



# Localgov Taxpayer Training

City of Fort Worth, Texas

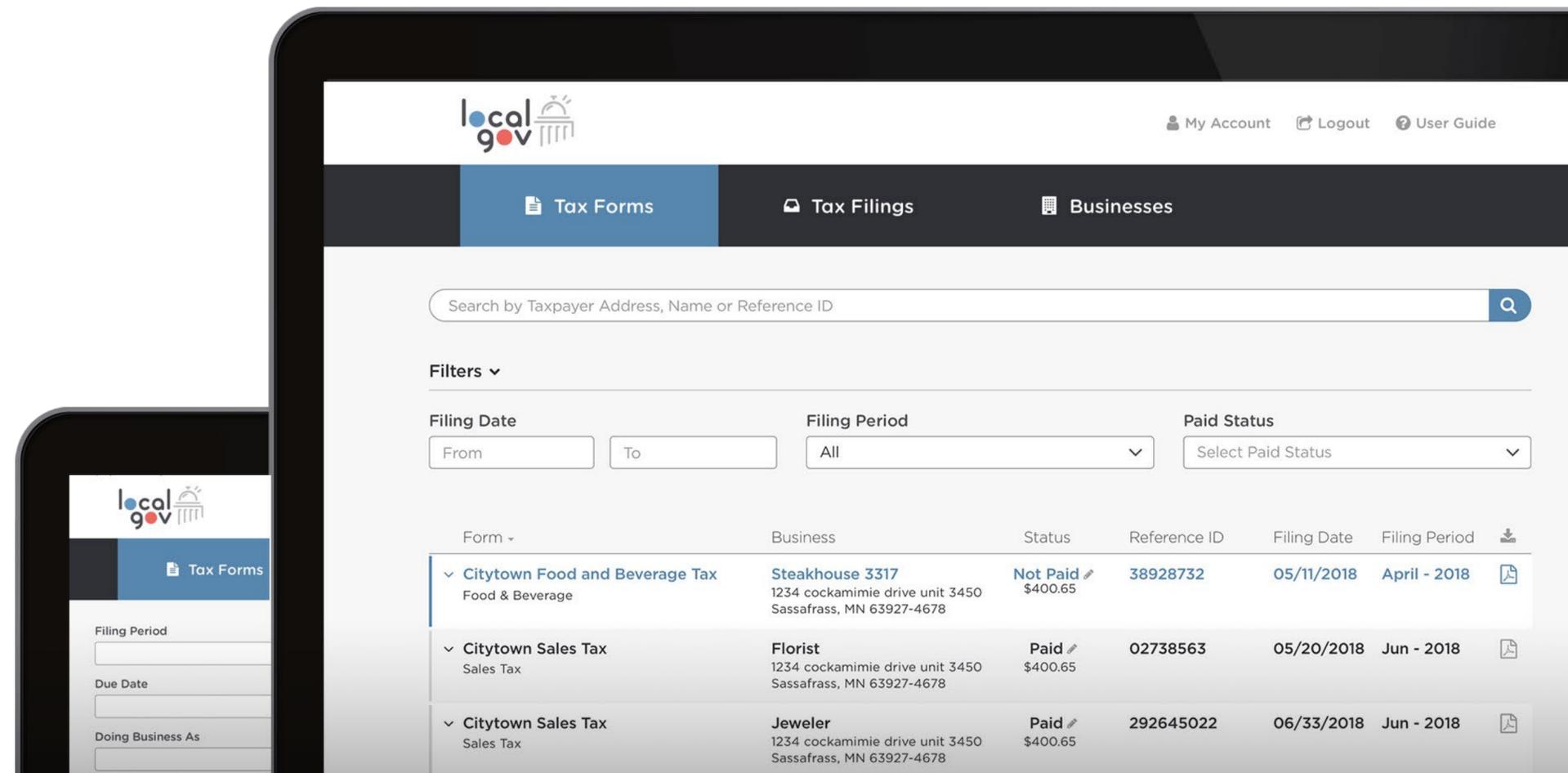
Short-Term Rentals

Localgov Customer Service

service@localgov.org

(877) 842-3037

Book a one-on-one meeting at [localgov.org/training](https://localgov.org/training)



