

Short-Term Rental Portal User Guide

Lewisville, Texas

Table of Contents

- Welcome 2
- Create an Account..... 3
- Areas in the STR Portal..... 5
 - The Home Page..... 5
 - The Dashboard..... 6
 - MyRequests..... 7
 - Settings..... 7
- Link an Existing Permit..... 8
- Register for a New STR Permit 9
- File your Hotel Occupancy Taxes 17
- Renew the STR Permit..... 22
- Edit the STR Permit..... 27
- Provide More Information Required..... 30
- Additional Resources 32
 - How to find your property’s water account number 32
 - What is an informational brochure? 32
 - How to find your property’s tax statement from Denton County..... 33
 - How to find your property’s tax statement from Dallas County 35

Welcome

Welcome to the City of Lewisville’s Short-Term Rental (STR) portal. This user guide is designed to help STR property owners navigate the new STR portal. You will find a step-by-step outline on how to manage your STR(s) in this new system.

First, we’ll create an account and review the main areas in the portal. Then we’ll review step-by-step instructions on how to:

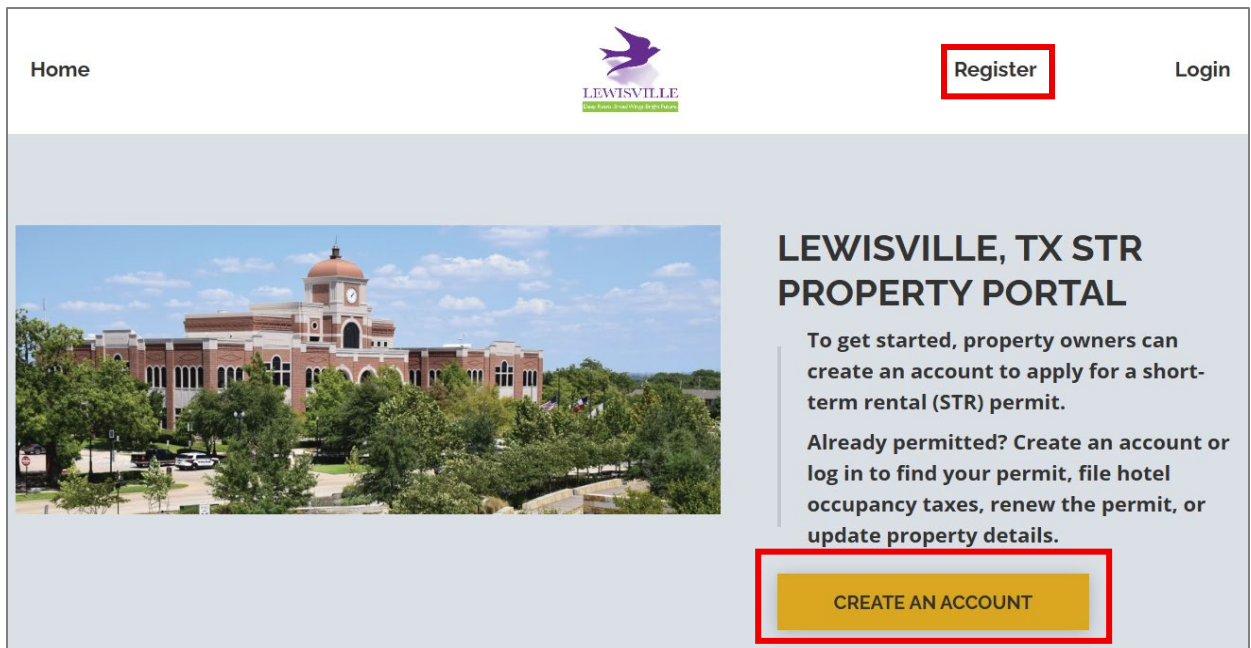
- link any existing STR permits,
- register for a new STR permit,
- file your Hotel Occupancy Taxes,
- renew expiring STR permits,
- edit your STR permit details,
- and provide additional information required for your permit



Create an Account

Use the following steps to create your account in the city of Lewisville’s STR portal. If you have an active STR permit, use the registered email to create your account. To find or change your registered email, contact permitting@cityoflewisville.com with your STR address and preferred email. Only current property owner requests will be accepted.

1. Go to Lewisville’s STR Portal at <https://cityoflewisvilletx-self.govplatform.com/>.
2. From the home page, click either the **CREATE AN ACCOUNT** button or the **Register** button.



3. On the Registration page, enter your email address and create a password.

****If you have an active STR permit, enter the owner email used to obtain the permit to create your account. If you need assistance, please contact permitting@cityoflewisville.com.**

4. After submitting, you will receive an email verifying the email address you entered is correct. Follow the steps in the email, and then you will be able to use the credentials you just created to log into the portal for the first time.
5. On the STR Portal main page, click the **Login** button. Enter your email and newly created password.
6. Enter your preferred contact information and mailing address. This is not the fields you'll use to provide the address for your short-term rental property.

Profile Registration

Your Details

Please provide your contact details below. Providing your details here means you won't have to fill in your details when completing other services.

Home Address

First name *

Last name *

Email address *

strdakota2@gmail.com

Phone number *

Mobile number

Address line 1 *

Address line 2

City *

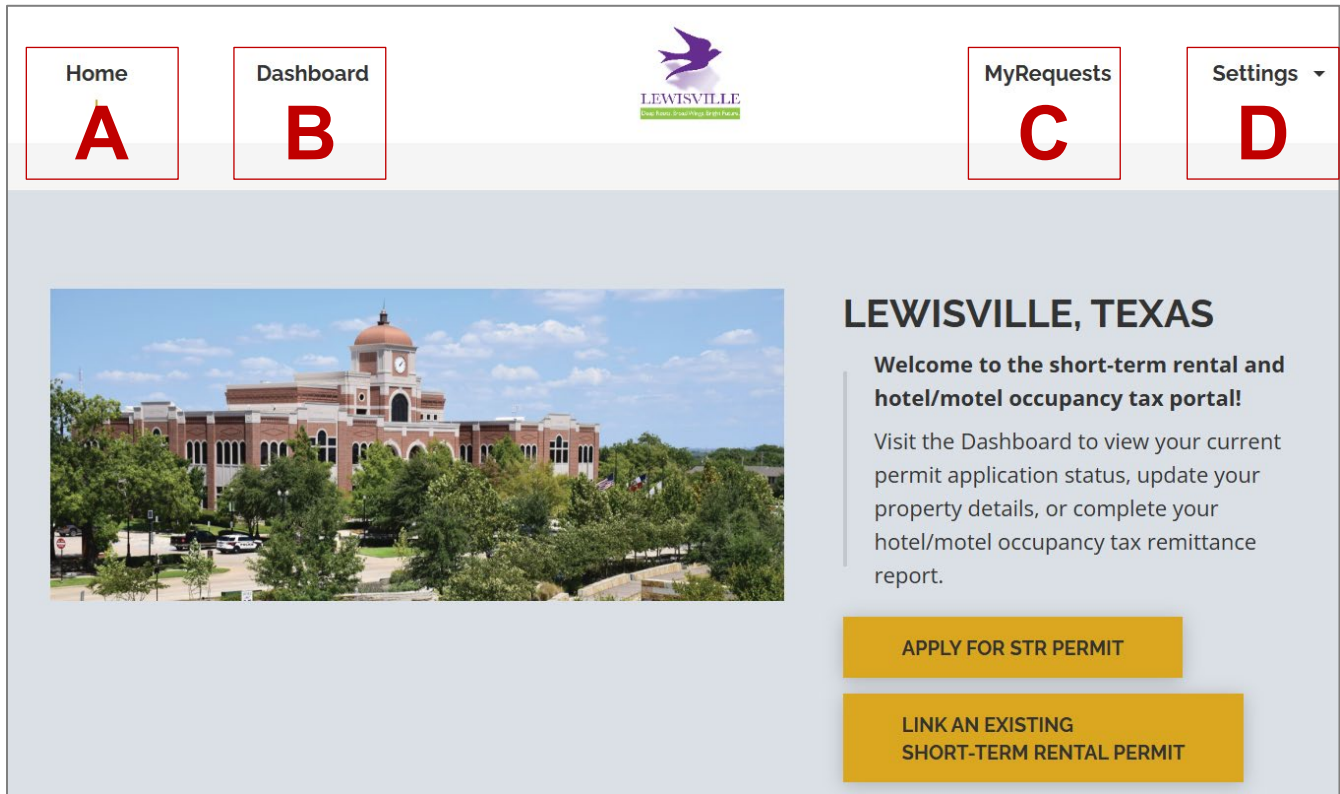
State *

Select...

Zip code *

Success! You now have an account for the STR portal. You are now ready to either connect your existing STR permit or register for a new STR permit. The next section will discuss the different areas of the portal.

Areas in the STR Portal



- A. The **Home** area is the landing spot when you log in.
- B. The **Dashboard** area contains information about your short-term rental permits. Navigate here to edit, renew, and pay taxes on your active short-term rentals permits.
- C. The **MyRequests** area contains a log of everything you've done in the portal. Navigate here if you're asked to provide additional information.
- D. The **Settings** area allows you to update your profile information, password, or logout.

The following subsections provide more details on all four areas.

The Home Page

The Home Page, pictured above, is your landing spot when you log into the portal. It contains quick launch buttons, basic instructions and contact information for the department.

