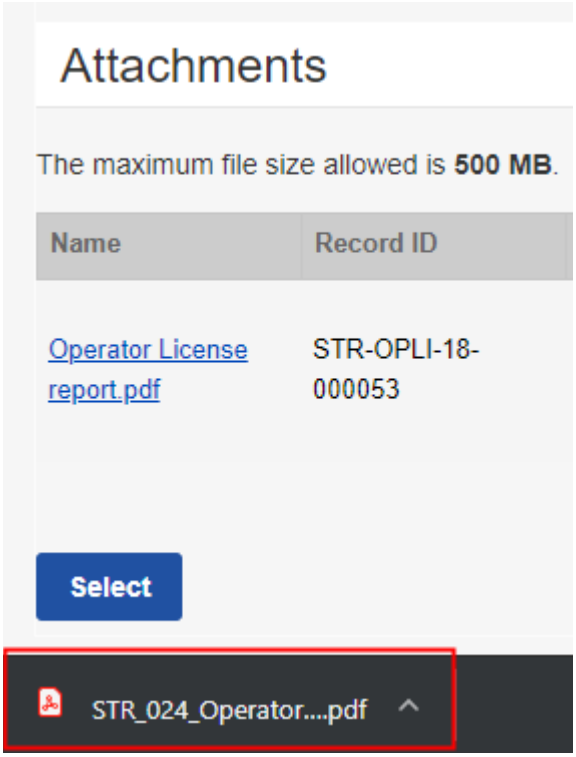


2.5.4.

Click “Operator License report.pdf.”



2.5.5.
Viewing will depend on your browser settings. In Chrome, the pdf downloads to the bottom bar of the browser. Click on the pdf to open.



2.5.6.

Depending on your browser settings, the pdf may open in a new tab/window or in a PDF viewing application.

TEMPORARY

City of Seattle Short-Term Rental Operator License

Number: [redacted]

Expires: 12/31/2019

This license allows you to legally list and/or operate the following units for Short-Term Rental Operator License in the City of Seattle:

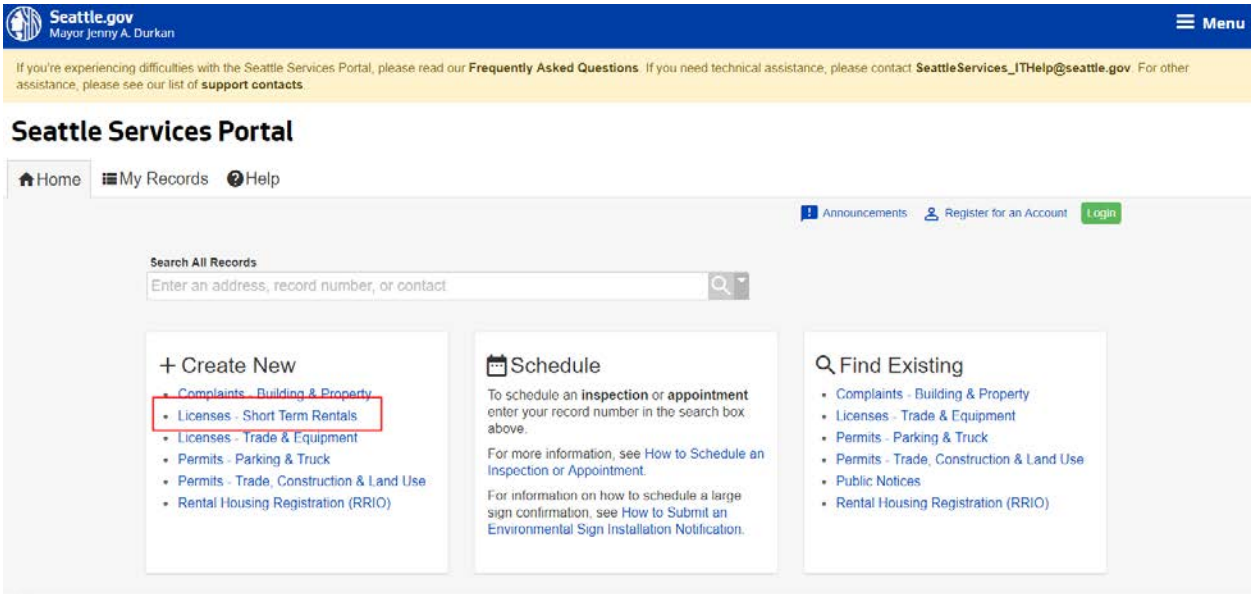
Address	*Unit*
700 5th AVE SEATTLE WA	B

Section 3: Bed-and-breakfast rental operator licensing

3.1: Bed-and-breakfast rental operator license application

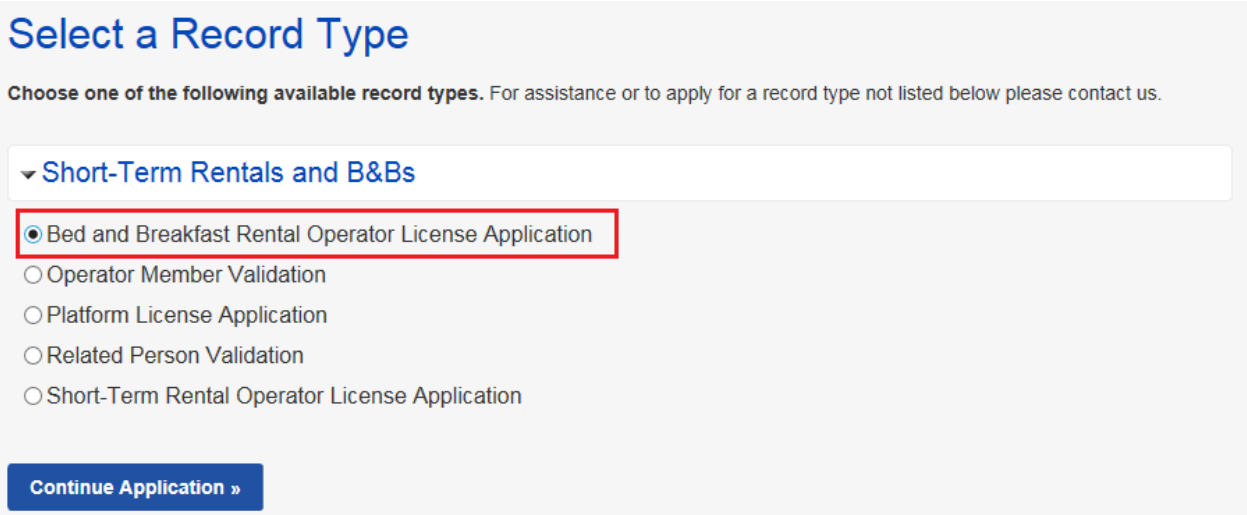
3.1.1.

From the Seattle Services Portal homepage (https://cosaccela.seattle.gov), find the Create New section, and select “Licenses – Short Term Rentals.”