# Fort Worth Hotel Occupancy Tax Program



## Training Schedule

### HOTEL TRAININGS:

- 1/9/24 - Tuesday, 10am CDT
- 1/11/24 - Thursday, 2pm CDT
- 1/16/24 - Tuesday, 10am CDT
- 1/18 - Thursday, 2pm CDT

### STR TRAININGS:

- 1/10/24 - Wednesday, 10am CDT
- 1/17/24 - Wednesday, 6:30pm CDT



# Welcome to Localgov!

## Agenda Overview

1. Fort Worth filing and registration information
2. How to sign up for an account
3. How to login
4. How to add business information
5. How to submit a filing and payment
6. How to obtain filing history
7. How to contact Localgov customer service
8. Software walk-through

# Fort Worth Hotel Occupancy Tax Program



## Getting Started

- **Localgov Go-Live:** Starting January 5<sup>th</sup>, 2024, taxpayers are required to use Localgov to file and pay **Hotel Occupancy Tax** monthly and submit the **Hotel Occupancy Tax Registration** form to obtain a valid and active registration.
- **Account Set Up:** Creating an account is quick and easy, allowing you to stay up-to-date with filing obligations. Remember to bookmark the Localgov login page [tax.localgov.org](https://tax.localgov.org).
  - **Accountants:** For properties managed by multiple accountants responsible for tax filings or registrations, we advise creating and managing a single Localgov account to submit those filings. This approach ensures that all accountants have access to the property's complete filing history. Alternatively, accountants can establish separate accounts but will not benefit from a complete filing history.
- **First Tax Filing Deadline:** Taxes for the December 2023 liability period will be available to submit on Localgov by January 5<sup>th</sup>, 2024, and must be paid by January 25<sup>th</sup> to prevent interest or penalties from accruing.
  - **Please note** that the filing due date will always fall on the 1<sup>st</sup> of the month following the reporting/liability period, with the exception of December 2023 liability period due to the program launch date falling on January 5<sup>th</sup>.

# Fort Worth Hotel Occupancy Tax Program



## Getting Started Continued

- **Personal Training Sessions:** Book a personalized training session at [localgov.org/training](https://localgov.org/training) for assistance in navigating the online filing process and mastering the Localgov platform.
- **Online Payment Requirement:**
  - As of January 5, 2024, the City will stop accepting paper filings and check payments by mail.
  - All filings and payments should be made online through Localgov.

# Fort Worth Hotel Occupancy Tax Program



## Overview & Definitions

- **Hotel Definition:** A hotel is a facility offering sleeping accommodations to the public for a fee. This includes hotels, motels, tourist homes, inns, lodges, bed & breakfasts, dormitories, and similar facilities, excluding hospitals and nursing homes.
- **Permanent Resident Exemption:** When an individual occupies lodging accommodations for 30 or more consecutive days, they are considered a permanent resident. This status exempts the revenue generated from their stay from being subject to the city's hotel occupancy tax.
- **Short-Term Rental Definition:** The City of Fort Worth has implemented regulations for short-term rentals (STRs) to ensure the health, safety, and welfare of occupants and the community. A short-term rental refers to the rental of dwellings or accessory dwelling units for overnight lodging for a period of not less than one night and not more than 29 consecutive days. This ordinance prohibits the use of residentially-zoned properties for short-term stays of less than 30 days, unless the property is a hotel, motel, bed and breakfast, or part of ongoing month-to-month tenancy.

