

## How to Submit a Short-Term Rental Application Through the E-Permitting Portal

- 1) To access the Portal, click on the online application link [here](#).
- 2) If this is your first time using the Portal, you will need to register for an account then log in with your credentials.

- 3) After logging in, you will be directed to your dashboard. Scroll down until you see incomplete permits and select *Apply for Permit*.

- 4) When you are directed to select a permit type, scroll down and select **Short-Term Rental**.

Welcome to the City of Norfolk's Online E-Permitting Portal!

Permit Application

Cancel **Select Permit Type** Next

Please select the Permit type that you want to create

 Choose this selection for amusement devices or structures open to the public by which persons are conveyed or moved in an unusual manner for diversion, and where an admission fee is charge for its use or for admittance to areas where equipment is located , or similar devices, such as spectacular rides, major rides, kiddy rides, etc.

Amusement

 Choose this selection for new work or repairs for: residential, commercial, additions, decks, structural repairs, swimming pools, commercial re-roof, garages, porches, tents more than 900 sq ft., change of use, etc. Note: This list does not include all possible permitted items.

Building

 Choose this selection for new work or repairs for: water closet, tubs, showers, lavatories, sinks, urinals, ice makers, washing machines, dishwashers, garbage disposals, drinking fountains, drains, intercepting traps, DWV systems, water service lines, sanitary sewers, storm sewer, gas & electric water heaters, backflow non & testable devices, sewer caps, cleanouts, man holes, etc. Note: This list does not include all possible permitted items.


Plumbing

 Choose this selection for setting up or managing short-term rentals such as homestays and vacation rentals. Fill out an application for each unit you plan to utilize as an STR. Make sure you read and understand the requirements prior to applying at Norfolk's Short-Term Rental webpage: <https://www.norfolk.gov/4295/Short-Term-Rentals>

Short Term Rental

 Choose this selection for new work or repairs for: residential signs, commercial signs, wall signs, freestanding signs, ground mounted signs, temporary signs, face change of existing signs, etc. Note: This list does not include all possible permitted items.

Sign

 Choose this selection for a zoning permit for a fence, shed, driveway, carport, or similar minor improvement. Note this list does not include all permitted items and some items, depending on the project, may require other approvals, including building permits.

Zoning

- 5) After selecting **Short-Term Rental**, scroll to the top of the page, select **Next** and you will be directed to the Short-Term Rental Permit Application.

**Please fill out the application form to the best of your ability. Below is a list of documents that will need to be attached with your application. The STR Team will reach out if further documentation is needed upon review. For questions regarding your application, please contact [STR@norfolk.gov](mailto:STR@norfolk.gov).**

**For administrative properties:**

- 1) STR Contact Information Form (this can be found on the STR webpage [here](#))  
[Short Term Rentals | City of Norfolk, Virginia - Official Website](#)
- 2) Liability insurance
- 3) Current parking photos

Additional documentation may be required upon staff review (LLC paperwork, shared easement permission, property management agreement, etc.)

**For CUP properties:**

- 1) STR Contact Information Form (this can be found on the STR webpage [here](#))  
[Short Term Rentals | City of Norfolk, Virginia - Official Website](#)
- 2) Liability insurance
- 3) Current fire inspection
- 4) Other documentation required per your CUP conditions (elevation certificate, encroachment agreement, zoning/building permit, etc.)