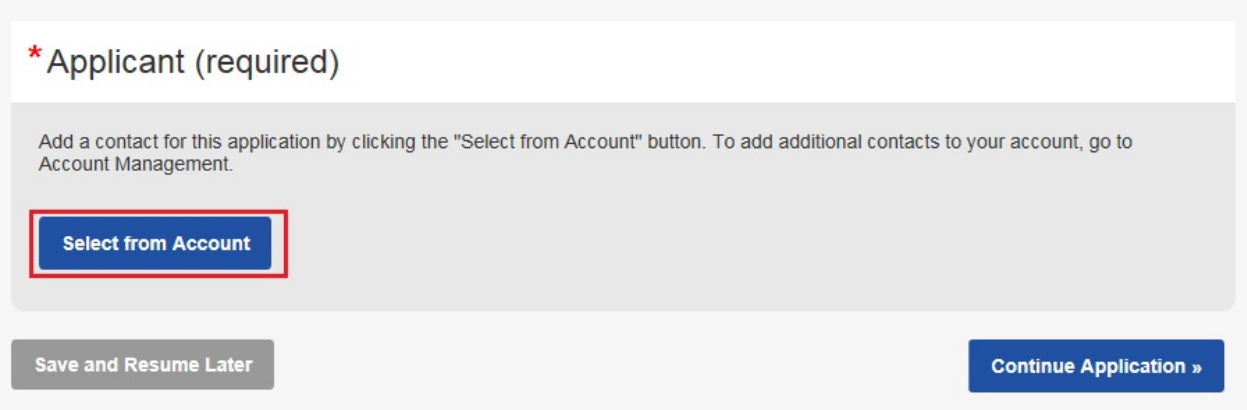
3.1.2.

Click Bed and Breakfast Rental Operator License Application then click “Continue Application.”



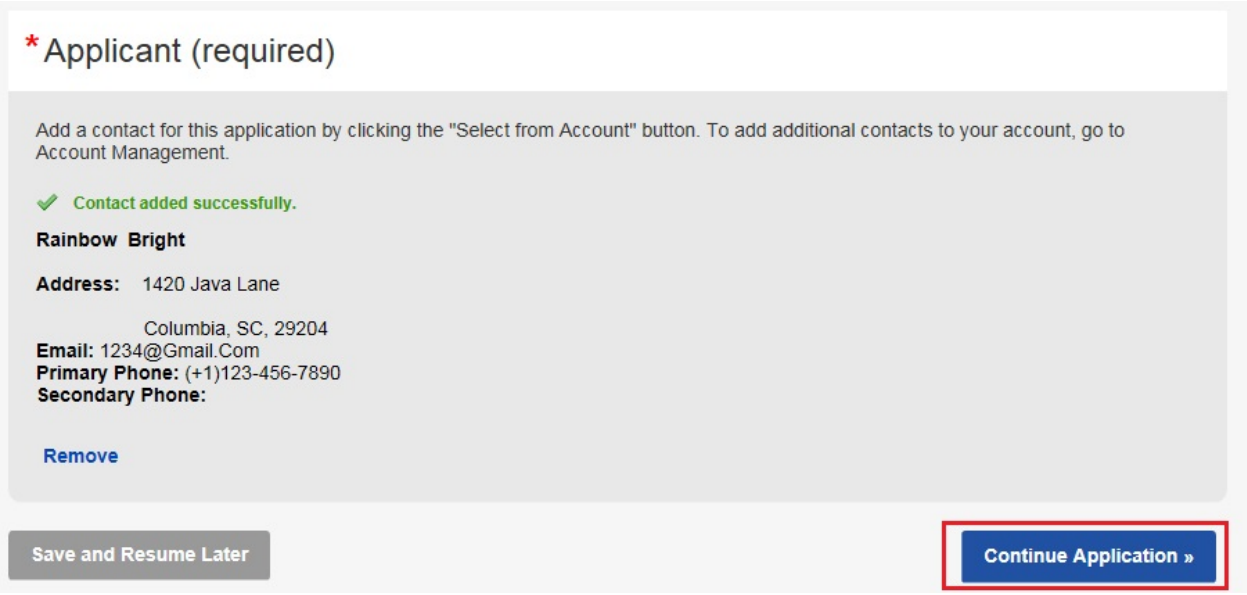
3.1.3.

Add a contact for this application by clicking the “Select from Account” button



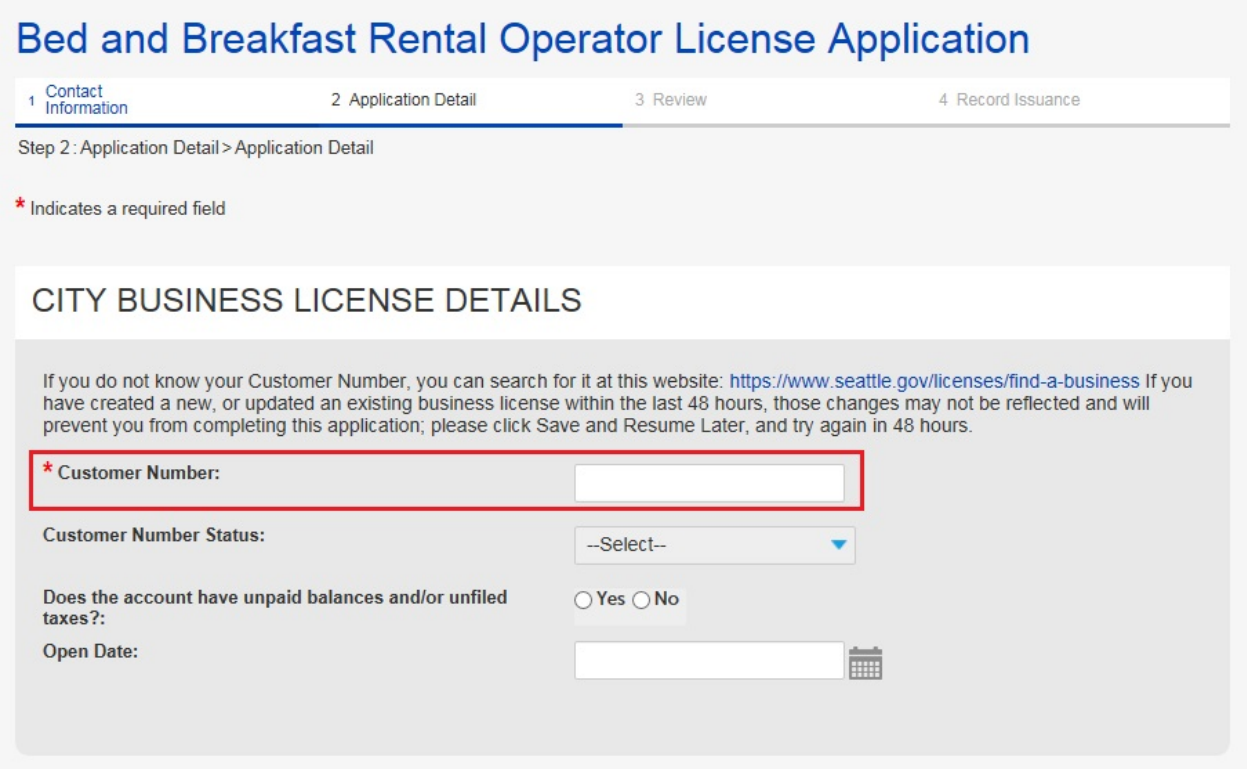
3.1.4.

After contact has been added click “Continue Application.”