# Fort Worth Hotel Occupancy Tax Program



## Short-Term Rentals Rules, Regulations, and Restrictions

- **Occupancy Limits:** The maximum number of occupants allowed is two persons per bedroom, plus two additional persons. The total occupancy should not exceed 12 persons (including children).
- **Parking:** The number of vehicles parked on the premises must not exceed the available off-street parking spaces. Parking on unapproved surfaces or public streets in violation of city ordinances is prohibited.
- **Noise:** You must comply with the city's noise ordinance to avoid disturbances to neighboring properties.
- **Special Events:** Holding special events, such as parties or large gatherings, is not permitted in STRs.
- **Display of Registration:** A copy of your approved short-term rental registration must be posted in a visible location within the front entrance of your rental property. The first page of the Approved Registration Application PDF issued on Localgov is the proof of registration to display.

# Fort Worth Hotel Occupancy Tax Program



## STR Display of Registration Example

- **Download Your Registration Receipt:**
  - Go to your “Filings” page.
  - Using the “Business Name (DBA)” or “Business Address” column, use the filter icon to search for your Hotel Occupancy Tax Registration application.
  - Confirm that the approval status is “Approved”.
  - Download the receipt by clicking the “PDF” icon in the first column.

### Confirmation

You have successfully filed your form.

Your filing details are below. An email with this same information has been sent to [email@email.com](mailto:email@email.com)

#### Filing Details

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Reference ID	AAASDKKF
Transaction ID	T18490
Date of Filing	January 21, 2024
Property DBA	Cowtown Casita
Property Address	1234 Street, Unit 2, Fort Worth TX, 76006
Expiration Date	January 21, 2025
Local Government	Fort Worth
Form Title	Hotel Occupancy Tax Registration (Short-Term Rental) (Renewal)
Approval Status	Approved

# Fort Worth Hotel Occupancy Tax Program



## Short-Term Rental Zone Permitting

### Short-Term Rental City Zone Permitting

- **Allowed STR Zones:** Short-term rentals (STR) are currently allowed in all mixed-use and most form-based, commercial, and industrial zoning districts. Rentals are not allowed in residential districts: A-#, AR, B, R1, R2, C4, C, D, UR. All STRs operating legally in the City of Fort Worth will need to register and pay Hotel Occupancy Tax via Localgov online.
- **Zoning Confirmation:** Before registering your STR with the City via Localgov, you must receive an approved Zoning confirmation via the City's online Permit Assist Zoning tool. If you receive the success message of "your project is allowed" or "your project receives additional staff review", you will be able to proceed to submit the Hotel Occupancy Tax Registration Application via Localgov.
- **Permit Assist Zoning Tool:** <https://www.fortworthtexas.gov/short-term-rentals>

# Fort Worth Hotel Occupancy Tax Program



## Registration Procedures

### General Registration Requirements:

- All lodging establishments, including hotels and short-term rentals (STRs), must secure a valid and active Hotel Occupancy Tax Registration from the City.
- This registration is mandatory before you advertise or begin operations.
- Complete the registration process via Localgov, adhering to all city ordinance and guidelines.
- Ensure your property is fully registered with the city before submitting Hotel Occupancy Taxes through Localgov.

# Fort Worth Hotel Occupancy Tax Program

## Registration Procedures Continued



## Short-Term Rental (STR) Registration

- STRs must submit a registration application to the city **annually** to maintain a valid registration.
- Renewals can be conveniently done online via Localgov.
- The fee for the first-time application is \$150, with an annual renewal fee of \$100.
- STRs are required to upload a PDF of their Zoning Confirmation showing a “success” message as part of their registration application on Localgov.

# Fort Worth Hotel Occupancy Tax Program



## Registration Procedures Continued

**Existing Registrations:** If you've already secured a valid Hotel Occupancy Tax Registration for 2024 and paid the associated fee, no further action is required on Localgov for this period.

**Determining Your 2024 Registration Obligation:** Unsure if you need to register for 2024? If you are a NEW business who has not yet obtained a city registration, please proceed to submit your registration form on Localgov.