The Dashboard

The Dashboard displays the properties that you own. It also contained the buttons to apply for a new permit or connect an existing permit.

Clicking on a property in the Dashboard displays the details of that property, contact information, a history of the tax filings, and buttons to download the permit certificate, file taxes, and renew the permit. Click on the dropdown caret to expand the information boxes.

Home Dashboard

LEWISVU
Live from Everywhere

Apply for a STR Permit Registration

Connect an Existing Registration

107 East Walters Street, Lewisville, TX, 75057, USA

Registration Number	STR-25-000200
Parcel	12032
Status	active
Created Date	Nov 17 2025
Expiry Date	Jan 05 2026

Home / Dashboard / Registration

Return to Main Dashboard

107 East Walters Street, Lewisville, TX, 75057, USA

STR-25-000200

ACTIVE

Registration Summary

Registrant Information

Emergency Contact

Property Information

Registration Options

Certificate of Registration

Edit

View Certificate

Filing and Tax History

Invoices

History of filing and taxes

Show 10 rows

Filing Reference	Period Start	Period End
No data available in table		

Showing 0 to 0 of 0 entries

Home / Dashboard / Registration

Return to Main Dashboard

107 East Walters Street, Lewisville, TX, 75057, USA

STR-25-000200

ACTIVE

Registration Summary

Address	107 East Walters Street, Lewisville, TX, 75057, USA
Parcel	12032
Registration Number	STR-25-000200
Status	active
Created Date	Nov 17 2025
Expiry Date	Jan 05 2026

Registrant Information

Name	Dakota Test
Relation	OWNER
Contact Phone	(333)333-3333
Contact Email	strdakota2@gmail.com
Address	151 W. Church Street, Lewisville, TX, 75057

Emergency Contact

Emergency Name	Dakota Test
Emergency Phone	(333)333-3333
Emergency Email	strdakota2@gmail.com

Property Information


Bedrooms	3
Max Occupancy	6

Registration Options

Edit

MyRequests

The MyRequests area contains a log of all forms submitted by you. Each log has the start and end date, a reference number (the Case ID), and a View button that contains a read-only copy of your submission.

Home Dashboard  MyRequests Settings ▾

My Requests

Show 5 Filter All Search

Case ID 1	Process 2	Case Start Date	Case End Date	Case Status 3
FS-Case-15716645	Update Registration Expiry Date	11/17/2025 04:20:03 PM	11/17/2025 04:20:05 PM	Closed
REG-15716597	Registration	11/17/2025 04:06:24 PM	11/20/2025 08:30:20 AM	Closed

Application

Task ID	Start Date	Completed Date	Summary	Action
REG-15716597	11/17/2025 04:06:24 PM	11/17/2025 04:06:24 PM		VIEW 4
REG-15716499	Registration	11/17/2025 04:01:33 PM	11/17/2025 04:16:00 PM	Closed
FS-Case-15716396	Profile Registration	11/17/2025 03:08:22 PM	11/17/2025 03:08:24 PM	Closed

1. The **Case ID** is your reference number for that specific submission. If contacted by staff about your application, you can provide this number to help them find the correct case.
2. The **Process** shows what action you took (i.e., applying for a new permit, renewing your permit, paying taxes, editing your registration, etc.)
3. The **Case Status** shows the current status of the case. Open means it is still being worked on by staff. Closed means it has been completed. Action required means you need to provide more information. See the [Provide More Information Required](#) section for more information.
4. The **View** button displays a read-only copy of your submission. This is your copy of the form you turned in.

Settings

The Settings dropdown is where you can update your contact information (My Profile), your email (Change Email), your password (Change Password), and log out of the portal (Logout).

Settings ▾

- My Profile
- Change Email
- Change Password
- Logout

Link an Existing Permit

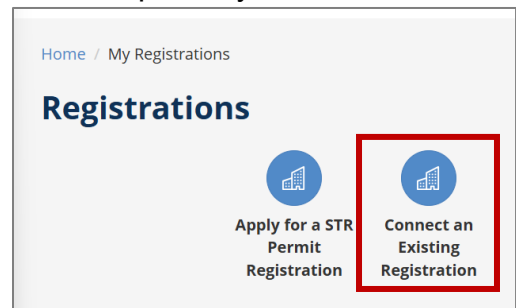
If you have an STR permit before the implementation of this new portal, you'll need to connect your current permit into your new Dashboard.

1. Go to Lewisville's STR Portal at <https://cityoflewisvilletx-self.govplatform.com/>.
2. Use the **Login** button to access your account. Need an account? Go to the [Create an Account](#) section.
3. On the Dashboard, select the **Connect an Existing Registration** button.
4. Enter your account email address, which should be the same as your account email address.

****The existing permit links only to the most recent registration email address. To change your registered email, contact us at 972.219.3470 or permitting@cityoflewisville.com.**

5. The **Request Code** button will appear after you've entered your email address. Click it to receive an email code verifying you have access to the email account.
6. Check your email for the access code. Double-check your spam folder if you don't see it in your main inbox.
7. Enter the code in the PIN box and click the **Submit PIN** button.
8. A new Submit button will appear. Click it to finalize the permit transfer.

Now all your permits will be displayed on your Dashboard.



Link an Existing Registration to your Account

Please enter your email on file with your registration and select Request Code. A six digit code will be emailed to you shortly!

Email Address *

✖ CANCEL

Link an Existing Registration to your Account

Please enter your email on file with your registration and select Request Code. A six digit code will be emailed to you shortly!

Email Address *

 ✓

REQUEST CODE

✖ CANCEL

Link an Existing Registration to your Account

Please enter your email on file with your registration and select Request Code. A six digit code will be emailed to you shortly!

Email Address *

 ✓

Please check your spam/junk folder for code

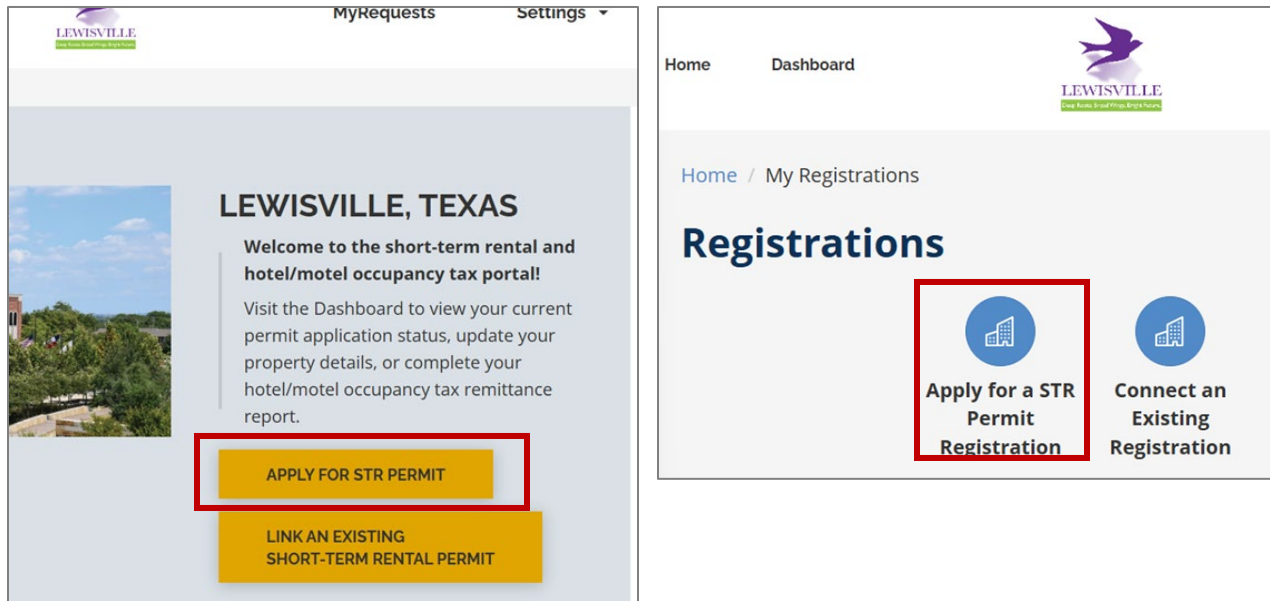
RESEND CODE

Please enter valid PIN *

✖ CANCEL

Register for a New STR Permit

Login to your portal account at <https://cityoflewisvilletx-self.govplatform.com/>. The new permit application can be found on the Home Page and the Dashboard. Both buttons will take you to the same form.




You'll need the following items to complete the permit application:

- Have verified that the property meets the distance and/or density requirements outlined in the City of Lewisville's Unified Development Code Section VII.4.3.
- Ability to pay the \$400 non-refundable application fee by credit card, debit card, or eCheck.
- The STR property's City of Lewisville water account number
 - Need help finding this? Go to the [Additional Resources](#) section.
- Name and contact information for your Emergency Contact, who will be
- Details for the Property Manager, if you are using one
- A copy of the ordinance-required informational brochure presented to guest and posted in the STR property.
 - Need a more information on how to provide this? Go to the [Additional Resources](#) section.
- Tax statement or receipt from the county where the STR property is located showing that the property is not in arrears on property taxes
 - Need help finding this? Go to the [Additional Resources](#) section.
- Evidence that you, the applicant, currently own the STR property. Examples include the tax statement, county property records, or the deed. Lease agreements are not evidence of property ownership.

