Frequently Asked Questions – Permit Renewals

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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.
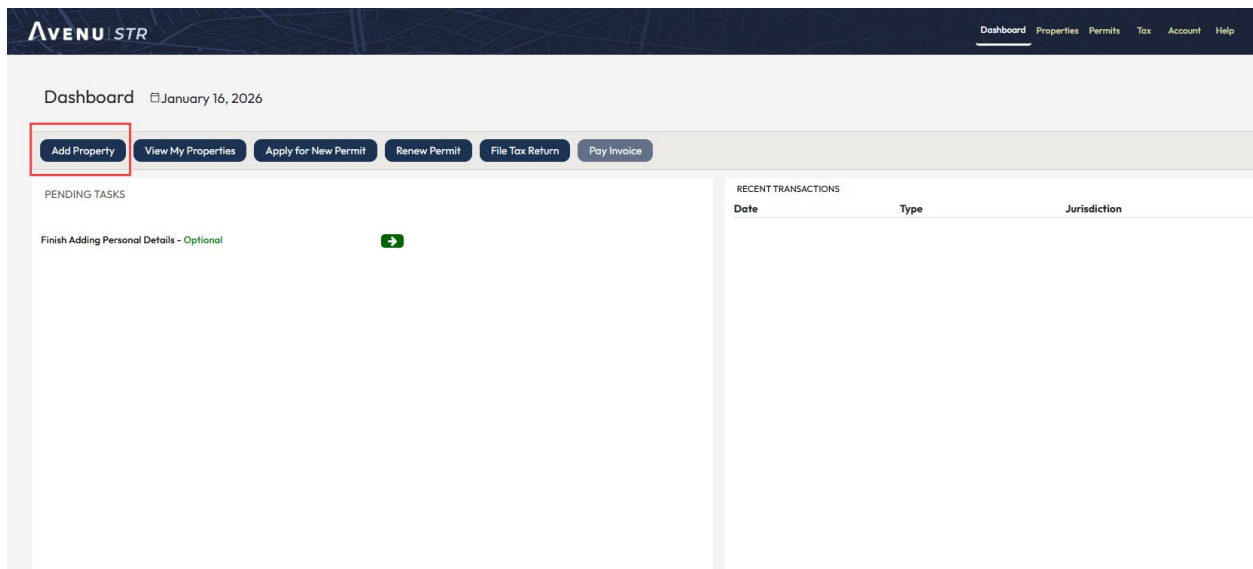
On the **Validate Ownership** page,

- 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.