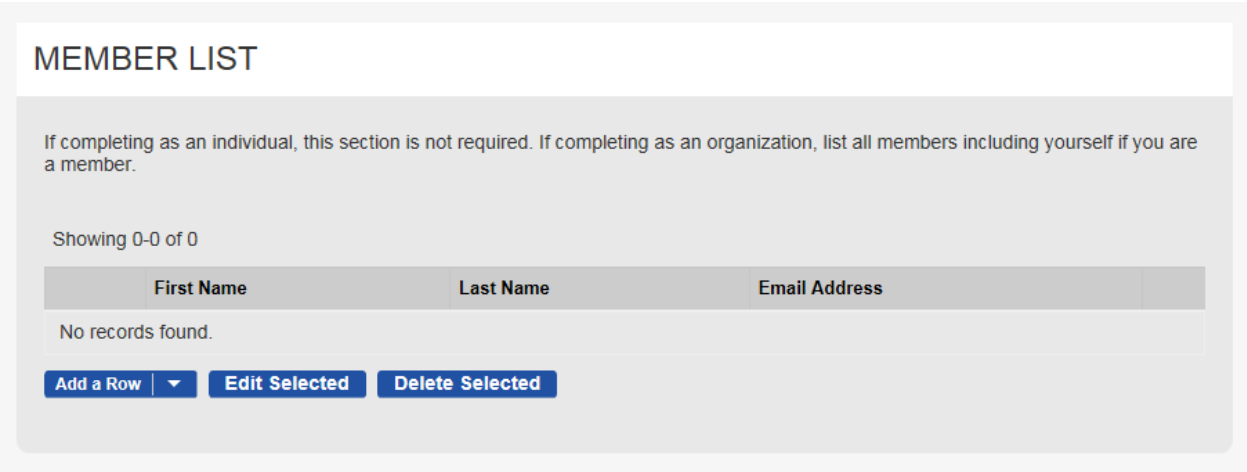
3.1.5.

Under City Business License Details enter the "Customer Number."



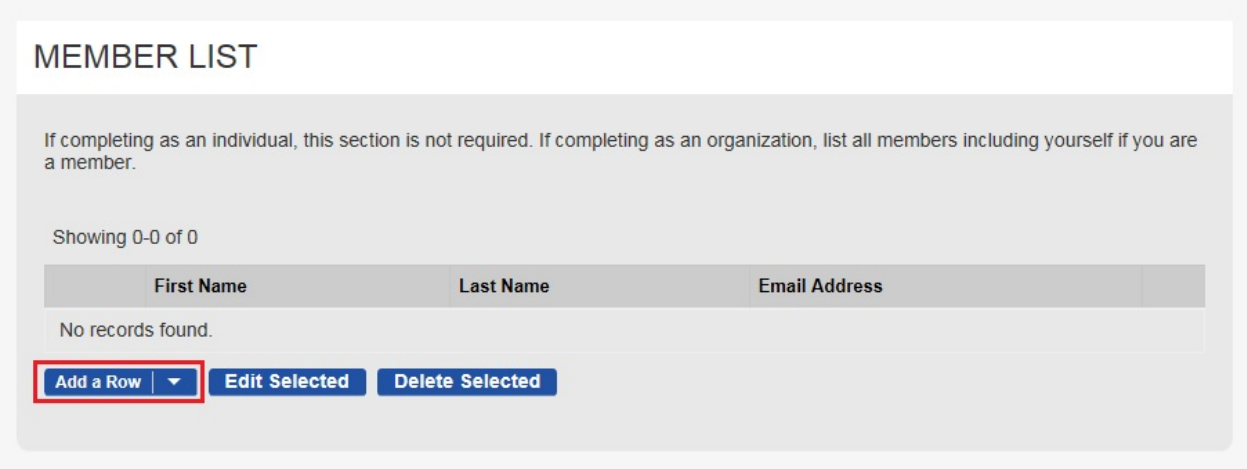
3.1.6.

Under Member List: If completing as an individual, this section is not required.

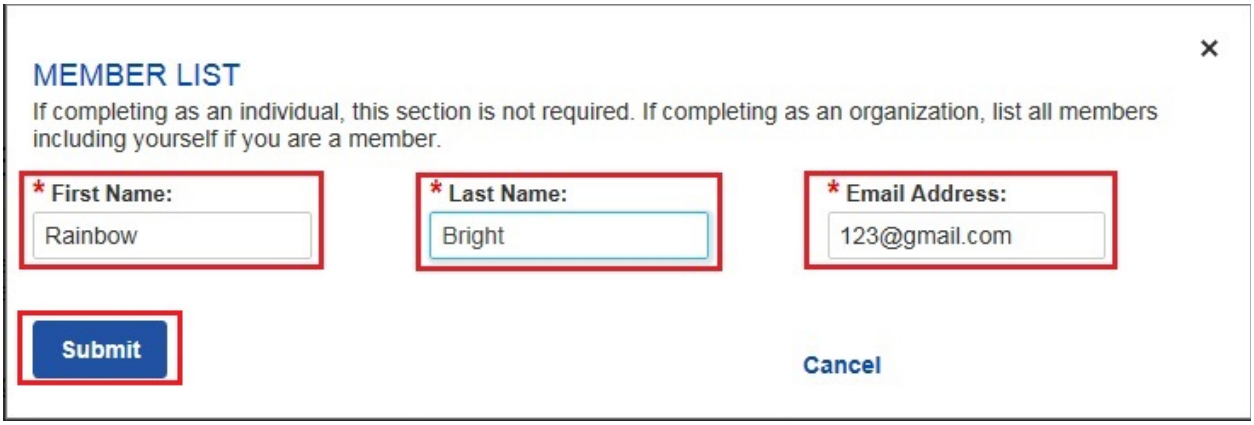


3.1.7.

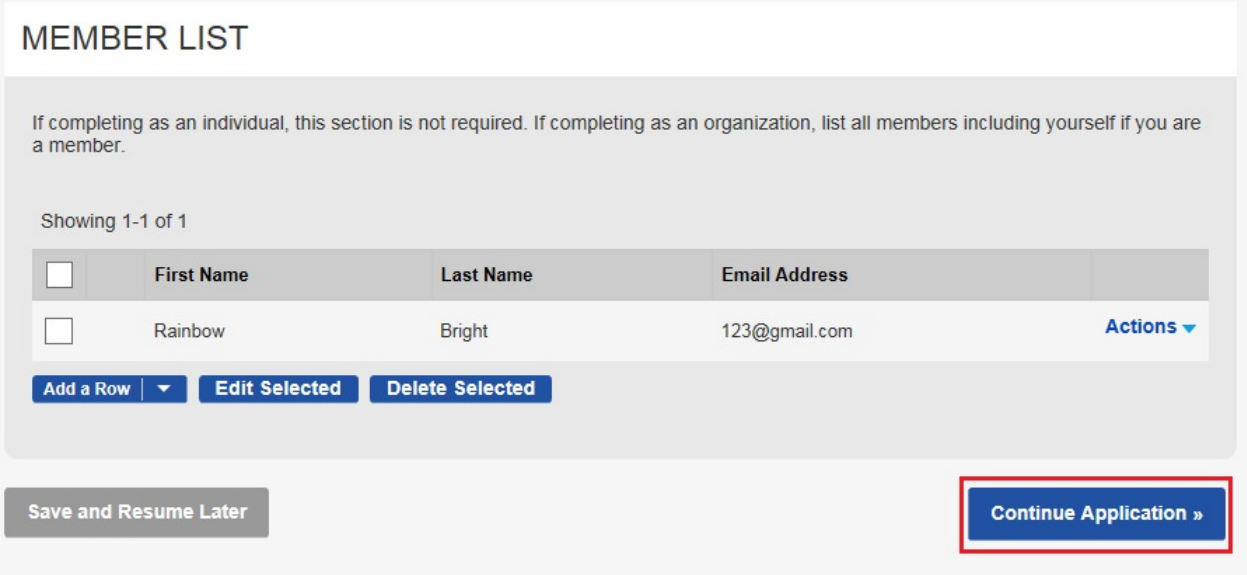
If completing as an organization, list all members including yourself (if you are a member) by clicking "Add A Row."