Remember, once started the form cannot be saved. A STR Application Checklist is available online at <https://www.cityoflewisville.com/str>. Applications must be submitted by the property owner.

1. To begin, click the **Apply for an STR Permit** button on the Home page or Dashboard.
2. The Welcome page provides resources, and a reminder of what information is needed to successfully complete the application. If you need to cancel your application at any time, simply click the Cancel button. Click the **Next** button to continue.

Home MyRequests  Settings

Apply for a Short Term Rental

Welcome About You The Property Emergency Contact

Welcome to the Short-Term Rental (STR) Permit application! Before applying for an STR permit, please ensure you meet all of the City requirements for new STRs. Resources to help you complete the application, including an application checklist, informational brochure template, and instructions to find the required tax statement, are available at <https://www.cityoflewisville.com/str>.

PLEASE NOTE: Applications that are started must be completed or canceled, as they cannot be saved in progress. If you have any questions, please contact the Neighborhood and Inspection Services Department at permitting@cityoflewisville.com or 972-219-3470.

Please be aware the application must be completed by the property owner. Applications submitted by non-owners will be denied.

Please be prepared to provide the following:

- A non-refundable \$400 application fee.
- City of Lewisville water account number for the STR property.
- Informational brochure that will be presented to tenants and posted in the STR.
- Tax statement or receipt from the county where the STR is located showing that the property is not in arrears on property taxes.
- Evidence of property ownership, such as the county property record or deed.

3. On the About You tab, you will verify your profile information. If anything needs to be updated, you can select, “No” to the question, “Are these details correct?” This will unlock your information and allow you to update it directly on the page.

You will also select if you will be using a property manager or management company. Selecting “Yes” will add the Property Manager tab later in the application.

Welcome About You The Property Property Details

First, we will need some information about you, the property owner, so we can complete the application. If you have a property manager, you'll be able to provide their information later in the application.

First name
Dakota ✓

Last name
Test ✓

Email address
strdakota2@gmail.com ✓

Phone number
(333)333-3333 ✓

Address line 1
151 W. Church Street ✓

Address line 2

City
Lewisville ✓

State *
Texas ✓

Zip code
75057 ✓

Are these details correct? *
 Yes
 No

What is your role in renting the property? *
 Property Owner

- On the **Property** tab, you will enter and verify the address of the STR unit you're registering.

Enter the address or parcel number in the first box. You only need to enter 4 characters to start the search.

The drop down will populate possible addresses after you enter four characters. Select the correct address.

We recommend entering just your address number or street name and finding your address from the drop-down results.

Indicate if the property has a unit number. If yes, a field will appear to enter your unit number.

A warning message will appear in an STR registration already exists for the address. After selecting the address, indicate whether you would like to proceed with the application for this property.

Apply for a Short Term Rental

Welcome About You **The Property** Property Details Emergency Contact Documents Te

We will need to find the property in the database. Begin typing the property address or parcel number into the search box and then select the value in the search box. Scroll down through the list to see the top 25 matches. Select the applicable property from the list.

Please enter at least 4 character to search and select your address from the drop-down box underneath the search box. *

Please enter at least 4 characters to search.

What is the Short-Term rental property address? *

Only the first 25 address matches are shown, add more text to the search above to narrow the search.

Select... ✓

If you can't find your address or parcel, please contact Neighborhood and Inspection Services at permitting@cityoflewisville.com or +1 972 219 3470.

Please enter at least 4 character to search and select your address from the drop-down box underneath the search box. *

Please enter at least 4 characters to search.

main ✓

What is the Short-Term rental property address? *

Only the first 25 address matches are shown, add more text to the search above to narrow the search.

Select... ✓

Select...

- 100 E Main St, Lewisville, TX 75077, USA
- 1001 E Main St, Lewisville, TX 75057, USA
- 1006 E Main St, Lewisville, TX 75057, USA
- 1006 E Main St, Lewisville, TX 75057, USA
- 1006 E Main St, Lewisville, TX 75057, USA
- 1018 E Main St, Lewisville, TX 75057, USA
- 1021 E Main St, Lewisville, TX 75057, USA
- 105 E Main St, Lewisville, TX 75057, USA
- 119 E Main St, Lewisville, TX 75057, USA
- 1201 E Main St, Lewisville, TX 75057, USA
- 140 E Main St, Lewisville, TX 75057, USA
- 208 E Main St, Lewisville, TX 75057, USA
- 209 E Main St, Lewisville, TX 75057, USA
- 219 E Main St, Lewisville, TX 75057, USA
- 231 E Main St, Lewisville, TX 75057, USA
- 236 E Main St, Lewisville, TX 75057, USA
- 310 E Main St, Lewisville, TX 75057, USA
- 315 E Main St, Lewisville, TX 75057, USA
- 317 E Main St, Lewisville, TX 75057, USA

Inspection Services at permitting@cityoflewisville.com or

- On the **Property Details** tab, you'll enter information about the STR property, such as the property type, number of bedrooms, advertised occupancy limit, water account number, and whether the property is owned by a partnership or corporation.

Apply for a Short Term Rental

Welcome About You The Property **Property Details** Property Manager Emergency Contact Documents

Terms

We will need a few more details about this property.

Property Type *

What is the number of bedrooms in the property? *

What is your advertised occupancy limit? *

What is the water account number for the property? *

Water account numbers can be found on your monthly water statement, on your online account, and in your account set-up confirmation email. You may also contact our Customer Service team at +1 972 219 3470.

Is the property owned by a partnership or corporation? *
 Partnership
 Corporation
 Neither

< PREVIOUS X CANCEL NEXT >

- On the **Emergency Contact** tab, you'll enter the name, phone number and email address for the person who will be available by phone or in person within 15 minutes at all times when the STR is rented, can be present at the STR property within 1 hour, if called, and will accept citation for any violations on the STR premises.

Apply for a Short Term Rental

Welcome About You The Property Property Details **Emergency Contact** Documents

Please fill in the following information for the emergency contact. Whomever is chosen as the emergency contact.

Must be available to be reached by phone or in person within 15 minutes at all times when the STR is rented.
 Must be present onsite within 1 hour, if called.
 May be required to, and shall not refuse to, accept service of citation for any violations on the STR premises. Acceptance of service does not release owner of liability.

What is the Emergency Contact's first and last name? *

What is the Emergency Contact's phone number? *

What is Emergency Contact's Email Address? *

< PREVIOUS X CANCEL NEXT >

- If you said yes to utilizing a Property Manager or Property Management Company, you'll provide their name, address, phone number and email address on the **Property Manager** tab.

Welcome About You The Property Property Details **Property Manager**

Emergency Contact Documents Terms

Please fill in the following information for the property manager.

Company Name

Contact First Name *

Contact Last name *

What is the mailing address?

Address Line 1 *

Address Line 2

City *

State *

Zip *

Phone number *

Email address *

< PREVIOUS X CANCEL NEXT >

- On the **Documents** tab, you'll upload the tax statement, informational brochure, and evidence of property ownership. Use the **X** button to remove an attachment.

Welcome About You The Property Property Details **Documents** Terms

Please upload the required documents.

Tax statement from the county
Please upload the property tax statement for the current year to demonstrate the property is not in arrears on property taxes. Instructions to locate the county issued property tax statement is available at <https://www.cityoflewsville.com/str>.

Drop files here to upload -

Uploaded: 0 of 1

Informational Brochure
Please upload the informational brochure that will be presented to tenants and posted in the STR explaining city regulations and house rules. The brochure must meet city requirements. Templates are available online at <https://www.cityoflewsville.com/str>.

Drop files here to upload -

Uploaded: 0 of 1

Evidence of property ownership
Please provide documentation proving you are the current property owner. Examples include the property tax statement, county appraisal district property record, the deed, etc. Lease agreements are not accepted.

Drop files here to upload -

Uploaded: 0 of 1

9. Finally, on the **Terms** tab, you will sign your name electronically indicating that, to best to your knowledge, all information you've entered is correct. The balance owed will be provided. Click the **Submit** button to open the payment portal. The application cannot be successfully completed until payment is accepted.

Welcome About You The Property Property Details Emergency Contact Documents

Terms

A **non-refundable \$400 application fee** is required. After submitting, pay the fee, then click the blue "Exit and return to Short-Term Rental Permit Portal" button. **Failure to do so means your application will not be received.**

Short-term rental (STR) owners are required to inform the City of Lewisville in writing of any changes to the information provided in their application. This notification must occur within seven days of the change, whether it's during the application review period or the STR permit term.

Please ensure all information is accurate before submission. You will receive an email if corrections are needed. These corrections must be completed by the deadline, or the application for an STR permit will be denied. **Denied applications cannot be changed, and a new application will be required.**

All STRs operating in Lewisville must adhere to the regulations outlined in the Lewisville City Code. Further information regarding these regulations can be found at <https://www.cityoflewisville.com/str>.

By sending my electronic signature, I certify under penalty of perjury that this information is accurate and I am an authorized representative or owner of this property. I acknowledge that my signature is legally binding. *

10. After clicking the Submit button on the previous page, you will be brought to a payment portal. First enter your name, phone number, and zip code. Then you'll select your payment method and enter your payment information. Click the **Continue** button to proceed.

If you cannot submit a payment, please exit the payment portal by clicking the blue **Exit and return to Short-Term Rental Permit Portal** button available at the top of the page.