For existing businesses that are unsure if they need to register for 2024, follow these steps:

1. Log in or create an account on Localgov and add your business details.
2. View your business details by clicking on the magnifying glass icon.
3. Check your business "2024 Registration Status".
  1. If it displays "Registered," no further registration is needed for 2024.
  2. If it shows "Not Registered," please proceed to complete your registration.

# Fort Worth Hotel Occupancy Tax Program



## Tax Remittance Procedures

- **Tax Rates, Interest, and Penalties:** The hotel occupancy tax rate is 9% of the consideration paid by the occupant for a room or space costing \$2 or more per day. Late penalties of 15% of the total tax owed will be assessed if the tax is not remitted, and/or the required report is not filed by the 25th day of the month following the monthly collection/reporting period. Delinquent taxes will accrue interest at a rate of 10% per annum for each month the taxes remain unpaid.
- **Monthly Filing Deadline:** The Hotel Occupancy Tax filing due date is the 1<sup>st</sup> day of the month following the collecting/reporting period. Payment must be submitted on Localgov by the 25<sup>th</sup>. For example, August liability period taxes are due September 1<sup>st</sup> and must be paid by September 25<sup>th</sup> to prevent penalty or interest charges.
- **Zero Dollar Filing Requirement:** Tax filings are required to be submitted on Localgov for every filing period even if there is a \$0 tax return.

# Fort Worth Hotel Occupancy Tax Program



## Support & Resources

- **Ordinance:** In February 2023, the City Council approved a [registration ordinance](#) for short-term rentals in Fort Worth.
- **Enforcement:** The Code Compliance Department is responsible for investigating complaints and issuing warnings or citations for [STR violations](#).
- **State HOT Requirements:** Please note that the State of Texas has similar requirements relating to HOT. For more information, please visit their website at: <https://comptroller.texas.gov/taxes/hotel/>
- **Localgov Customer Service:** If you require technical support while filing on Localgov, please reach out to Localgov Customer Service at [service@localgov.org](mailto:service@localgov.org) or call (877) 842-3037.

# Fort Worth Hotel Occupancy Tax Program



## Support & Resources

- **Customer Success Specialist:** Fort Worth taxpayers will receive personalized one-on-one training from our customer success specialist, Pauline Salise. Reach her at [psalise@azavar.com](mailto:psalise@azavar.com) to book your training. [localgov.org/training](https://localgov.org/training).
- **Localgov Customer Service:** For any questions or concerns always contact [service@localgov.org](mailto:service@localgov.org) for assistance.
- **Request This Slide Deck:** To request a PDF of this slide deck and training recording, please email [service@localgov.org](mailto:service@localgov.org).

# Fort Worth Forms

## What Forms Should I File?

- Hotel Occupancy Tax Registration (Short-Term Rentals)(New Registration)
- Hotel Occupancy Tax Registration (Short-Term Rentals)(Annual Renewal)
- Hotel Occupancy Tax Form (Monthly)



# How to Create Your Account

- To create a new account, visit <https://tax.localgov.org/login>
- Google Chrome is our recommended browser.
- Click “Create yours now” and follow the prompt for creating an account.

To reduce the risk of messages being marked as spam, please add [service@localgov.org](mailto:service@localgov.org) to your contacts \*\*\*

## Sign In

Welcome to Localgov. Please sign in to access your account.

Email Address

Password

[Forgot your password?](#)

Don't have an account? [Create yours now](#) 

Sign In

# How to Create Your Account

- To complete your account creation, enter the requested information and click “Sign Up.”
- Please note that your password is case sensitive.

## Sign Up

Welcome to Localgov.

