



Frequently Asked Questions – Permit Renewals

[How do I add my Property to my Avenu Account?](#)

[My property has been added to my Account. How do I renew?](#)

[How do I save my application and complete it at a later time?](#)

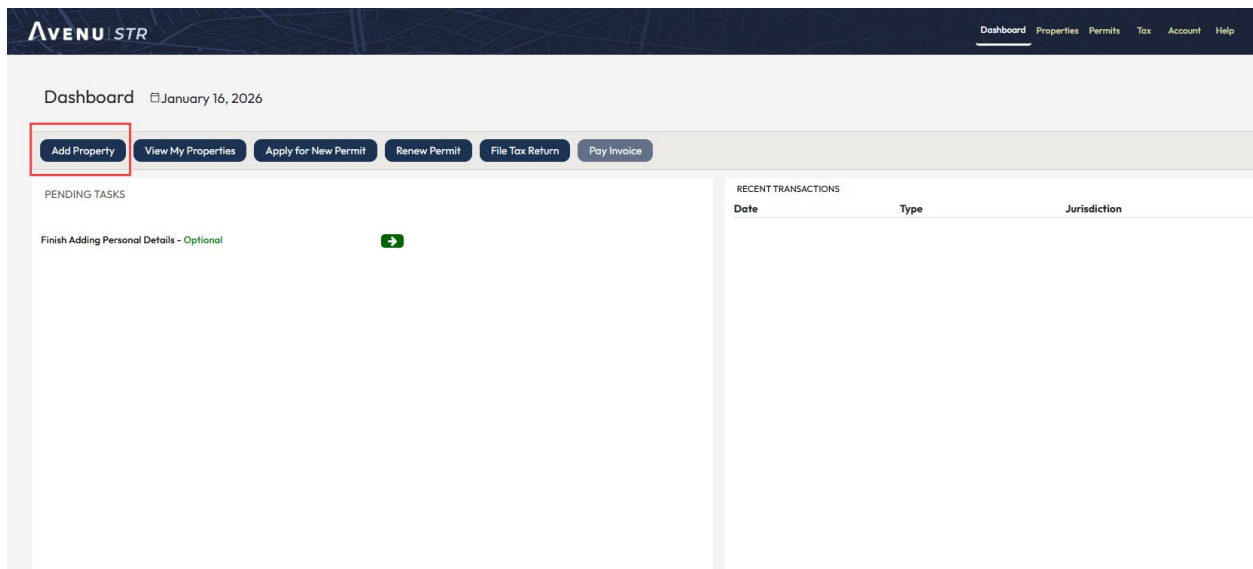
[What do I do if I don't receive a verification code?](#)

[Why can't I register as a Property Manager?](#)

[Where do I find templates for required document?](#)

Adding Property

If you're logging into a new Avenu account, you will first need to add your property to account. On your dashboard, first press the blue **Add Property** button in the top left.



On the **Validate Ownership** page,

- Select Santa Fe, NM from the Select Jurisdiction dropdown
- Enter your permit ID or the email address you last used when you applied previously. You only need to enter one piece of information to validate ownership. Note that Santa Fe permit numbers are formatted either as STRxxxxxx or as a 6 digit number without STR. You should not enter any spaces or dashes in your permit number.
- Click the blue search bar.
- Your property address should appear below the search bar. Click the green confirm button.

The screenshot shows the 'Validate Ownership' page on the Avenu STR website. The page has a dark blue header with the 'AVENU STR' logo. Below the header, the title 'Validate Ownership' is displayed. The form contains several input fields and a search button, with red boxes and numbers highlighting specific areas:

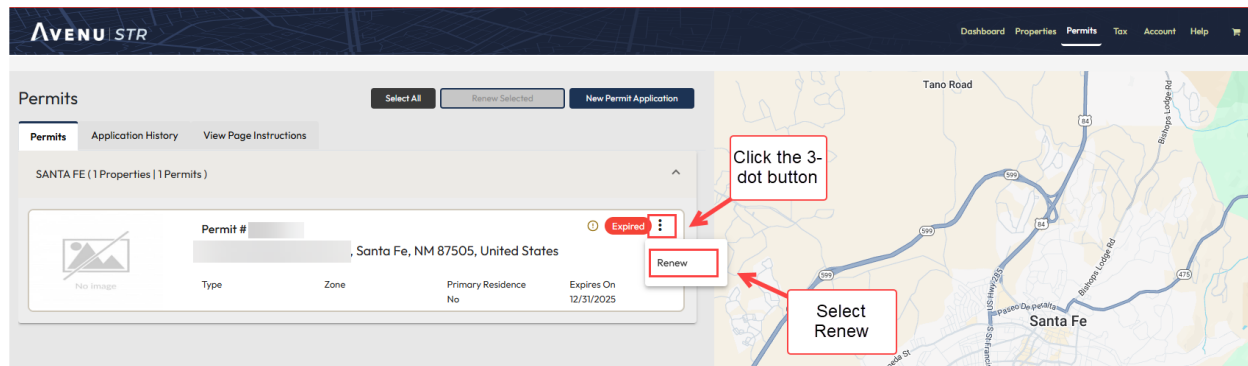
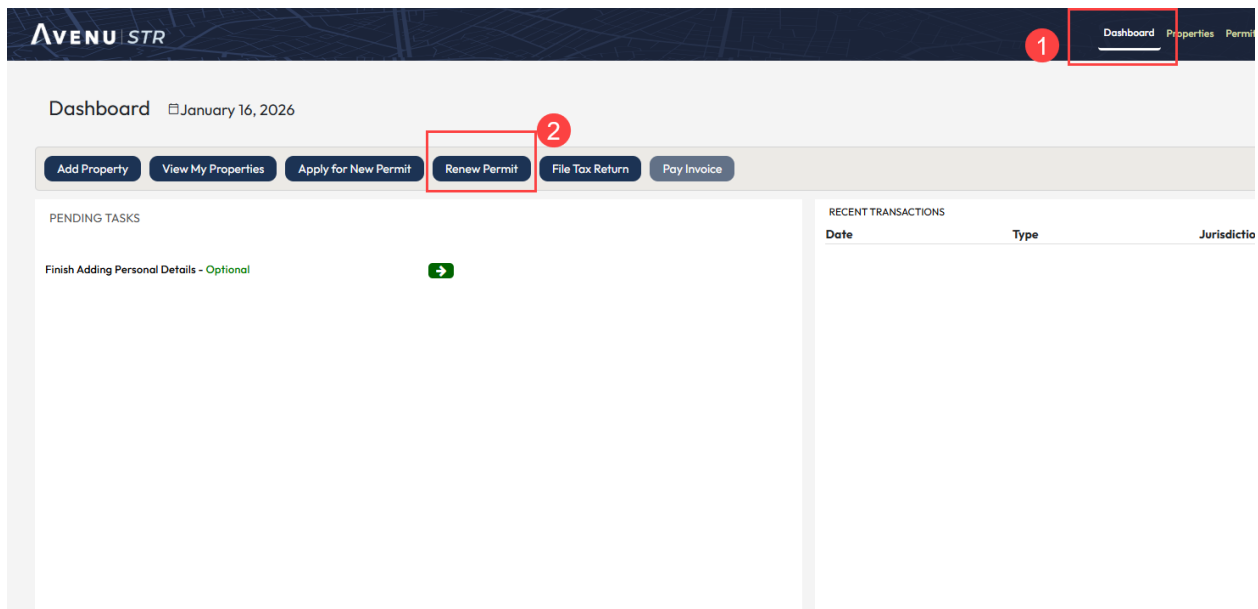
- 1**: A red box around the 'Select a jurisdiction' dropdown menu, which currently shows 'SANTA FE, NM'.
- 2**: A red box around the 'Permit Number' input field, which contains the text 'STR241204'.
- 3**: A red box around the blue 'Search' button.
- 4**: A red box around the bottom section, which includes a home icon, the address 'Santa Fe, NM 87507, United States', and a green 'Confirm' button with a checkmark icon.

Other visible text on the form includes: 'You can search for your existing property using one or more of the criteria below.', 'Property/Parcel ID', 'Email', 'Tax ID', and 'The Tax ID associated with your property'.