Exit and return to Short-Term Rental Permit Portal

One Time Payment Payment Information

Enter Payment Information

All fields are required unless labeled as optional.
If your amount owed is \$1000 or more, you must pay by eCheck / Bank Account.

First Name Middle Name (Optional)

Last Name Daytime Phone Number

ZIP Code:

Pay this Amount \$ 400.00

Payment Method

eCheck / Bank Account

Debit Card

Credit Card

Continue


Cancel

11. On the second page of the payment portal, confirm your payment information and check the box to authorize and agree. Click the Pay button to complete your payment. If you need to edit your payment details, click the Back button.

Exit and return to Short-Term Rental Permit Portal

SVTILLE
One Time Payment Confirm Payment

Confirm Payment

Payment Method  *****

Payment Date Now (11/17/2025)

Pay this Amount \$400.00

Click to read the [Payment Authorization Terms](#) and [Privacy Notice](#)


I authorize and agree per Payment Authorization Terms.

Click the **PAY** button to complete your payment.

Back Pay \$1.00 Cancel

12. The third and final page of the payment portal will provide your payment confirmation and a downloadable copy of your receipt. You will also receive an emailed payment receipt. Click the blue **Exit and return to Short-Term Rental Permit Portal** button to return to your application.

Exit and return to Short-Term Rental Permit Portal

 L.E.W. SVTILLE
Dig. Print. Scan. Photo. Sign. Permit.

Payment Receipt

Your payment has been accepted.
You must click 'Exit and return to Short-Term Rental Portal' above to complete registration.

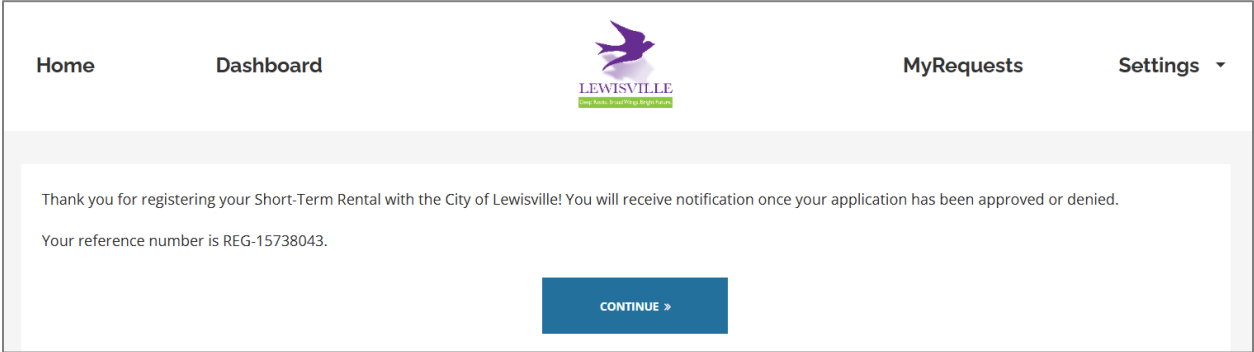
Confirmation #	200347600594
Payment Type	RENTAL - Short Term
Account #	REG-15717725
Status	ACCEPTED
Payment Date	Nov 18, 2025
Payment Method	Visa *****
Pay this Amount	\$400.00

Print

****IMPORTANT:** You must use the blue **Exit and return to Short-Term Rental Permit Portal** button to complete your submission. Failure to use the button will result in an incomplete submission, even if you've received a payment receipt.

13. After clicking **Exit and return to Short-Term Rental Permit Portal** button you will be taken to the submission page with your reference number. Confirmation will also be emailed.

If you do not receive a receipt and do not see the payment receipt within 1 hour, please contact us at permitting@cityoflewisville.com or 972.219.3470.



You have successfully submitted your STR permit application! You can view your registration status and details on your **Dashboard**.



Next, your application will be reviewed by city staff to ensure it meets minimum requirements. You'll be contacted if any additional information is required. Once the property is ready for inspection, you'll receive an STR Inspection form. Applications may take a few weeks to process.

File your Hotel Occupancy Taxes

Follow the steps below to report and pay your monthly Hotel Occupancy taxes (HOT). STRs are asked to report the month's revenue by the 20th of the following month. This means you'll report revenue received in January by February 20th. The Tax Filing button will appear at the beginning of each month and disappear once all months are reported.

1. Login to your STR portal account at <https://cityoflewisvilletx-self.govplatform.com/>
2. From the Homepage, click on the **Dashboard** button. If you have multiple registrations, select the property you want to submit taxes for.

3. Click the **File Taxes** button in the Registration Options box.

The File Taxes button appears at the beginning of the month for active registrations.

4. The form begins with a **Welcome** page. Review the details provided and verify you are filing for the correct address. Click the **Next** button to continue.

5. In the Your **Details** tab, you will verify your contact details are correct.

If they aren't, select "No" to the "Are these details correct?" question. This will allow you to update your details. When you submit the form, your details will automatically be updated in your profile and on all of your active permits.

Click the **Next** button to continue.

Home / Dashboard / Registration

795 East Vista Ridge Mall Drive, Lew STR-25-000402

Registration Summary

Emergency Contact

Registration Options

File Taxes Edit

Welcome Your Details Revenue Entry Terms

First, this is the information we have from your registration. Please verify that this information is accurate.

First name
Dakota ✓

Last name
Buchanan ✓

Email address
buchanan61@gmail.com ✓

Phone number
✓

Address line 1
297 S Canal St ✓

Address line 2

City
Lewisville ✓

State *
Texas ✓

Zip code
75057 ✓

Are these details correct? *
 Yes
 No

Thank you for verifying your details.

PREVIOUS CANCEL NEXT

6. Enter your gross revenue for short-term stays during the reporting period. Short-term stays are less than 30 consecutive days.

For each month available, click the edit button on the table to continue. In the popup, enter your total gross receipts for short-term stays for that reporting period. If there were no short-term stays to report, please enter zero. Click the **Update Record** button to continue.

Reporting for the first time? You may see previous months from before you began operating as an STR. For any month with zero short term stays, please enter \$0 in revenue.

Tax Filing

Welcome Your Details **Revenue Entry** Terms

Please enter your total net revenue for the listed period. Net revenue excludes revenue from permanent guest rentals (any stay that exceeds 30 days).

	Period Start	Period End	Total Gross Receipts
	Sep 01 2025	Sep 30 2025	\$
	Oct 01 2025	Oct 31 2025	\$

Please double-check all gross receipts before navigating to the Terms page. The tax period **CANNOT** be edited after the taxes owed are calculated. If edits are needed after tax payment is calculated, please cancel the form and start over.

< PREVIOUS CANCEL NEXT >

Tax Filing

Period Start
Sep 01 2025

Period End
Sep 30 2025

Total Gross Receipts
\$

CANCEL EDIT UPDATE RECORD

7. Double-check all revenue entered is correct. After you click next, the taxes owed will be calculated and you will not be able to edit the revenue entry. Click the **Next** button to continue.

Tax Filing

Welcome Your Details **Revenue Entry** Terms

Please enter your total net revenue for the listed period. Net revenue excludes revenue from permanent guest rentals (any stay that exceeds 30 days).

	Period Start	Period End	Total Gross Receipts
	Sep 01 2025	Sep 30 2025	\$0
	Oct 01 2025	Oct 31 2025	\$568.42

Please double-check all gross receipts before navigating to the Terms page. The tax period **CANNOT** be edited after the taxes owed are calculated. If edits are needed after tax payment is calculated, please cancel the form and start over.

< PREVIOUS CANCEL NEXT >

- On the Terms tab, sign your name electronically indicating that, to the best of your knowledge, all information you've entered is correct. The balance owed will be listed at the end of the page. If the amount owed is greater than \$1000, you must pay by eCheck / Bank Account. Click the **Submit** button to open the payment page.

The following are the terms and conditions for Short-Term Rentals and Hotels/Motels <https://www.cityoflewsville.com/city-hall/city-departments/financial-services/hotel-motel-occupancy-tax>

Sending my electronic signature, I certify under penalty of perjury that the information provided on this application and along with this application is true and accurate to the best of my knowledge and belief as the owner or owner's Authorized Representative of the Short Term Rental property being registered. I acknowledge that my signature is legally binding. *

Tax Filing Fee Breakdown	Period Start	Period End	Amount
Hotel/motel occupancy tax	2025-09-01	2025-09-30	0.00
Hotel/motel occupancy tax	2025-10-01	2025-10-31	39.79

Balance

This is how much you owe in Tax Filing Fees.

Tax Filing Fees	\$39.79
Total	\$39.79

You must Submit to complete your filing. After payment is accepted, click the blue "Exit and return to Short-Term Rental Permit Portal" button available at the top of the page. **Failure to exit back to your Tax Filing form means your form will not be received.**

If your total Tax Filing Fees are \$1000 or more, you must pay by eCheck / Bank Account. Please have your routing and account number ready to submit payment.

< PREVIOUS X CANCEL ✓ SUBMIT

- Enter your payment information. If you need to cancel your form, please click the blue **Exit and return to Short-Term Rental Permit Portal** button at the top of the page.

****Having issues getting the payment window to load? Use the blue **Exit and return to Short-Term Rental Permit Portal** button to return to the form and click the submit button again to reload the payment portal.**

Exit and return to Short-Term Rental Permit Portal

One Time Payment Payment Information

Enter Payment Information

All fields are required unless labeled as optional.
If your amount owed is \$1000 or more, you must pay by eCheck / Bank Account.