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.
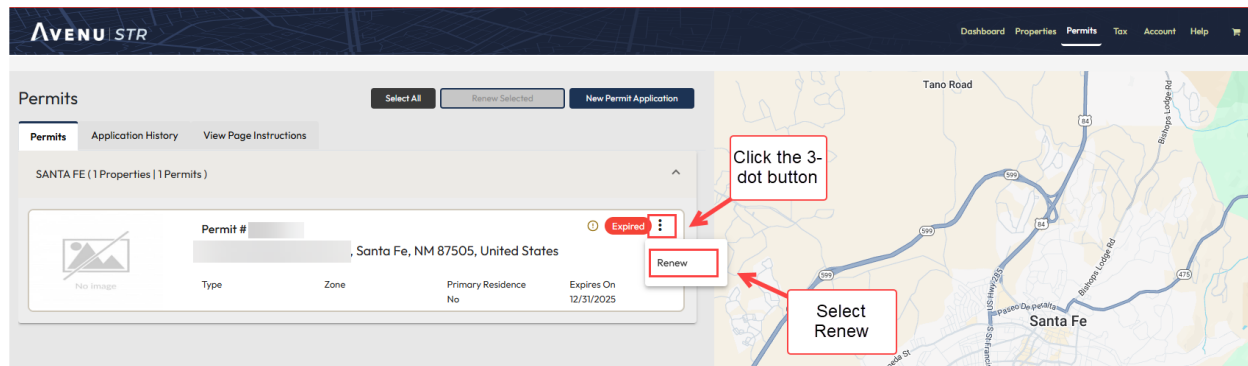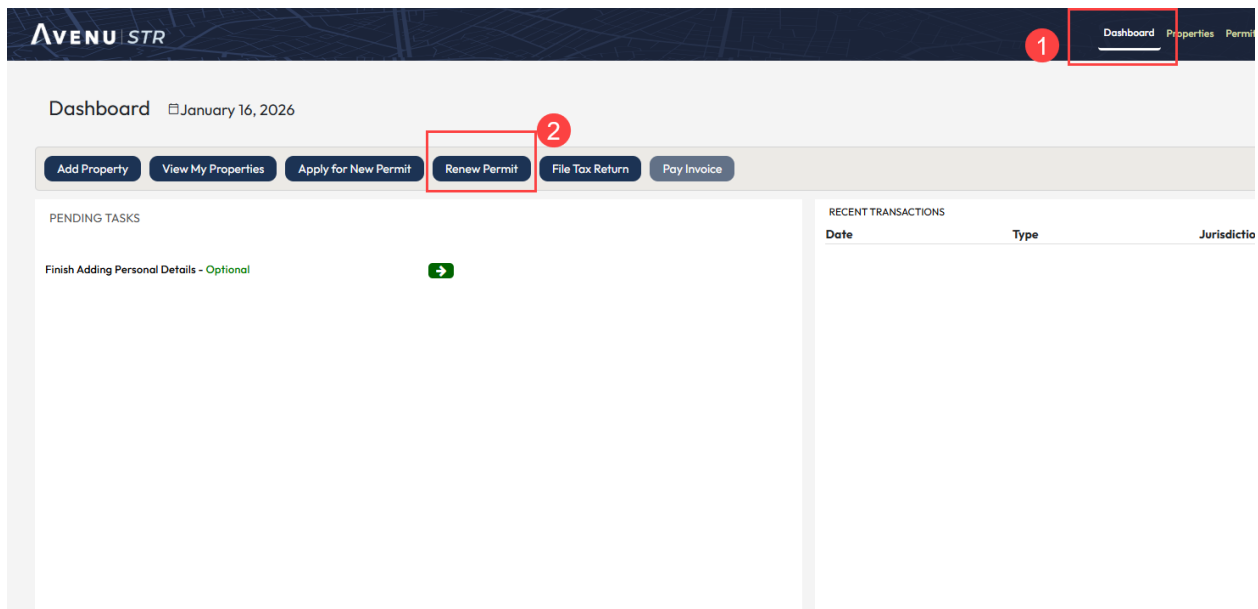
Resuming an in-progress Application

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.
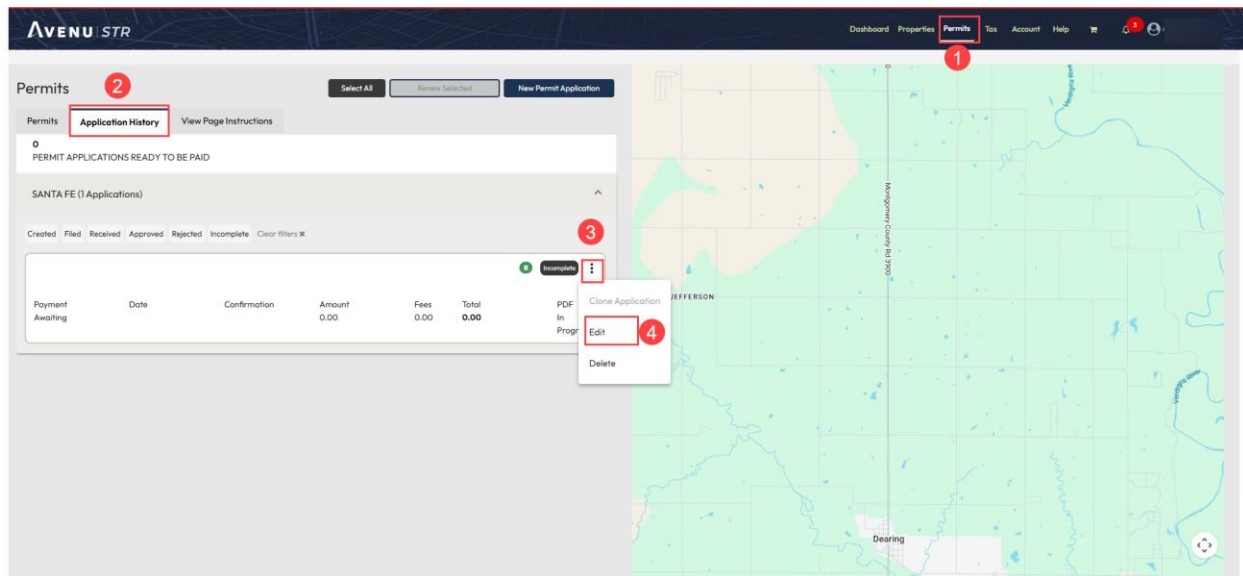
Verification Codes

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: msonlineservicesteam@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.

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.