Add First Name, Last Name and Email Address and click "Submit."



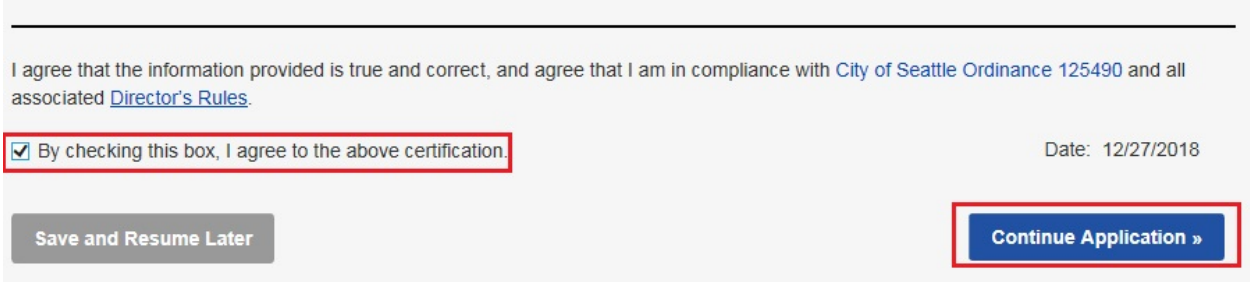
3.1.8.
Once Members are added, click “Continue Application.”



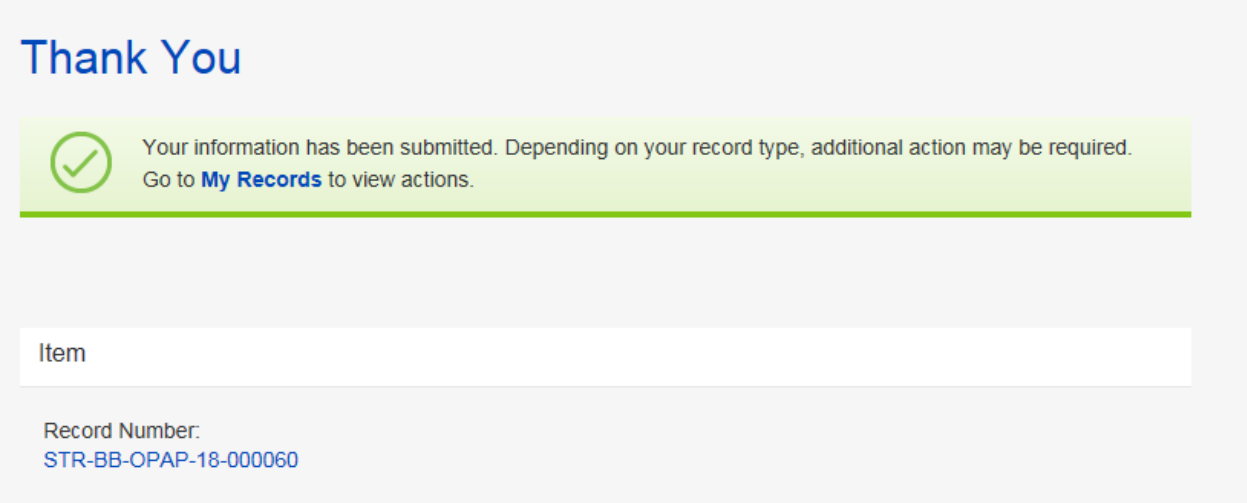
3.1.8.1.
The member(s) listed will receive an email to verify their identity; this is called operator member validation. Members will need their verification number and verification key provided in an email from the City of Seattle. See Section 2.2 for member validations. Note: Bed-and-breakfast members will not be required to answer questions about the member’s spouse/state registered domestic partner.

3.1.9 On the Bed-and-breakfast Rental Operator License Application page, review each section. If there are errors, click the “Edit” button to correct the errors.

3.1.10. Once application is complete check the box to agree to the above certification, then click “Continue Application.”



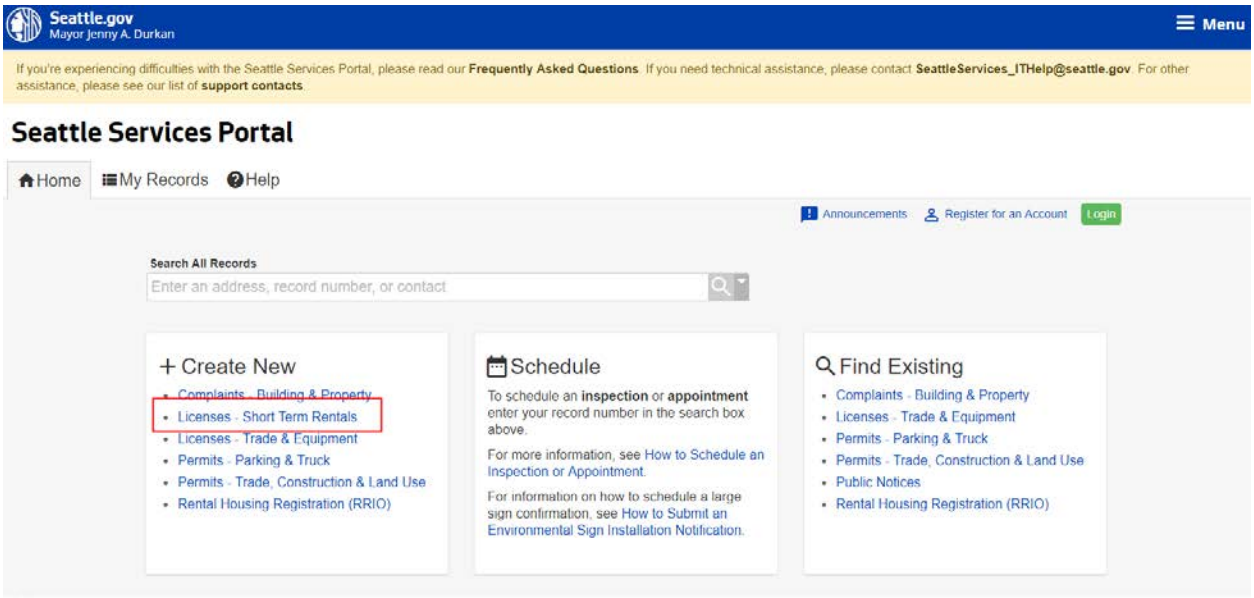
3.1.11.
Application is submitted. Note: The application is not complete, and additional action is still required. All members are required to complete their validations within 60 days. Once all are validated, the applicant will receive an email with notification that the application is available to have units added. See Section 2.4 for Unit Management. Required fields for bed-and-breakfast units are slightly different than short-term rentals.



