

# City of Phoenix

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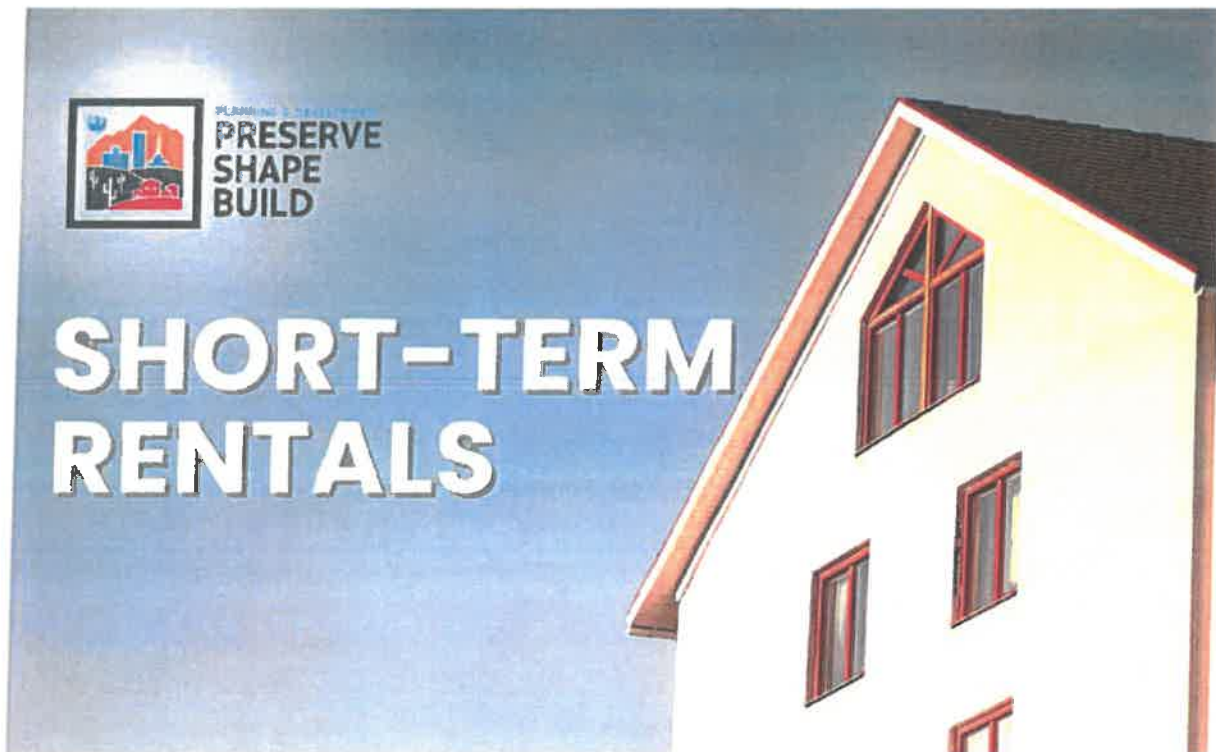
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## NEW ORDINANCE: SHORT-TERM RENTAL PERMIT

In 2022, the Arizona Legislature passed **Senate Bill 1168** which authorized cities and towns to create a limited permit/license process to further regulate Short-Term Rentals (STRs). In September 2023, Phoenix City Council approved a text amendment to the **Short-Term Rental Ordinance**, which altered the existing ordinance from a registration requirement to a permitting requirement. The new ordinance will go into effect on November 6, 2023.

### Summary of Changes

- New STR ordinance replaces existing STR registration with limited STR permit process.
- All STR properties must obtain a STR permit from the Planning and Development Department.
  - City must issue or deny permit within 7 days
  - Owner may appeal denial, non-renewal or suspension
- Prohibiting the use of **Accessory Dwelling Unit** as a STR
- Non-residential and other uses are prohibited by A.R.S. 9-500.39
- Enhanced civil penalties

[Read the Amended STR Ordinance](#)

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CODE ENFORCEMENT FOR  
UNPERMITTED STRs

HOW TO APPLY  
FOR A STR PERMIT

HAVE QUESTIONS?



## Enhanced Penalty Structure

The new Short-Term Rental Ordinance introduces an enhanced penalty structure for court-adjudicated incidents/violations:

- First violation: minimum \$500 or one night's rental fee
- Second violation: minimum \$1,000 or two night's rental fee
- Third violation: minimum \$3,500 or three night's rental fee

Permit may be suspended for 12 months if:

- Within 12-month period, the STR has 3 court-

Beginning on October 26, 2023, the Planning and Development Department's SHAPE PHX customer portal will begin accepting short-term rental permit applications. Permits will begin being issued on November 6, 2023.

## Submittal Requirements

Initial and renewal fee of \$250 for each permit

TPT License | Register with the **Maricopa County Assessor's Office**

Attestations  
(Owner/Designee are not felons/convicted sex offenders)

## Notice

## Contact Us!

For questions about the Short-Term Rental Ordinance or permit requirements, please contact:

[vacation.rental@phoenix](mailto:vacation.rental@phoenix)

For technical questions about SHAPE PHX, contact:

[shapephx@phoenix.gov](mailto:shapephx@phoenix.gov)

To submit a code enforcement complaint, contact the Neighborhood Services Department's Neighborhood Preservation division:

[blight@phoenix.gov](mailto:blight@phoenix.gov)

- adjudicated violations
- Within 12 month period, one conviction of felonies or other serious crimes within one year

Owner must send notice to adjacent properties of intent to operate as STR

- **Only registered HOAs and NAs need to be mailed a notice.**

## Enforcement

### Agency

The **Neighborhood Services Department** is the lead enforcement agency for short-term rentals through the **code compliance** process. The department is responsible for:

- Investigating unpermitted STRs
- Verifying STR violations
- Issuing Notice of Ordinance Violations where applicable

To file a complaint against an unpermitted or unregistered short-term rental, visit MyPHX311 or send an email to **blight@phoenix.gov**.

- Search for Neighborhood
- Organizational

Owner must display STR permit/license number on each advertisement for STR

## Resources

SHAPE PHX Website

How-To Video: Submitting an STR Permit Application

SHAPE PHX User Guide: STR Permit Applications

File a Complaint with NSD

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