First Name Middle Name (Optional)

Last Name Daytime Phone Number

ZIP Code:

Pay this Amount \$

Payment Method

eCheck / Bank Account

Debit Card

Credit Card

Continue

Cancel

10. On the second page of the payment portal, confirm your payment information and check the box to authorize and agree. Click the **Pay** button to complete your payment. If you need to edit your payment details, click the Back button.

11. The third and final page of the payment portal will provide your payment confirmation and a downloadable copy of your receipt. You will also receive an emailed payment receipt. Click the blue **Exit and return to Short-Term Rental Permit Portal** button to return to your application.

****IMPORTANT:** You must use the blue **Exit and return to Short-Term Rental Permit Portal** button to complete your submission. Failure to use the button will result in an incomplete submission, even if you've received a payment receipt.

12. After clicking **Exit and return to Short-Term Rental Permit Portal** button you will be taken to the submission page with your reference number. Confirmation will also be emailed. You can now view the payment information is your Dashboard.

If you do not receive a receipt and do not see the payment history in the Filing and Tax History area within 1 hour, please contact us at permitting@cityoflewisville.com or 972.219.3470.

You can view your invoices and payment receipts in the property details. The **Filing and Tax History** tab will have data showing your gross receipts and taxes for each period.

The **Invoices** tab provides a copy of the transaction invoices, showing an itemization by month. An issued invoice is created for canceled tax forms

The **Payment Receipts** tab provides a copy of the payment receipt, showing an itemization by category.

151 West Church Street, Lewisville, TX, 75057, USA ACTIVE

STR-25-000382

Registration Summary ▼

Emergency Contact ▼

Registration Options

[File Taxes](#) [Edit](#)

Registrant Information ▼

Property Information ▼

Certificate of Registration

[View Certificate](#)

Filing and Tax History ▼
Invoices
Payment Receipts

History of filing and taxes

[Show 10 rows](#) Search:

Filing Reference	Period Start	Period End	Gross	Taxes
2528343	Mar 01 2025	Mar 31 2025	\$0.00	\$0.00
2528344	Apr 01 2025	Apr 30 2025	\$0.00	\$0.00
2528345	May 01 2025	May 31 2025	\$0.00	\$0.00
2528346	Jun 01 2025	Jun 30 2025	\$152.00	\$10.64
2528347	Jul 01 2025	Jul 31 2025	\$300.00	\$21.00
2528348	Aug 01 2025	Aug 31 2025	\$500.00	\$35.00

Showing 11 to 16 of 16 entries Previous 1 2 Next

Filing and Tax History
Invoices ▼
Payment Receipts

History of Invoices

Invoice Number	Invoice Status	Date Created	Total Amount	Action
INV-000339	PAID	Sep 16 2025	\$66.64	View
INV-000801	ISSUED	Oct 27 2025	\$14.00	View
INV-000805	ISSUED	Oct 28 2025	\$17.50	View

Filing and Tax History
Invoices
Payment Receipts ▼

History of Payments

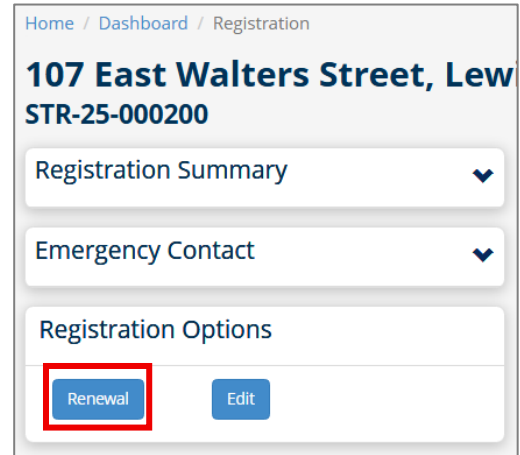
Payment ID	Status	Date Paid	Total Amount	Action
1271941	COMPLETE	Sep 16 2025	\$66.64	View

Renew the STR Permit

Sixty days before your permit expires, you will receive an email notifying you that it's time to renew. A Renewal button will appear in the Registration Options box in the property's details. Follow the instructions below to renew your STR permit.

1. Login to your portal account at <https://cityoflewisvilletx-self.govplatform.com/>.
2. From the Home page, click on the **Dashboard** button. If you have multiple registrations, select the property you want to renew.
3. Click the **Renewal** button in the Registration Options box.

The information you entered during your initial permit is used for the renewal process. You will click through the different tabs and verify that the information is correct. Most information is read-only, but some can be updated on the renewal form.



4. The Welcome page provides resources, and a reminder of what information is needed to successfully complete the application. Verify you are renewing the correct address. Click the Next button to continue. If you need to cancel your application at any time, simply click the Cancel button.



- On the About You tab, you will verify your profile information. If anything needs to be updated, you can select, “No” to the question, “Are these details correct?” This will unlock your information and allow you to update it directly on the page.

You will also select if you will be using a property manager or management company.

Please note the email address cannot be edited. STR permits cannot be transferred to a new owner. Please [submit a new STR application](#) if the property ownership has changed.

- The Property address cannot be edited. STR permits cannot be transferred to a new address. Please [submit a new STR application](#) to obtain a permit at a different address.

7. The information provided on your first application will appear on the **Property Details, Emergency Contact, and Property Manager** tabs. Please make changes as needed.

8. On the **Document** tab, please upload your current property tax statement, informational brochure, and evidence of property owners. Use the **X** button to remove an attachment.

Short-Term Rental Renewal

Welcome About You The Property Property Details Emergency Contact Documents 1

Terms

Please upload the required documents for your registration renewal.

Tax statement from the county
Please upload the property tax statement for the current year to demonstrate the property is not in arrears on property taxes. Instructions to locate the county issued property tax statement is available at <https://www.cityoflewsville.com/str>.

Drop files here to upload - **UPLOAD**

Uploaded: 0 of 1

Informational Brochure
Please upload the informational brochure that will be presented to tenants and posted in the STR explaining city regulations and house rules. The brochure must meet city requirements. Templates are available online at <https://www.cityoflewsville.com/str>.

Drop files here to upload - **UPLOAD**

Uploaded: 0 of 1

Evidence of property ownership
Please provide documentation demonstrating you, the applicant, are still the current property owner. Examples include property tax statement (if your name is listed), county appraisal district property record, the deed, etc.

Drop files here to upload - **UPLOAD**

Uploaded: 0 of 1

< PREVIOUS CANCEL NEXT >

9. Finally, on the Terms tab, you sign your name electronically indicating that, to the best your knowledge, all information you've entered is correct. The balance owed will be provided. Click the **Submit** button to open the payment portal. The application cannot be successfully completed until payment is accepted.

Short-Term Rental Renewal

Welcome About You The Property Property Details Emergency Contact Documents

Terms 1

A non-refundable **\$400 application fee** is required. After submitting, pay the fee, then click the blue "Exit and return to Short-Term Rental Permit Portal" button. **Failure to do so means your application will not be received.**

Please be aware that STR owners must notify the City in writing of any change in the information provided in the application at any time during the application review period, or STR permit term within 7 days of such change.

Property owner's operating a short-term rental in Lewisville must comply with regulations outlined in Lewisville City Code. You can find the regulation information at <https://www.cityoflewsville.com/str>.

Please type your full name below to create an electronic signature. *

Balance

Renewal Fees	\$400.00
Total	\$400.00

You must Submit to complete your renewal. Please be aware staff cannot review your application until payment is confirmed. A payment confirmation will be emailed to you. Invoices are available in the dashboard and are not considered a confirmation of payment.

< PREVIOUS CANCEL SUBMIT

10. After clicking the Submit button on the previous page, you will be brought to a payment portal. First enter your name, phone number, and zip code. Then you'll select your payment method and enter your payment information. Click the **Continue** button to proceed.

If you cannot submit a payment, please exit the payment portal by clicking the blue **Exit and return to Short-Term Rental Permit Portal** button available at the top of the page.

Exit and return to Short-Term Rental Permit Portal

One Time Payment Payment Information

Enter Payment Information

All fields are required unless labeled as optional.
If your amount owed is \$1000 or more, you must pay by eCheck / Bank Account.

First Name Middle Name (Optional)

Last Name Daytime Phone Number

ZIP Code:

Pay this Amount \$ 400.00

Payment Method

eCheck / Bank Account

VISA Debit Card

VISA DISCOVER Credit Card

Continue

Cancel

11. On the second page of the payment portal, confirm your payment information and check the box to authorize and agree. Click the Pay button to complete your payment. If you need to edit your payment details, click the Back button.

Exit and return to Short-Term Rental Permit Portal

One Time Payment Confirm Payment

Confirm Payment

Payment Method *****

Payment Date Now (11/17/2025)

Pay this Amount \$400.00

Click to read the [Payment Authorization Terms](#) and [Privacy Notice](#)

I authorize and agree per Payment Authorization Terms.

