

March 17, 2026

Short Term Rentals – Permitting and Compliance

Finance Staff



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Regulatory Requirements



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Regulatory Requirements for Short Term Rentals (STR)



- A.R.S. § 9-500.39
 - Town may not prohibit STRs, but may require a local permit
 - Maximum \$250 annual permit fee
 - Neighbor notification requirements
 - Emergency contact information
 - Liability insurance requirements
 - Other health and safety considerations (non-residential uses)

Regulatory Requirements for Short Term Rentals (STR)



- Ordinance 22-09
 - Approved by the Town Council on November 15, 2022
 - Created [Article 8-6 of Town Code](#), mirroring State law requirements, establishing framework for staff to:
 - Require a permit to operate a short-term rental in Town
 - Deny or suspend a permit
 - Require emergency contact information and neighbor notification
 - Require other health and safety standards to protect Town residents

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Permitting and Compliance Efforts



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Permitting and Compliance Efforts Timeline

- November 2022 – Council approved Ordinance 22-09
- January 2023 – Finance/IT implemented electronic STR permit application form
- January 2023 through December 2024
 - Finance staff manually issued STR permits and renewals (ending with about 105 active STR permits)
 - Finance reviewed vendor options for automated processes
- January 2025 – Town implemented new contracted STR permitting and compliance platform
 - Rentalscape platform – Deckard Technologies

Rentalscape – STR Application Form



Home • Your Government • Departments & Divisions • Administration • Finance & Licensing
• Real Property Rentals

Real Property Rentals

Most Real Property Rentals in Fountain Hills are Taxable

- Single Family Homes (Short-Term)
- Duplexes/Triplexes/Fourplexes (Short-Term)
- Apartments (Short-Term)
- Condominiums (Short-Term)
- Casitas/Rooms (Short-Term)
- Offices/Suites
- Meeting Rooms
- Commercial Buildings
- Storage Facilities
- Land

Three main categories exist for property rentals:

1. Short-Term Residential/Vacation Rental ([Register Online](#))
2. Long-Term Residential Rental
3. Commercial Rental

Short-Term Residential/Vacation Rentals

- Rental/Lease periods of less than 30 days
- Considered as alternatives to Hotels/Motels but taxed in the same manner

Welcome to the Town of Fountain Hills, AZ STR Permit Registration Portal!

All Short-Term Rentals within Town of Fountain Hills, AZ are required to hold a valid STR Permit.

This portal allows Permit Holders to manage their permits.

To apply for a STR Permit, start by creating an account using the button below. If you already have an account, please login using the panel on the right-hand side of the page. You can use the same account to manage permits for multiple properties.

Create Account

STR owners can apply for a permit on our website, which leads to the online application



Rentalscape – Application Requirements

- Applicants provide information about STR property and ownership, as well as emergency contact information and acknowledge neighbor notification requirements
- Pay \$250 annual permit fee
- Upload 3 documents:
 - Valid Transaction Privilege Tax (TPT) license
 - Evidence of liability insurance coverage
 - Evidence that the property is registered as a rental property with Maricopa County Assessor's Office



Rentalscape – Automated Compliance Efforts

- Rentalscape uses Artificial Intelligence (AI) to scrape and analyze STR listings (Airbnb, VRBO, etc) and compare to assessor and other publicly available data/picture to:
 - Identify unpermitted STRs in Town
 - Identify possible Town Code violations
 - Automate warning letters process
 - 2 warning letters are automatically mailed by vendor to noncompliant STR operators, before possible Code Enforcement actions, significantly reducing staff time spent on compliance efforts

Rentalscape – STR Operator Warning Letters



Town of Fountain Hills
Finance Division
16705 E. Ave of the Fountains, Fountain Hills, AZ

February 06, 2026



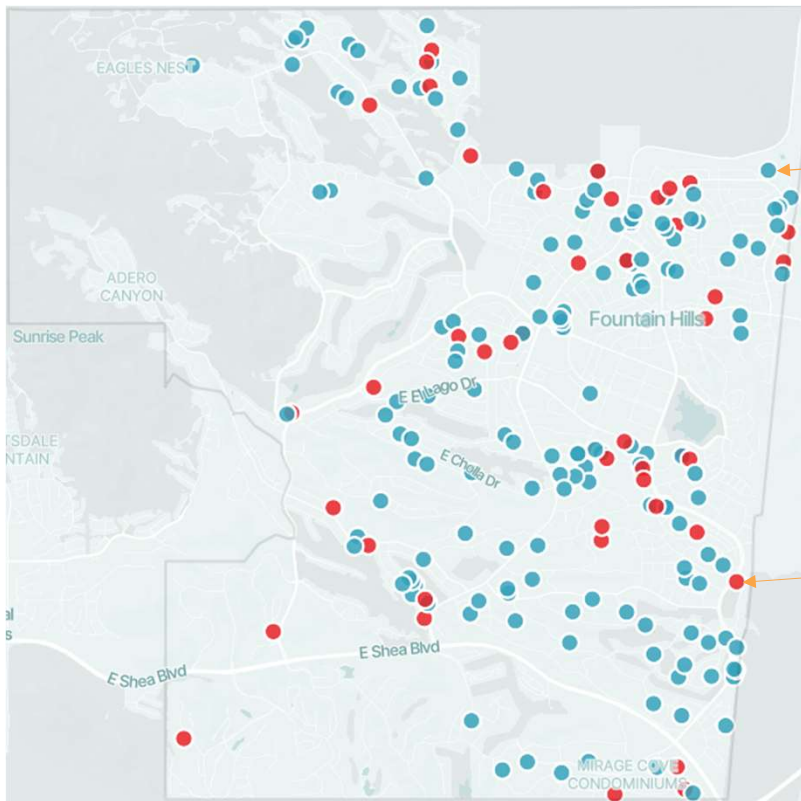
Your property located at [REDACTED] has been identified as a short-term rental through websites that advertise them (rental periods 29 days or less). All short-term rental properties must be registered with the Town. If you believe this identification has been made in error, please contact us with appropriate evidence and Town staff will work to resolve the issue.