Section 4: Platform licensing

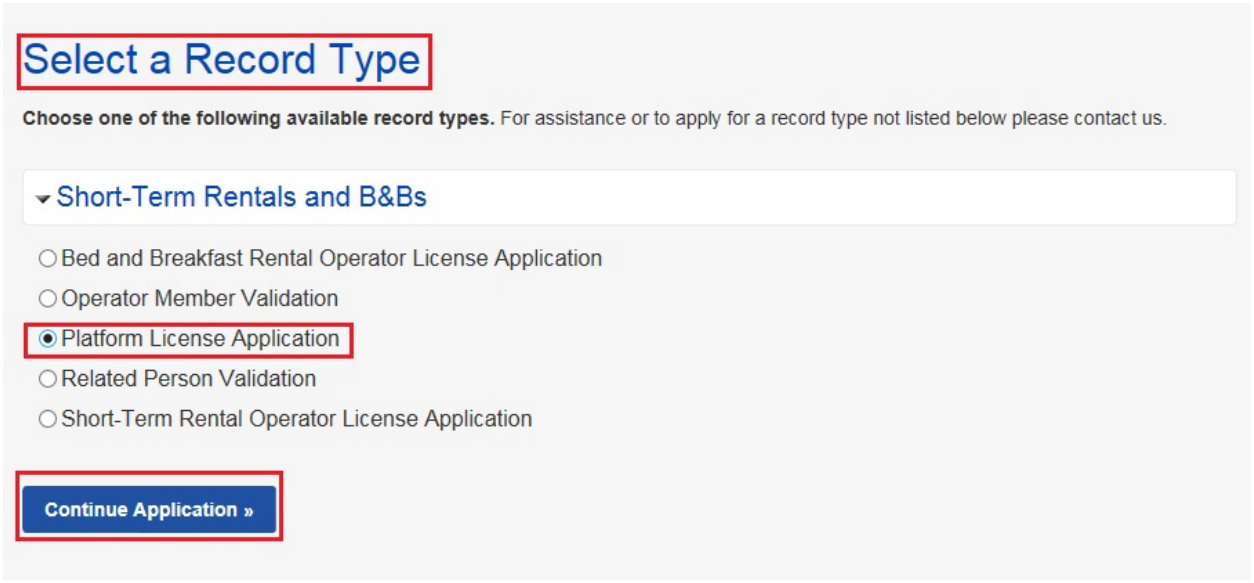
4.1.

From the Seattle Services Portal homepage (https://cosaccela.seattle.gov), find the Create New section, and select “Licenses – Short Term Rentals.”

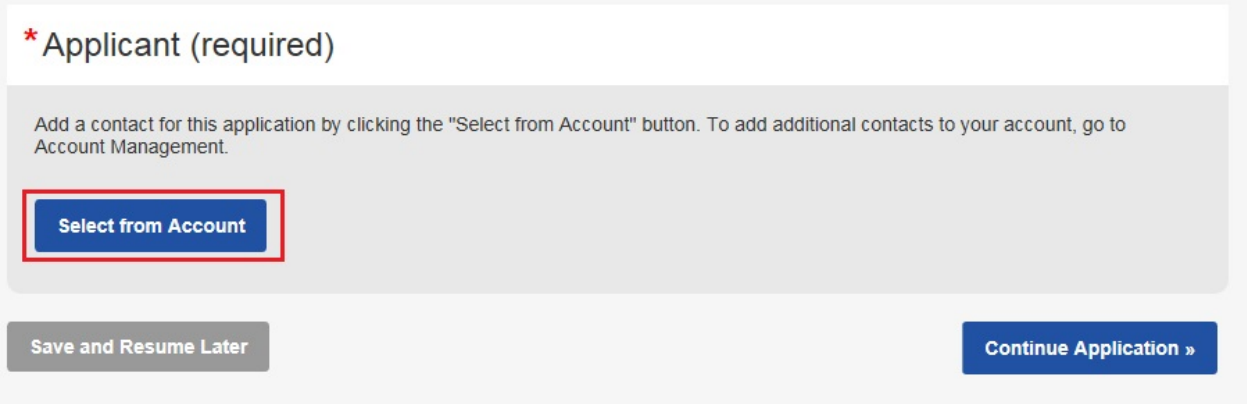


4.2.

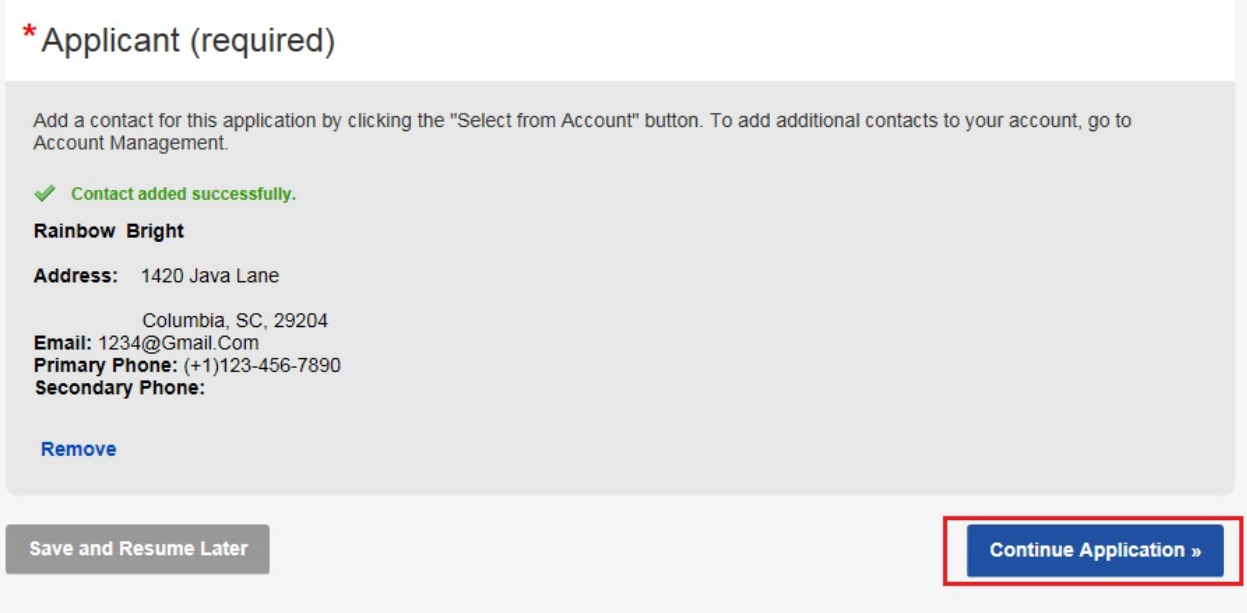
Click on Platform License Application and then click “Continue Application.”