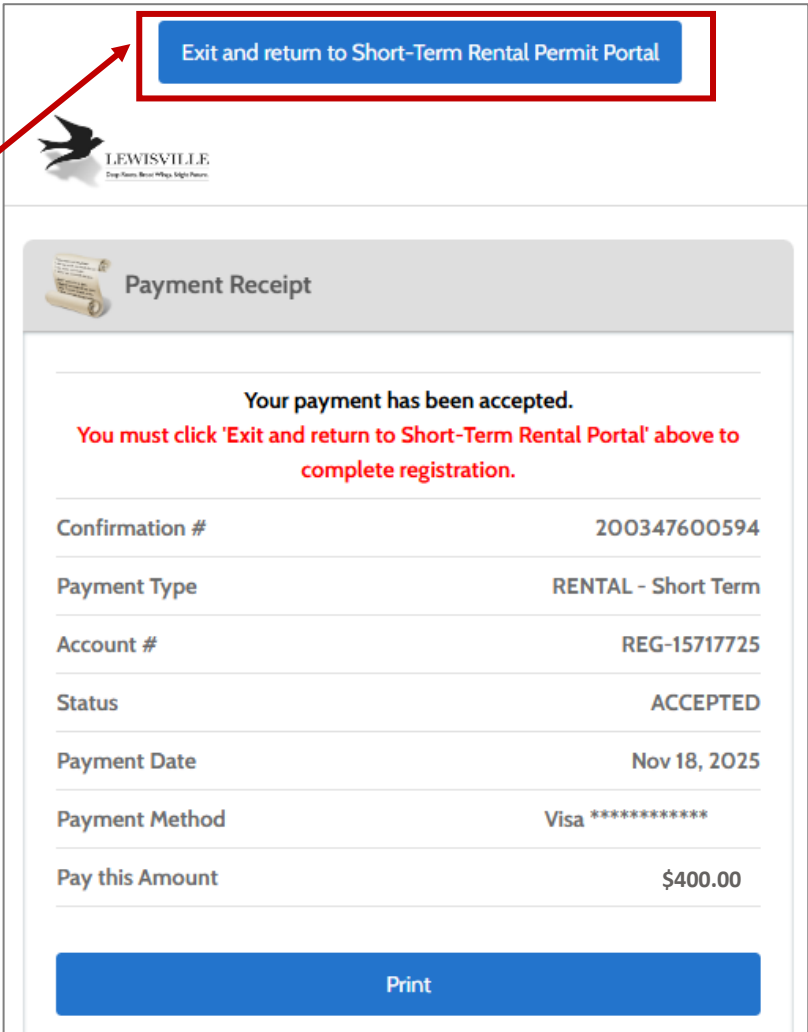
Click the **PAY** button to complete your payment.

Back Pay \$1.00 Cancel

12. The third and final page of the payment portal will provide your payment confirmation and a downloadable copy of your receipt. You will also receive an emailed payment receipt. Click the blue **Exit and return to Short-Term Rental Permit Portal** button to return to your application.

****IMPORTANT:** You must use the blue **Exit and return to Short-Term Rental Permit Portal** button to complete your submission. Failure to use the button will result in an incomplete submission, even if you've received a payment receipt.

13. After clicking **Exit and return to Short-Term Rental Permit Portal** button you will be taken to the submission page with your reference number. Confirmation will also be emailed.



If you do not receive a receipt and do not see the payment receipt within 1 hour, please contact us at permitting@cityoflewisville.com or 972.219.3470.

You have successfully submitted your STR permit renewal! You can view your registration status on your **Dashboard**.

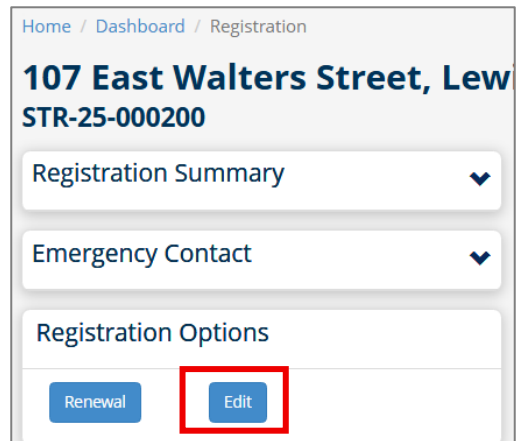
Next, your application will be reviewed by city staff to ensure it meets minimum requirements. You'll be contacted if any additional information is required. Once the property is ready for inspection, you'll receive an STR Inspection form. Applications may take a few weeks to process. You will receive an email when your renewal is approved, and your expiry date will be updated in your registration details and on the permit certificate.

Edit the STR Permit

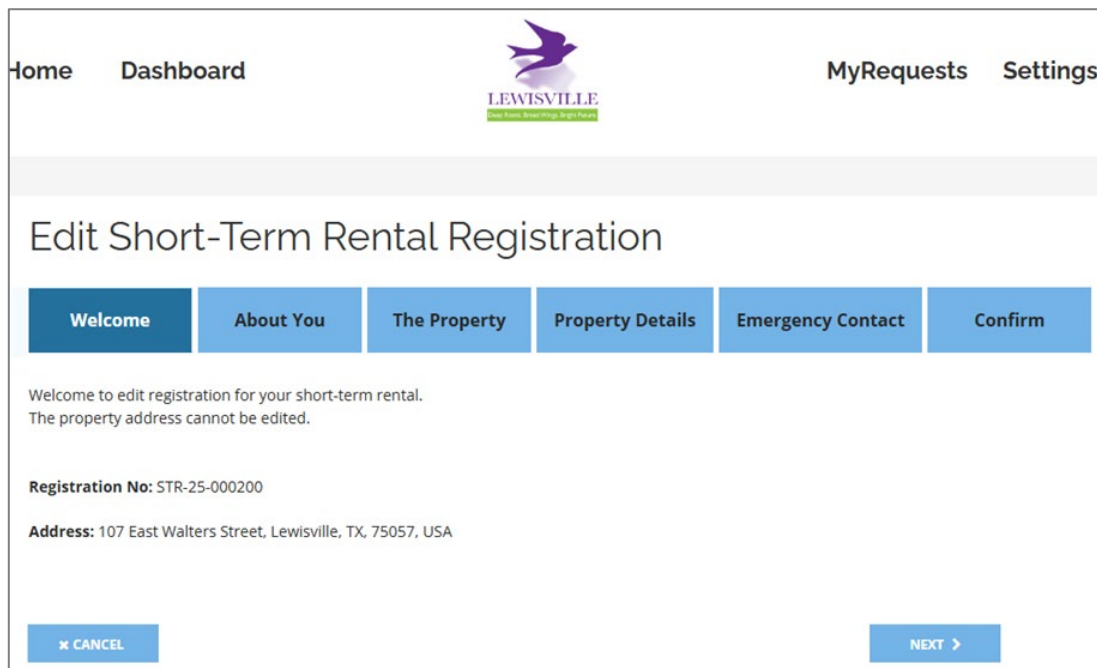
You can edit your STR permit to update the property management company and emergency contact information.

1. Login to your portal account at <https://cityoflewisvilletx-self.govplatform.com/>.
2. From the Home page, click on the **Dashboard** button. If you have multiple registrations, select the property you want to edit.
3. Click the Edit button in the Registration Options box.
4. The form begins with a Welcome page. Review the details provided and verify you are editing the correct property. You can cancel your submission at any time using the **Cancel** button. Click the **Next** button to continue.

Please note that the property address, number of rentable bedrooms, and advertised occupancy cannot be edited.



STR permits cannot be transferred to a new owner or new address. Please [submit a new STR application](#) if either has changed.



- On the **About You** tab, you will verify your profile information. If anything needs to be updated, you can select, “No” to the question, “Are these details correct?” This will unlock your information and allow you to update it directly on the page. You can edit if you’re using a Property Manager or Property Management Company.
- The Property address cannot be edited. Please [submit a new STR application](#) for a different address or additional unit.

Edit Short-Term Rental Registration

Welcome About You **The Property** Property Details

The Property

Full address
107 East Walters Street, Lewisville, TX, 75057, USA

Parcel
12032

Address Line 1
107 East Walters Street

City
Lewisville

State
Texas

Zip
75057

[← PREVIOUS](#) [✖ CANCEL](#)

Edit Short-Term Rental Regis

Welcome **About You** The Property

About You

First name
Dakota ✓

Last name
Test ✓

Email address
strdakota2@gmail.com ✓

Phone number
(333)333-3333 ✓

Address line 1
151 W. Church Street ✓

Address line 2

City
Lewisville ✓

State *
Texas ✓

Zip code
75057 ✓

Are these details correct? *
 Yes
 No

Are you using a Property Manager? *
 Yes
 No

7. On the Property Details page, you can edit the property type, water account billing number, and whether the property is owned by a partnership or corporation. You cannot edit the number of bedrooms or the advertised occupancy limit.

The screenshot shows the 'Edit Short-Term Rental Registration' form with the 'Property Details' tab selected. The form includes the following fields and options:

- Property Type ***: Radio buttons for Single Family Home (selected), ADU, Duplex, Apartment, RV, Manufactured Home, Multiplex, and Bedroom.
- What is the number of bedrooms in the property? ***: Text input with value '3'.
- What is your advertised occupancy limit? ***: Text input with value '6'.
- What is the water account number for the property? ***: Text input with value '154-6545645-645'.
- Is the property owned by a partnership or corporation? ***: Radio buttons for Partnership, Corporation, and Neither (selected).

Navigation buttons at the bottom: < PREVIOUS, CANCEL, NEXT >

8. You may edit all fields on the Emergency Contact and Property Manager tabs.

The Property Manager tab will only appear if you selected “Yes” to the property management question on the About You tab.