**Email Address \***

**First name \***

**Last Name \***

**Cell Phone Number \***

**Password \***

✓ At least 8 characters

✓ Contains a lowercase letter

✓ Contains an uppercase letter

✓ Contains a special character

✓ Contains a number

# Activate Your Account

- Once you've created your account, you will receive an email from **service@localgov.org** prompting you to activate your account.
- Retrieve the activation code from your email and enter the code into the prompt.
- If you do not see this email in your inbox, please check your spam or junk folder or check with your IT administrator to ensure **localgov.org** is accepted by your email server.
- Once you've activated your account, you will be redirected back to the login page to sign in.

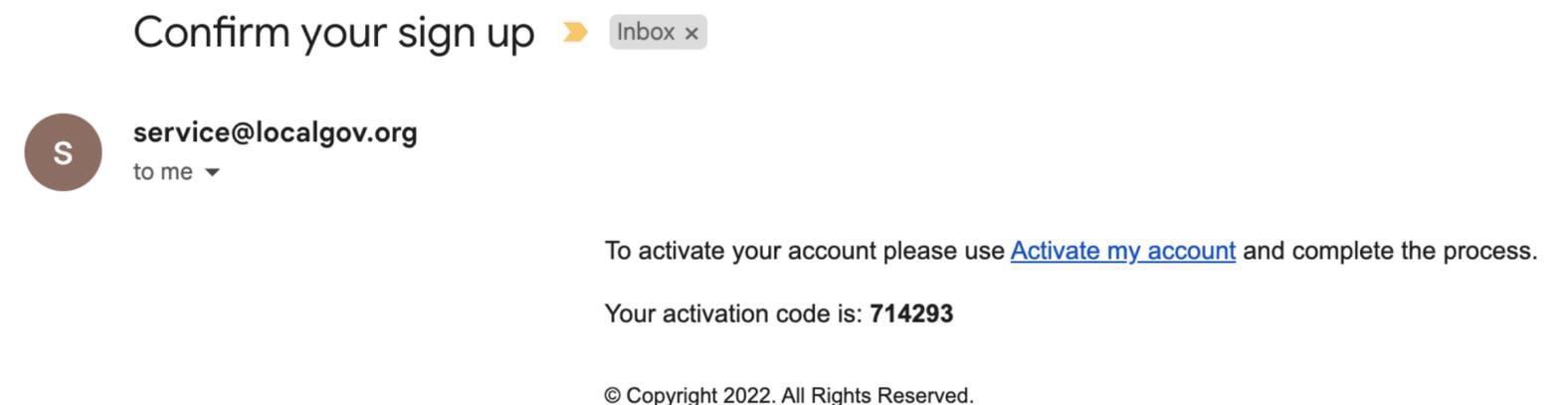
## New Account Activation

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**Email**  
audreystewart11@gmail.com

**Activation Code**

[Resend activation Code](#) [login now](#) 





# How to Sign Into Localgov

- Once you've activated your account, you will be re-directed to the sign in page.
- You can also login here:  
<https://tax.localgov.org/login>
- Sign in using your login credentials. Please note that your password is case sensitive.
- Forgot your password? No worries, click the "Forgot your Password?" link to reset.

## Sign In

Welcome to Localgov. Please sign in to access your account.

Email Address

taxpayer@gmail.com

Password

.....

[Forgot your password?](#)

Don't have an account? [Create yours now](#) 

Sign In



# Bookmark the Localgov Sign In Page

- For best performance, use Chrome as your browser.
- Login using this URL:  
<https://tax.localgov.org/login>

A screenshot of the Localgov sign-in page. On the left is the Localgov logo. On the right, the heading "Sign In" is displayed. Below it is a welcome message: "Welcome to Localgov. Please sign in to access your account." There are two input fields: "Email Address" and "Password". Below the password field are two links: "Forgot your password?" and "Don't have an account? Create yours now" with an external link icon. A blue "Sign In" button is located at the bottom right of the form area.

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## Sign In

Welcome to Localgov. Please sign in to access your account.