4.3.
Add a contact for this application by clicking the “Select from Account” button.

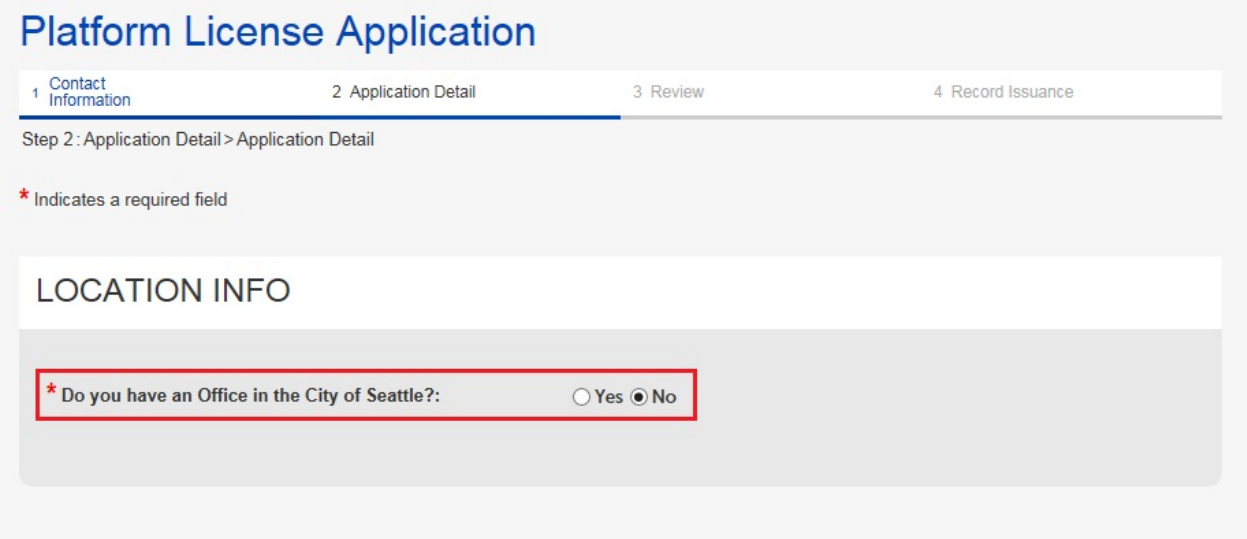


4.4.
After contact has been added click “Continue Application.”



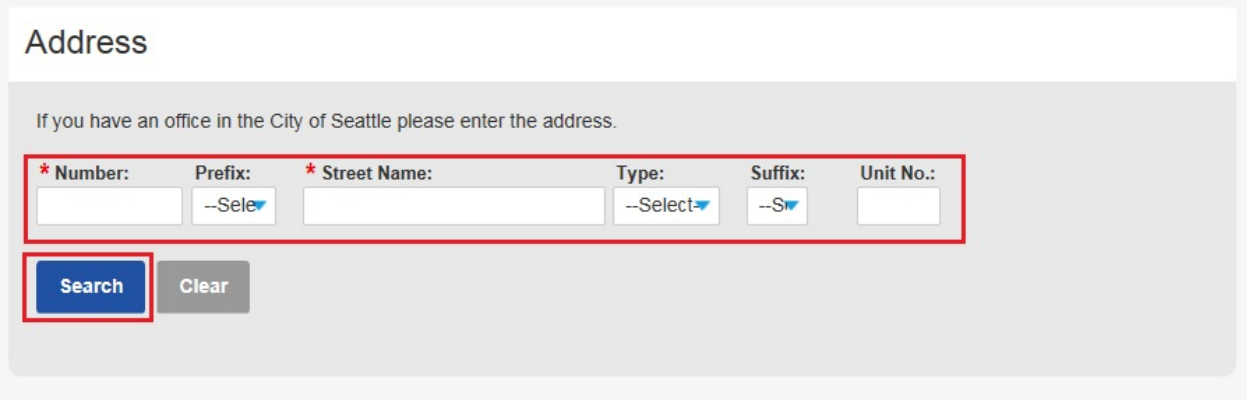
4.5.

Under Location Info click “Yes or No” to indicate if you have an office in the city of Seattle.

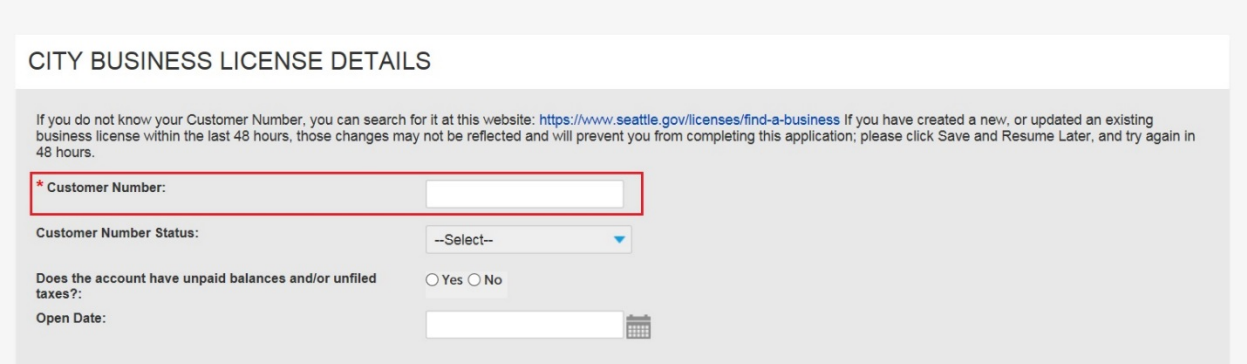


4.6.1.

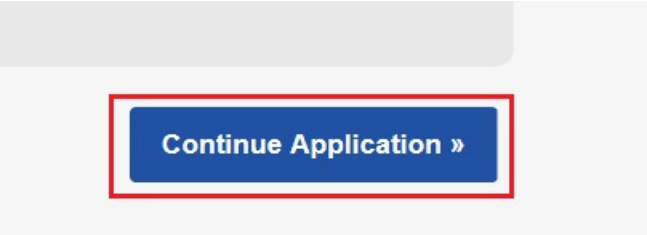
If yes: Enter the address and click “Search.”