The screenshot shows the 'Edit Short-Term Rental Registration' form with the 'Property Manager' tab selected. The form includes the following fields:

- Company Name**: Text input field.
- Contact Full name ***: Text input field.
- What is the mailing address?**: Text input field.
- Address Line 1 ***: Text input field.
- Address Line 2**: Text input field.
- City ***: Text input field.
- State ***: Dropdown menu with 'Select...'.
- Zip ***: Text input field.
- Phone number ***: Text input field.
- Email address ***: Text input field.

Navigation buttons at the bottom: < PREVIOUS, CANCEL, NEXT >

9. On the Confirm tab, select “Yes” to the question “Are you sure you would like to update the details for this registration?” Click the **Submit** button.

The screenshot shows the 'Edit Short-Term Rental Registration' form with the 'Confirm' tab selected. The form includes the following field:

- Are you sure you would like to update the details for this registration? ***: Radio buttons for Yes and No.

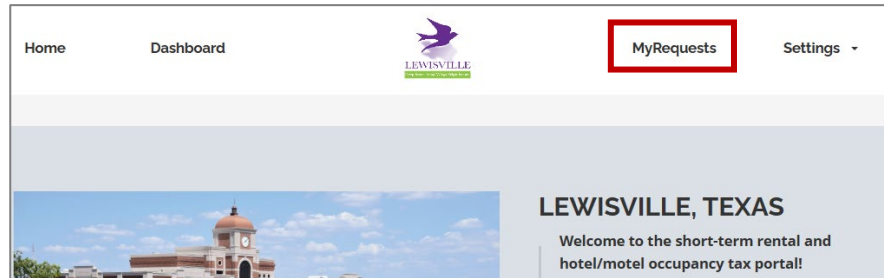
Navigation buttons at the bottom: < PREVIOUS, CANCEL, SUBMIT >

Provide More Information Required

Follow the steps below if you've received an email asking you to provide more information for your new STR registration or renewal. If you have not received an email, example below, but still need to provide additional information, please contact us.

1. Login to your portal account at <https://cityoflewisvilletx-self.govplatform.com/>.

2. From the Home page, click on the **MyRequests** button.



3. In the Case Status column, look for the bold **Action Required** status. Click the anywhere in the row to open it for more details.

My Requests

Show Filter Search

Case ID	Process	Case Start Date	Case End Date	Case Status
▶ REG-15716597	Registration	11/17/2025 04:06:24 PM		Open
▶ REG-15716499	Registration	11/17/2025 04:01:33 PM		Action Required
▶ FS-Case-15716396	Profile Registration	11/17/2025 03:08:22 PM	11/17/2025 03:08:24 PM	Closed

4. Click the **Continue** button to open the Customer Response form.

The **View** button opens your application submission.

Case ID	Process	Case Start Date	Case End Date	Case Status
▶ REG-15716597	Registration	11/17/2025 04:06:24 PM		Open
▼ REG-15716499	Registration	11/17/2025 04:01:33 PM		Action Required

Triage More Information Required

Task ID	Start Date	Completed Date	Summary	Action
New Task	11/17/2025 04:10:34 PM		CaseStatus : More Information Required	CONTINUE

Application

Task ID	Start Date	Completed Date	Summary	Action
REG-15716499	11/17/2025 04:01:33 PM	11/17/2025 04:01:34 PM		VIEW

5. On the Customer Response form, you'll see staff requests in the Response from staff field. Staff may also provide attachments.

You'll be able to either provide a written response in a text field, upload an attachment, or both, depending on what information has been requested.

Registration Triage Customer Response

Host Compliance ID
STR-25-000202

Full address
2412 Mustang Court, Lewisville, TX, 75067, USA

Parcel
74839

Response from staff
You attached a blank document instead of the property tax statement. Please provide the latest property tax statement for the STR. Instructions are attached and available at <https://www.cityoflewisville.com/str>.

Notes from staff
Please provide the required information listed above:

Docs needed from customer
Please attach the property tax statement.

Please type your response *
Please add information relevant to above notes

List of documents provided by staff
INSTRUCTIONS FOR PROPERTY TA... Uploaded: 1 of 100

Please upload the required documentation as listed above. *
Please add as many supporting documents as you can from the list mentioned in the above note.

Drop files here to upload -

Accepted file types: .bmp, .doc, .docx, .gif, .jpeg, .jpg, .jpe, .pdf, .png Uploaded: 0 of 5

6. Provide the information needed and click **Submit**. Staff will review your attachments and contact you if anything else is needed.

Additional Resources

Need a little extra help understanding the STR rules, finding your water account number, figuring out what an informational brochure is, or anything else? Additional guidance is provided below.

How to find your property's water account number

Water account numbers are formatted as: ###-#####-### and can be found in the following ways:

- On your monthly water statement, By logging into your online account,
- In your confirmation email, if you have only recently applied for service.
- By calling Customer Service at 972.219.3440, but please be prepared to provide the last four digits of your social security number to verify your identity,
- Visiting Customer Service in person at Lewisville City Hall on 151 W Church St, please be prepared to provide the last four digits of your social security number,

What is an informational brochure?

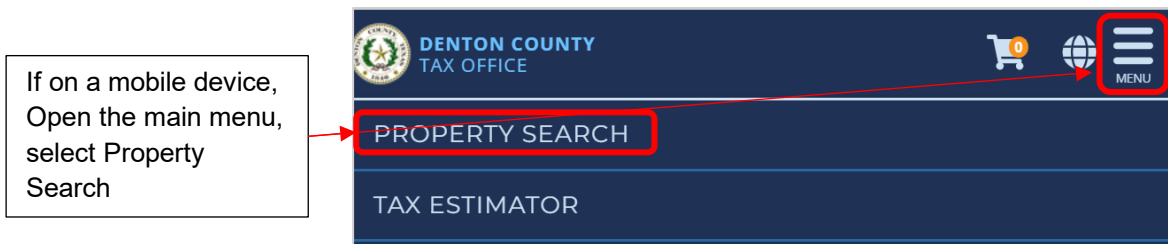
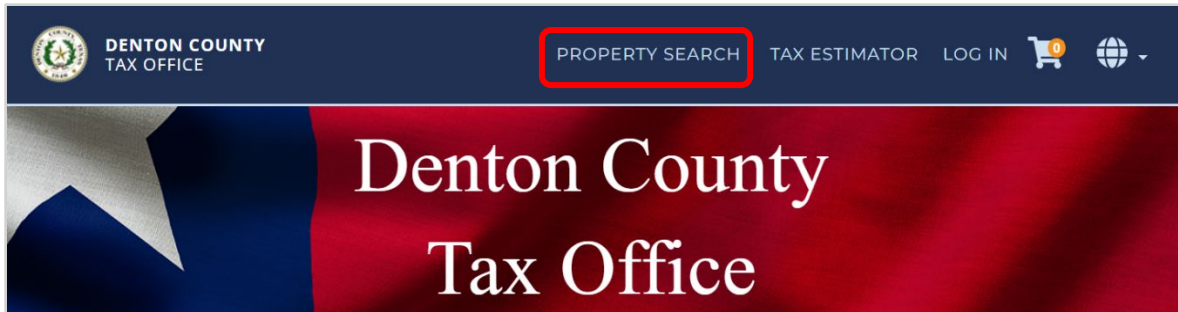
STR owners must provide a copy of the informational brochure that will be presented to guests and posted inside the property explaining city regulations and house rules. The informational brochure must at least contain:

- Owner's name
- Property manager's name
- 24-hr contact telephone number
- City ordinances and regulations for parking, trash collection, and noise
- Police and fire department emergency and non-emergency telephone numbers

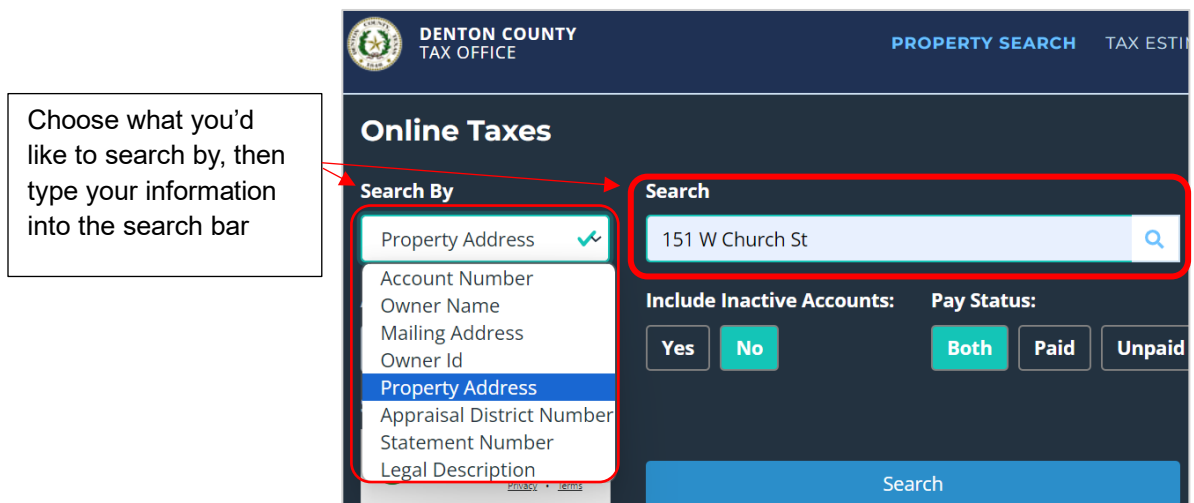
To assist STR owners, city staff have created two templates of the information brochure templates for STRs to fill in. You can find these at <https://www.cityoflewisville.com/str>. STRs are welcome to create their own document, provided it meets the requirements outlined in Lewisville City Code Sec 4-204.