Email Address

Password

[Forgot your password?](#)    Don't have an account? [Create yours now](#) ↗

**Sign In**



# Intro: Localgov Taxpayer Portal

Localgov is organized using a main navigation pages as seen below. You will land on the My Businesses page upon logging in.

1. Submit Forms
2. View Filings
3. My Businesses

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My Account User Guide Log Out

## Businesses

This is a list of all your businesses. You must add your business details in order to submit a filing successfully through Localgov. Please click the “Add a Business” button to search for the government your business submits filings in and then search for your business name. If you are a new business that needs to register with a local government, please submit the appropriate registration form through Localgov.

If you don't see your business or need to update the records we have on file, please call Localgov Customer Service at (877) 842-3037 or email us at [service@localgov.org](mailto:service@localgov.org) and we will assist you.

[Add a Business](#)

	Business Name	DBA	Business Address 1
	Bonanza Fuel, LLC	Bonanza Fuel, LLC	P.O. Box 1129
	El Burrito Loco Of Crest Hill Inc	El Burrito Loco Of Crest Hill Inc	1659 Plainfield Rd
	Tribal & Indigenous Consulting, LLC	Tribal & Indigenous Consulting, LLC	502 Jackboot Street

(877) 842-3037  
[service@localgov.org](mailto:service@localgov.org)  
[Terms](#) [Privacy Policy](#)

# Managing Business



Taxpayers can add a business from the Fort Worth business list.

- Add a business
- View business details
- Delete a business
- Pre-fill tax forms with business information

**Businesses**

This is a list of all your businesses. You must add your business details in order to submit a filing successfully through Localgov. Please click the "Add a Business" button to search for the government your business submits filings in and then search for your business name. If you are a new business that needs to register with a local government, please submit the appropriate registration form through Localgov.

If you don't see your business or need to update the records we have on file, please call Localgov Customer Service at (877) 842-3037 or email us at [service@localgov.org](mailto:service@localgov.org) and we will assist you.

[Add a Business](#)

	Business Name	DBA	Business Address 1
	Bonanza Fuel, LLC	Bonanza Fuel, LLC	P.O. Box 1129
	El Burrito Loco Of Crest Hill Inc	El Burrito Loco Of Crest Hill Inc	1659 Plainfield Rd
	Tribal & Indigenous Consulting, LLC	Tribal & Indigenous Consulting, LLC	502 Jackboot Street
		TWO NINE	

# Adding a Business



- Click on the “My Businesses” page.
- Click “Add a Business.”
- Search for Fort Worth.
- Search or select your business from the drop-down list.

## Add a Business

Follow these steps to add a business:

1. Search for the government your business submits filing for.
2. Search for your business name in the drop-down.
3. Select your business to save it to your account.
4. You will then be able to pre-fill your filing form with this business information.

If you don't see your business or need to update the records we have on file, please call Localgov Customer Service at (877) 842-3037 or email us at [service@localgov.org](mailto:service@localgov.org) and we will assist you.

### Government Name

City of Fort Worth, Texas



### Business Details

Search by (DBA, Business Address 1)...



Add Business

# Delete, View, or Update Business Records

- To **delete** a business, click on the delete button.
- To **view** your business information and required forms, click the magnifying glass icon.
- To **update** business information, contact Localgov customer service and we will update the city's official business records.

A screenshot of a web interface showing a table of business records. The table has a header row with 'Business Name' and 'DBA'. Below the header, there is a row for '7-Eleven Inc' with a trash can icon and a magnifying glass icon to its left.

	Business Name	DBA
 	7-Eleven Inc	7-Eleven #



# Submit Forms

On this page, taxpayers can search for the local government their establishment is filing in and select the form to file.