4.6.2.
Under City Business License Details enter the “Customer Number.”

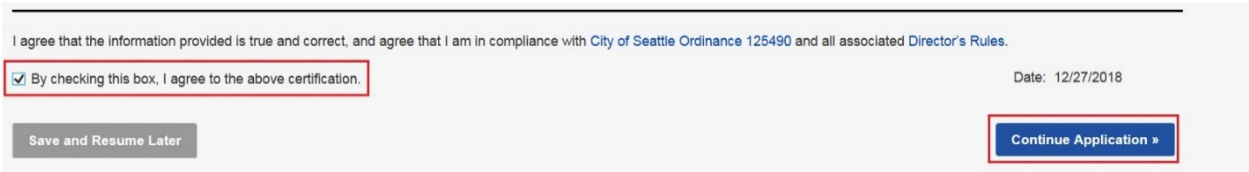


4.7.
After entering the customer number, click “Continue Application” in the bottom right corner of the page.

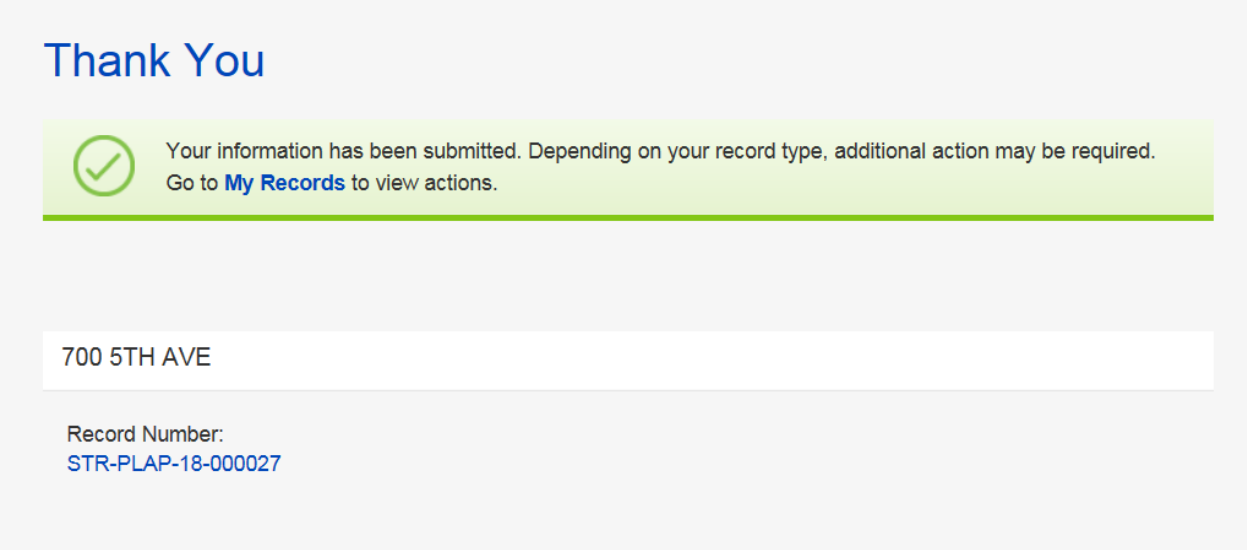


4.8.
On the Platform License Application Review page, review each section. If there are errors, click the “Edit” button to correct the errors.

4.9.
Once application is complete check the box to agree to the above certification then click “Continue Application.”



4.10.
Application is submitted.

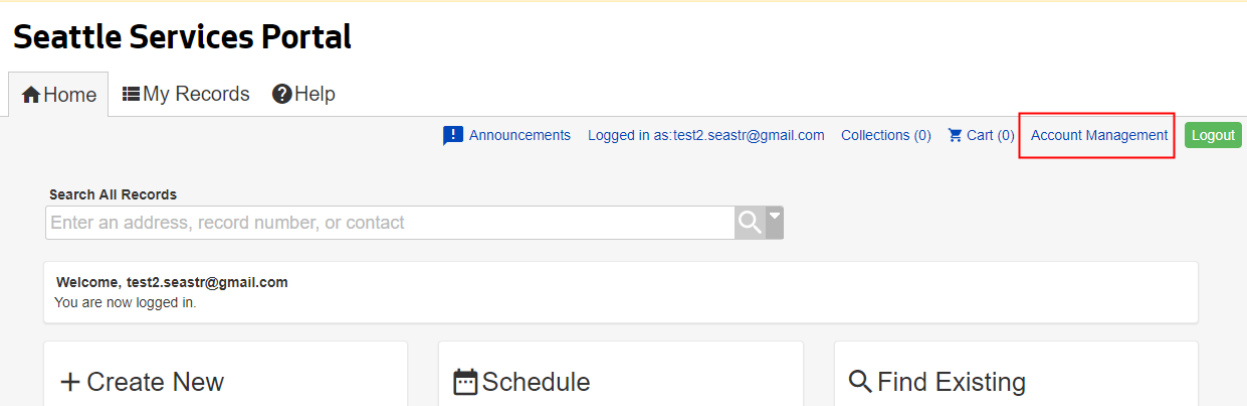


Section 5: Account management

5.1: Adding contacts to account

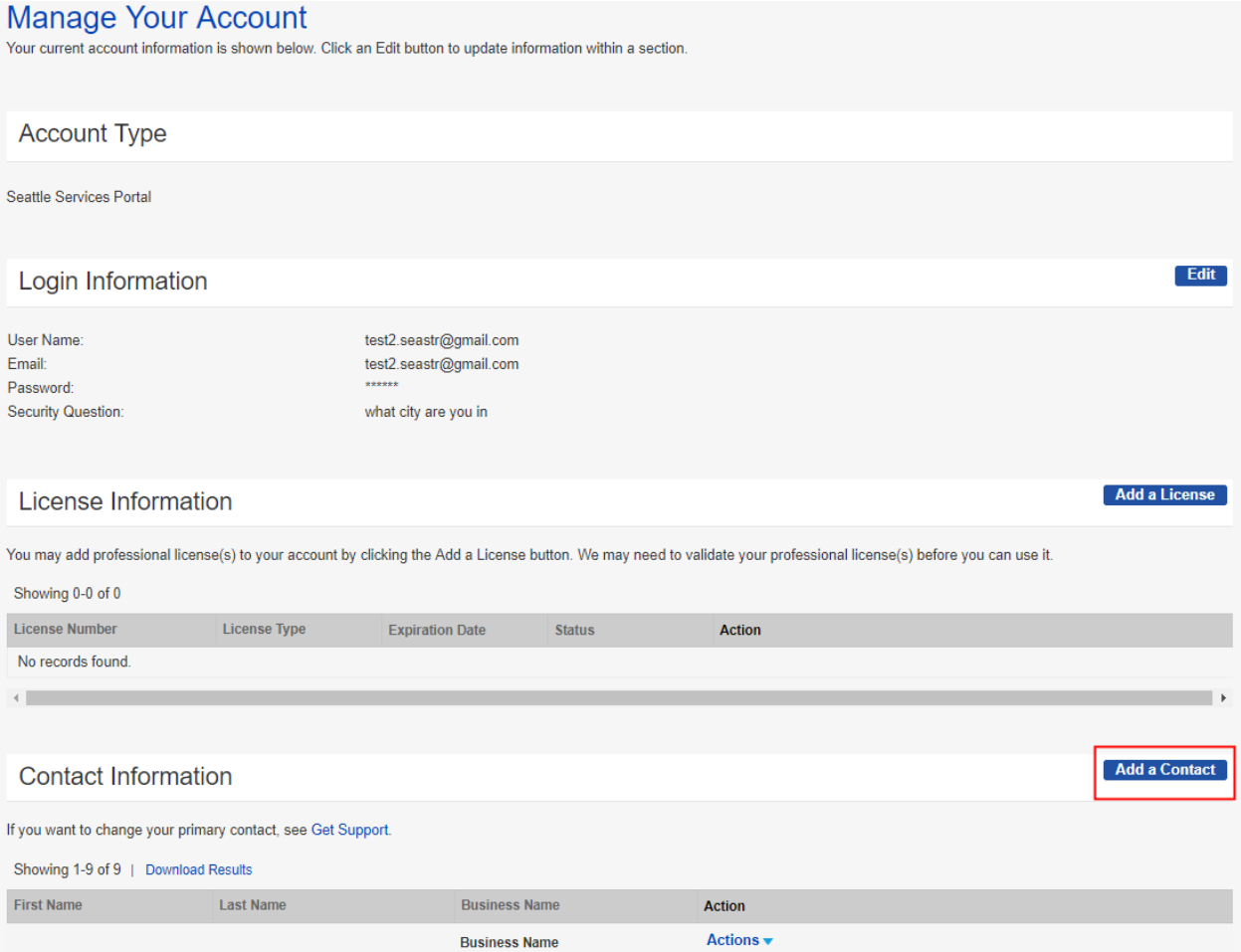
5.1.1.

From any page in the Seattle Services Portal, click on “Account Management” in the upper right side of the page.