How to find your property's tax statement from Denton County

1. Go to the Denton County Tax Office website at <https://taxweb.dentoncounty.gov/>.
2. Click on Property Search at the top of the page. If on a mobile device, first open the main menu by clicking on the three stacked horizontal lines on the right-side of the page, then click on Property Search.



3. Use the "Search By" drop-down to choose what parameters you'd like to search for. Type your information into the search field, then click the search button.



4. Scroll down to view your search results. Locate your records and click on Details.

DENTON COUNTY TAX OFFICE

Helpful Hints

8 results found for **151 W Church St**
(showing page 1 of 1)

Select All

ACCOUNT NUMBER	TOTAL DUE
LEWISVILLE CITY OF	\$0.00
PROPERTY LOCATION 151 W CHURCH ST	TYPE Real

Select Details

5. Verify the property location matches the address for your STR property in Lewisville. Click on E-Statement located on the upper right-side of the page.

DENTON COUNTY TAX OFFICE PROPERTY SEARCH TAX ESTIMATOR LOG IN

Account: Click E-Statement to access your current tax statement TOTAL DUE \$0.00 E-STATEMENT

Basic Information

OWNER	TYPE	OWNERSHIP %	LOCATION	LEGAL
LEWISVILLE CITY OF ATTN: DIRECTOR OF FINANCE 151 W CHURCH ST LEWISVILLE, TX 75057-3927	Real	0.000000	0000151 W CHURCH ST	OLD TOWN CITY HALL ADDN BLK A LOT 1

- The electronic tax statement will open as a PDF in a new tab. Only tax statements for the current tax year that have a recent statement date and zero dollars due meet the permit requirements. Download and save the PDF. You will need to upload the PDF to your STR permit application.

MICHELLE FRENCH
DENTON COUNTY TAX ASSESSOR/COLLECTOR
P O BOX 90223
DENTON, TX 76202
(940) 349-3500

2023+ Tax Statement

Property Account Number: [REDACTED]

Statement Date: 07/05/2024
Owner: LEWISVILLE CITY OF
Mailing Address: ATTN: DIRECTOR OF FINANCE
151 W CHURCH ST
LEWISVILLE TX 75057-3927

Property Location: 0000151 W CHURCH ST
Acres: 3.917
Legal Description: OLD TOWN CITY HALL ADDN BLK A LOT 1

Exemptions: MISCELLANEOUS - XV

IMPROVEMENT VALUE	LAND MARKET VALUE	NON-HOMESITE IMPRV	NON-HOMESITE LAND	AG VALUE	MINERAL VALUE	PERSONAL PROPERTY	TOTAL MARKET VALUE
9,858,911	2,730,000	9,858,911	2,730,000	0	0	0	12,588,911
Taxing Entities		Exemption Amount		Taxable Value	Tax Rate Per \$100	Base Tax	
				0	0.419079	0.00	
				0	1.130100	0.00	
				0	0.189485	0.00	
				TOTAL BASE TAX		0.00	
				Total Amount Due		0.00	

Acceptable tax statements must be for the current tax year, have a recent statement date, and have 0.00 amount due

How to find your property's tax statement from Dallas County

- Go to the main Dallas County page at <https://www.dallascounty.org/>.
- From the main menu, select Services, then Property Tax Lookup/Payment Application.

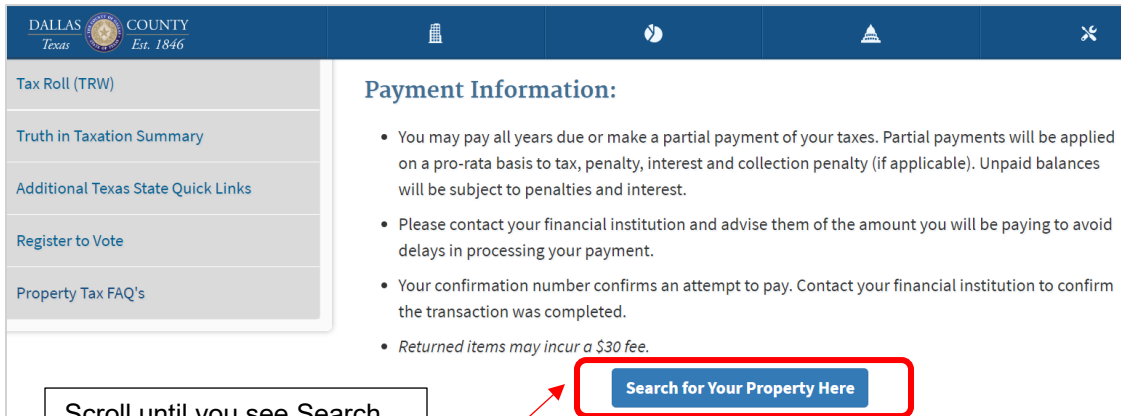


If on a mobile device, open the main menu by clicking on the three stacked horizontal lines on the left-side of the page.

Tip: You may need to scroll down for the stacked lines to be visible. Select Services, then scroll until you find Property Tax Lookup/Payment Application.

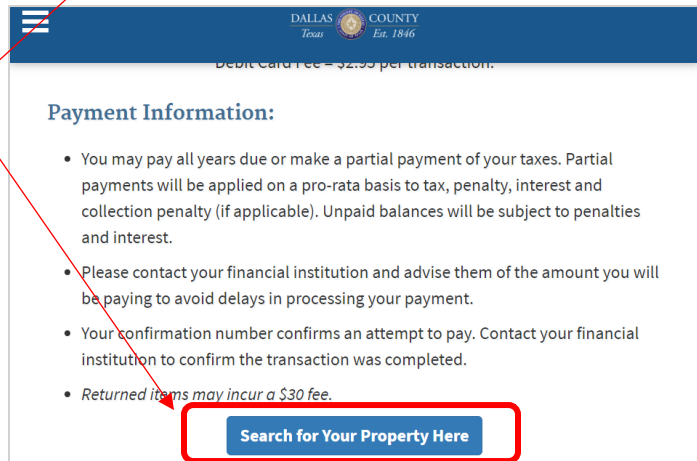


3. On the Property Tax Lookup/ Payment Application page, scroll down until you see the blue button labelled, "Search for Your Property Here."



Scroll until you see Search for Your Property Here button.

Page view may vary slightly when on a mobile device compared to a desktop.



- Choose your search parameters using the options at the top. Type your information in and then click the Search button. Search results will appear below.

Tip: Pay close attention to the search fields. Information that is typically searched together may need to be entered separately.

- Find your records and click on the account number to view your property tax balance for the current tax year. The link to your Current Tax Statement will be in the left-side column.

Account Number	Owner's Name & Address	Property Site Address	Legal
912268000K00300	LEWISVILLE CITY OF C/O DIRECTOR OF FINANCE PO BOX 299002 LEWISVILLE, TX 75029-0000	[REDACTED]	[REDACTED]

Property Tax Balance

eStatement Enrollment

Enroll in eStatements to receive your 2024 C 2024.

Market Value: \$92,490

Land Value: \$92,490

Improvement Value: \$0

Capped Value: \$0

Agricultural Value: \$0

Exemptions: XMP

[Current Tax Statement](#)

[Summary Tax Statement](#)


[Taxes Due Detail by Year and Jurisdiction](#)

6. After clicking on Current Tax Statement, the page will refresh and load your tax statement. Please be patient as it may take a few minutes to load. Once your document is ready, you'll see an option to view a copy of your current tax statement.

Tax Statement

A copy of your current statement is available by clicking >> here <<

7. The electronic tax statement will open as a PDF in a new tab. Only current year tax statements with a recent statement date and zero dollars due meet Lewisville City Code requirements. Download and save the PDF. You will need to upload the PDF to your STR permit application.



DALLAS COUNTY TAX OFFICE
JOHN R. AMES, CTA
 TAX ASSESSOR/COLLECTOR

500 Elm Street, Suite 3300
 Dallas, Texas 75202
www.dallascounty.org/tax | 214-653-7811
 email: propertytax@dallascounty.org

2023 TAX STATEMENT

LEWISVILLE CITY OF
 C/O DIRECTOR OF FINANCE
 PO BOX 299002
 LEWISVILLE, TX 75029-0000

Account: [REDACTED]

Property Description: [REDACTED]

Land Value:	92,490		
Improvement Value:	0		
Market Value:	92,490		


Acceptable tax statements must be for the current tax year, have a recent statement date, and have 0.00 amount due

Statement Date: July 05, 2024

Jurisdiction	Total Exemption	Taxable Value	Tax Rate	Tax Due
DAL CNTY	92,490	0	.215718	\$0.00
HOSP DIST	92,490	0	.219500	\$0.00
DAL COLL	92,490	0	.110028	\$0.00
COPPELL ISD	92,490	0	1.053500	\$0.00

Previous payment on account: \$0.00

Pay taxes online at:
www.dallascounty.org/tax



Total Due If Paid By July 31, 2024
\$0.00