1. Click search box
2. Type government name
3. Select government
4. Select form for filing

## Forms

Select the government below and then choose the form you want to start filing

 × ▼

- [Hotel Occupancy Tax Registration Form \(Short-Term Rentals\)\(Annual Renewal\)](#)
- [Hotel Occupancy Tax Registration Form \(Short-Term Rentals\)\(New Registration\)](#)
- [Hotel Occupancy Tax Registration \(Hotels\)\(One-Time\)](#)
- [Hotel Occupancy Tax Form \(Monthly\)](#)



# How to “Prefill” Filing Form

Taxpayers can choose the business from the drop-down to populate the business information on the selected form.

1. By searching or using the drop-down, select which business to prefill the form with.
2. Click “Next.”
3. You will not be able to edit the business information. If you need your records updated, contact Localgov customer service.

A screenshot of a web application dialog box titled "Choose your business". The dialog box has a close button (X) in the top right corner. The main text reads: "Choose the business from the drop-down that you would like to pre-fill on the Places for Eating Tax Monthly Remittance Form (English) form." Below this text is a search input field with the placeholder text "Search by DBA/Address or Select from Drop-Down" and a downward arrow on the right side. Underneath the search field, there is a section titled "If your business not listed:" followed by the text: "Please click 'Add a Business' below to add your business. Once added, please re-attempt to submit this form and you will be able to pre-fill the form with your business information." At the bottom of the dialog box, there are two buttons: "Add a Business" (in blue text), "Cancel" (in a blue-outlined button), and "Next" (in a grey button).



# Submit a Filing & Payment

After selecting the form to file on the Submit Forms page, taxpayers can complete and submit their forms.

1. Choose form
2. Select “Prefill form”
3. Fill out all required fields
4. Upload any required documents
5. See tax and late fees due
6. Preview filing before submitting
7. Pay and submit

## Hotel Occupancy Tax Form (Monthly)

- ✓ Instructions
- 2 Basic Info
- 3 Tax Info
- 4 Preview

### Basic Info

#### Filing Period

Filing Period \*

This field is required

Legal Business Name \*

This is the official legal name of your property as registered with under an LLC or incorporated entity, please use the full legal name. If you are not registered as an LLC or incorporated entity, please enter

This field is required



# Paying Through Localgov

**Make instant, secure payments and access your payment history**

- Upon submitting your filing, you may be required to submit a payment.
- Payment options include ACH.
- Your business banking account may require pre-authorization for online ACH debits. Below is your CCD number to give your bank for debit authorizations prior to your first ACH payment.
- CCD # for Fort Worth: **011146802**

## File and Pay

### Filing Summary

Reference Id:	AAAKTOAC
Local Government:	City of Fort Worth, Texas
Form Title:	Hotel Occupancy Tax Form (Monthly)
Date of Filing:	12/20/2023
Due Date:	06/26/2023
Total Due:	\$54.70

### Payment Method

- Saved Payment Methods
- New Checking Account



# View Filing Page

## Here you will find your history of submitted filings

- Taxpayers can search or filter to find past filings.
- See payment status and other filing information.
- Continue or delete a filing draft.
- Confirmation PDFs will be sent to the taxpayer's email upon submission of filings.
- Download PDFs from the tax filing tab for record keeping.

## Filings

This is a history of your submitted filings.

PDF	Filing Frequency	Payment Status	
	Monthly	Declined	...
	Monthly	Funded	

# Localgov Customer Service

**Our team will support taxpayers with all registration and filing request**

- It's our goal to make customers feel heard, respected, and helped as efficiently as possible.
- We build real rapport with customers while increasing their knowledge about using Localgov.
- No long hold times or chat bots. Instead, we offer live, one-on-one support.



# How to Contact Customer Service

Email: [service@localgov.org](mailto:service@localgov.org)

Call: (877) 842-3037

Submit a Support Ticket: [localgov.org/support](https://localgov.org/support)

Book a Personal Training: [localgov.org/training](https://localgov.org/training)





# Request this Slide Deck

Please email Localgov Customer Service at [service@localgov.org](mailto:service@localgov.org) to request this slide deck.