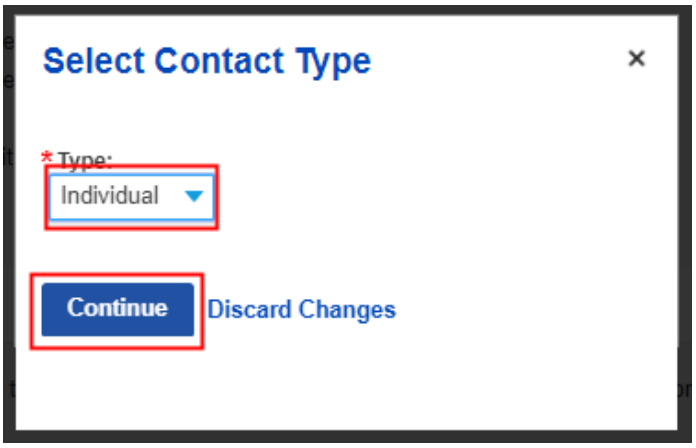
5.1.2.

Scroll down to the “Contact Information” section and click the “Add a Contact” button.



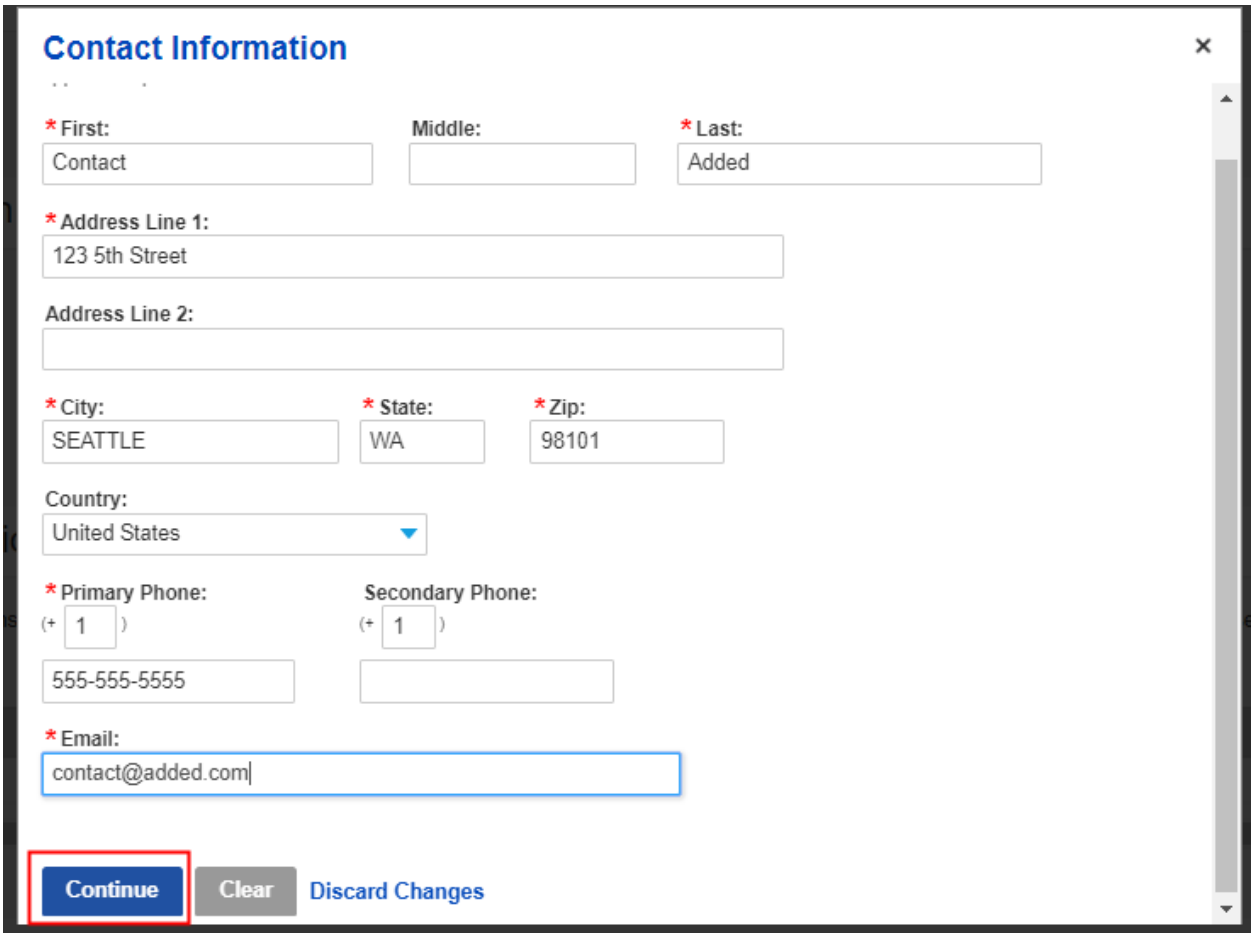
5.1.3.

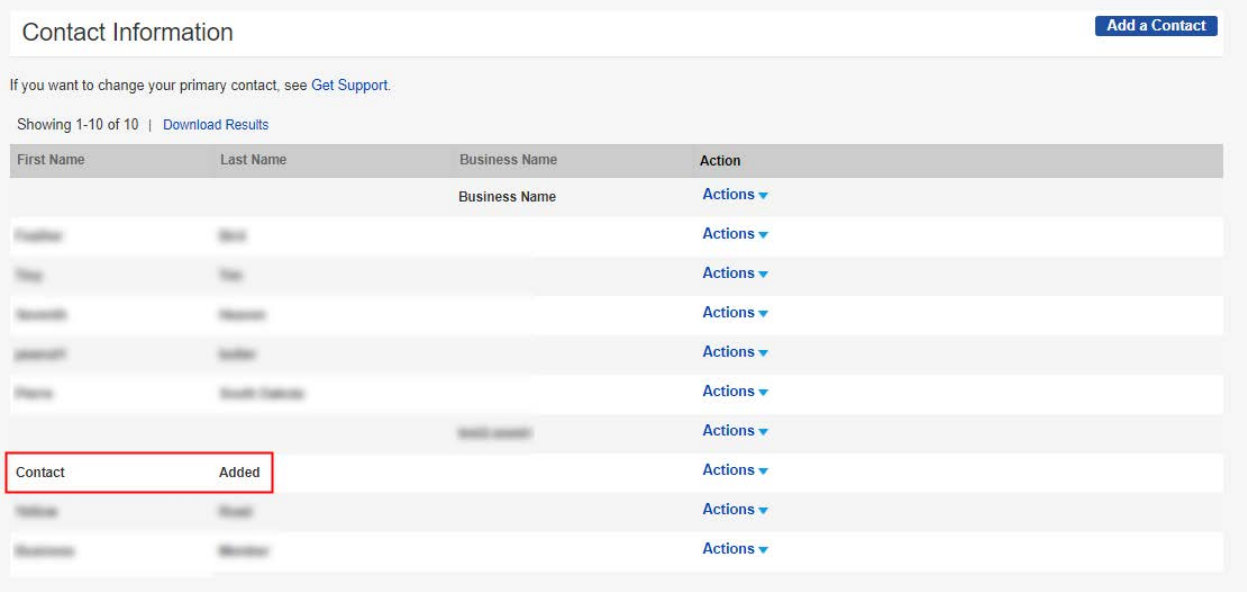
A new window opens. Select a contact type then click the “Continue” button.



5.1.4.

Enter the required contact fields then click the “Continue” button.



5.1.5.

The contact is added to the contact list and can be used in applications.