Under state and local laws, short-term rental operators are obligated to charge, collect, and remit hotel occupancy taxes for residential rentals of 29 days or less. Even if the Online Lodging Operator (AirBnB, VRBO, etc.) or property manager collects and remits these required taxes on the operator's behalf, the operator must still obtain a Transaction Privilege Tax (TPT) License and file the required returns with the Arizona Department of Revenue. Please visit <https://azdor.gov/business/transaction-privilege-tax/short-term-lodging> for more information. Further, when anyone rents out a residence in Maricopa County, it must also be registered as a Class 4 – Residential Rental. Please visit: https://mcassessor.maricopa.gov/forms/residential_property/ for more information.

Once these steps are complete, visit <https://portal.deckard.com/az-maricopa-town-of-fountain-hills-str-portal/> for more information and to register the property with the Town of Fountain Hills. Once approved, the Town will assign a permit number that is valid for one year from the date of approval. Per <https://fountainhills.town.codes/TC/8-6-3>, short-term rental operators or designees have **30 days** from the date of this notice to apply for a Fountain Hills permit, or they may be subject to a civil penalty of up to \$1,000 per month.

If you have any questions, please email us at rentaltax@fountainhillsaz.gov or call us at 480-816-5100. For additional information about Town of Fountain Hills requirements for short-term rentals, please visit our website at <https://www.fountainhillsaz.gov/657/Real-Property-Rentals>.

Rentalscape – Automated Compliance Efforts



Blue dots = 165 permitted STRs
(Permitted properties increased by 57%
since system implementation)

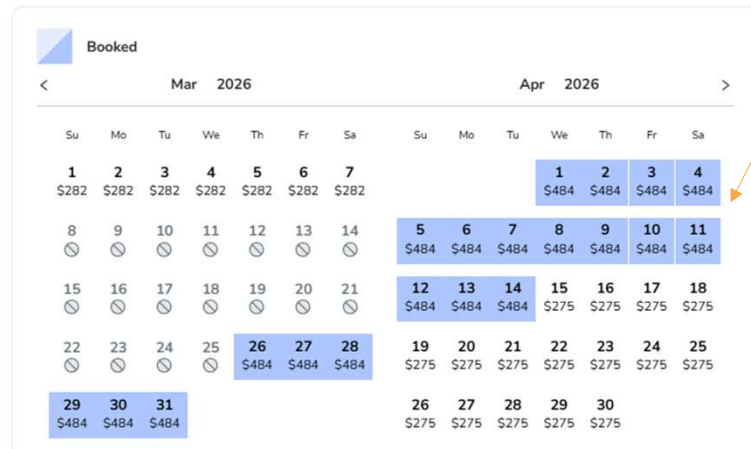
Red dots = 45 unpermitted STRs
(possible Code Enforcement citations)

*210 Active STRs in the Town of Fountain Hills, as of
3/10/2026

Rentalscape – Other Tools

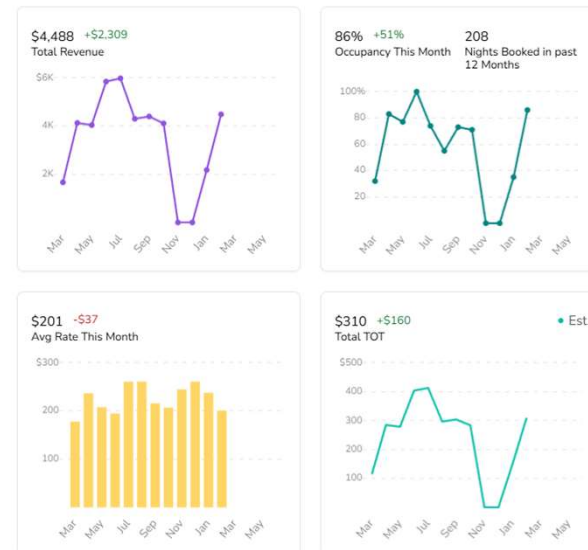


Booking Activities



Rentalscape cross-references STR listing calendar dates to renter reviews to confirm booking activities and estimates financial activities based on each individual STR

Aggregate Statistics



Rentalscape – STR Complaints



Complaints

If you would like to submit a complaint about a short-term rental property, you can submit the information online for code enforcement and finance to review ([Complaints Portal](#))

Town residents may file a complaint with the Town through our website, which is attached to a STR within Rentalscape. Code Enforcement investigates STR complaints, as applicable.

Town of Fountain Hills, AZ

Short-Term Rental Complaint

If this is an emergency, please contact 911.

Otherwise, please fill out the form below to file a complaint about a short-term rental property.

What type of complaint(s) are you reporting? *

Noise	Trash	Parking
Illegal Rental	Number of Guests	Other



Future Staff Efforts

- Finance and Code Enforcement collaborate to:
 - Provide STR operators opportunities to register unpermitted properties
 - Impose civil citations, as necessary and applicable
 - Manage STR complaints and investigate, as necessary
 - Monitor new State legislation efforts for STRs