

Dade County, Georgia Frequently Asked Questions

What is a Short-Term Rental (STR)?

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 Operating Certificate is required prior to advertising and renting your property.

Who needs to apply for a Short-Term Rental Operating Certificate?

Any owner renting a property for a period of 30 consecutive days or less is required to apply for a Short-Term Rental Operating Certificate. It is the owner(s)' responsibility to know and comply with all ordinances, resolutions and regulations that apply to short term rentals within Dade County.

What if I do not obtain a Short-Term Rental Operating Certificate?

Renting or advertising your home for rent on a short-term basis without a license is in violation of Dade County's ordinances and subject to enforcement processes as provided for in Chapter 50 Article V Section 50-118.

How is penalty and interest calculated on late payments?

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

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

What is the Hotel-Motel Accommodation Tax?

This is an 8% tax on your gross short-term rents for periods of 30 consecutive days or less.

When is the Hotel-Motel Accommodation Tax due?

Hotel-Motel Accommodation Tax payments are due monthly no later than the 20th of the month following the end of the prior month. If there was no rental activity for the entire month, you are still required to submit the completed Short-Term Rental Tax form.

Do I also need to obtain a separate business license?

No. The STR Business License is all you need to begin advertising your rental and remitting taxes.

What is the cost of an STR Operating Certificate?

An administrative fee shall be in the amount of \$100 payable annually, and said fee shall be \$250 in any year in which it is not paid before February 28.

Does my short-term rental Operating Certificate apply to multiple properties?

No. You are only allowed to short-term rent one dwelling unit per license in Dade County. An owner is permitted a maximum of one "whole home" rental and one "partial home" rental but each STR requires its own license and annual fee.

Do I have to display my Short-Term Rental (STR) operating Certificate?

Yes. The STR License, 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 found in the Business Center by clicking your account name under "Manage Your Account(s)".

Does the County receive monthly tax remittance directly from Airbnb?

Yes. If you allow Airbnb to collect fees and taxes from the renter, then Airbnb will remit the excise tax directly to Dade County. The County receives monthly tax remittance from Airbnb. However, you will still need to file a monthly tax report. There is a line on the report where you can deduct the amount of rental income collected through Airbnb.

Does the County receive monthly tax remittance directly from VRBO?

Yes. If you allow VRBO to collect fees and taxes from the renter, then VRBO will remit the excise tax directly to Dade County. The County receives monthly tax remittance from VRBO. However, you will still need to file a monthly tax report. There is a line on the report where you can deduct the amount of rental income collected through VRBO.

Can I pay by credit card?

Yes! We are able to take Visa and Mastercard. Dade County does not assess a convenience fee but your credit card company might impose a fee.

Can I pay by e-check?

Yes! You can select your e-check during checkout. In doing so, you authorize your bank to send the payment electronically to Dade County. The County does not pull the money from your account, ever.

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

Please email Dade County at str@dadecounty-ga.gov. Please include the closure date and the reason you are closing the account.

How do I amend a return?

Please email str@dadecounty-ga.gov letting us know you need to file an amended return. In the email please include:

- 1) Your six-digit license/account number, and owner name
- 2) Period you need to amend (i.e. Q1 2024 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

Once we receive this email we will review your account and send you further instructions.

What types of assistance can GovOS provide to me?

GovOS 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 GovOS, please reach out to our support team. We can always reach out to the County on your behalf if we need their assistance with one of your questions. You can reach GovOS at blt.str.support@govos.com 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 Month 1 (January) tax forms will be available in your Action Center on February 1. If you do not see the forms you expected, simply contact GovOS 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 six-digit Account Number and the GovOS 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 six-digit Account Number and the GovOS 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 blt.str.support@govos.com 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 officer of the property for us to provide you with a new activation code.

Can I file a Zero File tax return through GovOS?

To file a zero-file tax form, select your tax form from your Action 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 Zero File return.

What payment types are accepted by the County through GovOS?

The County accepts ACH Debit, or e-check as well as the following major credit cards: Visa, Mastercard and Discover.

Can I schedule a payment in GovOS?

For your security, GovOS 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 that jurisdiction (i.e. <https://dadecounty-ga.munirevs.com/>). They will click on the "Go" button under "New Users". They will also need the six-digit account number and Activation Code for the property.

I forgot my password. What do I do?

From the Log In 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 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.

For Assistance, Contact
GovOS Support
blt.str.support@govos.com
(888) 751-1911

When contacting support, be sure to include the jurisdiction (Dade County) and your account number in all emails or voicemails. This will help us assist you as promptly as possible. Thanks!