Renewing your Permit

Now that your property has been added to your account, you're ready to renew.

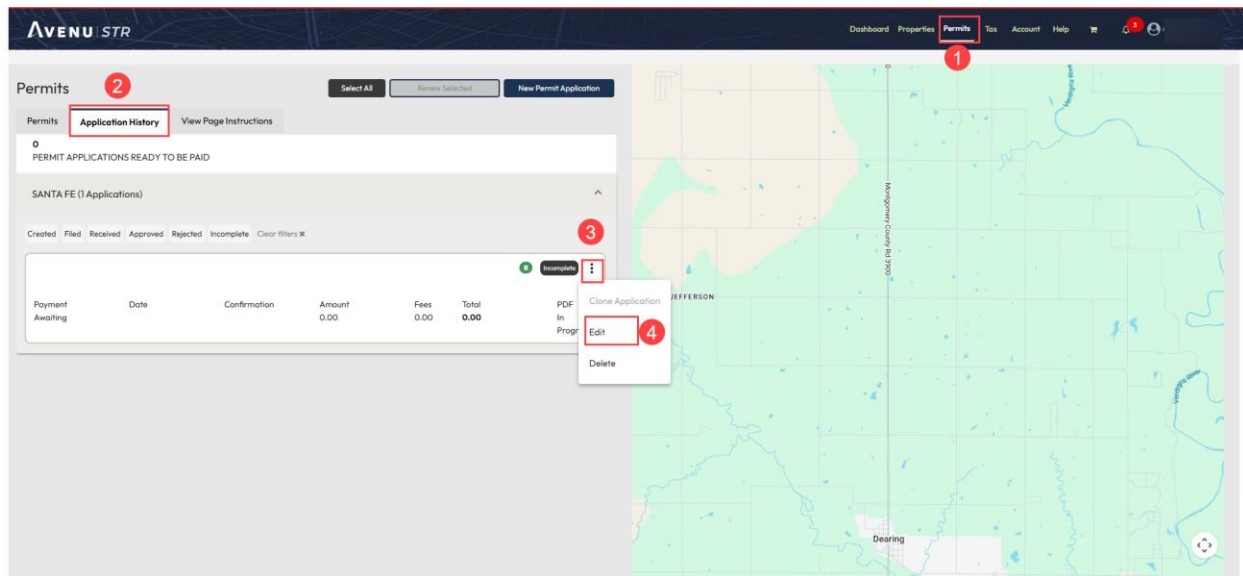
- On your Dashboard, click the blue **Renew Permit button**.
- You should see your permit displayed on the left side of your screen.
- Click the 3-dot menu in the top right corner of your permit, and select **Renew**. See the screenshots below for guidance.



Resuming an in-progress Application

If you need to return your application at a later time, save the current page that you're on and close the application. When you log in next time,

- Click **Permits** on the dark blue menu bar at the top of your screen.
- Click the **Application History** tab.
- You should see your in-progress application appear. Click the 3-dot menu icon in the top right-hand corner of your renewal application and select **Edit**. See the screenshot below for guidance.



Verification Codes

If you do not receive a verification code in your email, first check your spam folder and verify that the code was not sent there. If you have you do not receive a verification code in your inbox or spam folder, try adding the following email address to your contacts:

msonlineserviceteam@microsoftonline.com

If you still are not receiving your verification code, you may need to search for instructions on how to add an email address to safe senders or your whitelist. Your email provider should have instructions on how you can do this.

Property Owner/Property Manager Role

The Property Manager role was disabled in our system because it was not working as intended. All permit applicants should register as Property Owners at this time. This will not affect your application if you are a manager rather than an owner.

Create Account

User Type *

☒ Property Owner ☐ Property Manager

Email Address *

Email Address

Send verification code

Required Documents

There are templates for several of the required documents available on the City of Santa Fe's website here: <https://santafenm.gov/land-use/short-term-rentals>. Scroll down to the **Helpful Short-Term Rental Program Forms** heading.

Further support

For further support with STR issues, please email strsupport@neumo.com or call us at 1-800-692-6019.