

Short-Term Rental Program Guidelines



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More information about the City of Aspen's short-term rental program, including resources mentioned in this document, can be found at aspen.gov/strs.

Section 01

INTRODUCTION TO SHORT-TERM RENTALS

Purpose and Intent

A short-term rental (STR) is defined by the City of Aspen as the use or occupancy of a residential property or dwelling unit, in whole or in part, by the general public for a fee, primarily for tourist accommodations, and for a period of less than 30 days. STR properties serve an important role in supplementing Aspen's lodging bed base, diversifying lodging options, and providing economic benefit to property owners and the community. Timeshare, hotel, motel, and bed and breakfast uses do not qualify as STR uses, and STR permits are not available for employee, affordable, or other deed or covenant restricted housing.

Short-term rentals also impact the Aspen community in various ways. Resident quality of life, parking, wildlife protection, affordable housing, transportation, and City services are all impacted from the operation of STRs. Due to the potential for adverse impacts, STRs are regulated by the City to protect the health, safety, and welfare of owners, neighbors, and visitors. STR regulations also balance conflicting community needs and interests. The City of Aspen recognizes the importance of a diverse lodging bed base and is committed to updating the STR code as necessary to meet evolving community needs and priorities.

Short-term rentals are required to operate in accordance with all applicable Municipal Code regulations protecting the health, safety, and peace of the community, and supporting the maintenance of community character and values. Before renting a lodge or residential unit for any period of less than 30 days at a time, property owners are required to first obtain an STR permit and an STR business license from the City of Aspen.

This STR Program Guidelines document is intended as an informational guide for STR owners and operators. The guide informs permit eligibility, permit application and renewal process, and compliance requirements for customers who are currently participating or considering future participation in the City's STR program.

Governing Law

To the extent which information in these guidelines conflicts with the City of Aspen Municipal Code, the City of Aspen Municipal Code shall control. Nothing in these guidelines shall supersede the City of Aspen Municipal Code. Terms used herein shall have the same meaning as in the City of Aspen Municipal Code unless otherwise defined herein.

Glossary of Terms

Condo-hotel. A lodging property which meets the definition of Lodge in Section 26.104.110, Use Categories, and in which ownership of individual lodge units has been condominiumized in accordance with The Colorado Condominium Ownership Act, C.R.S. § 38-33-101, et. seq.

Hotel. See definition of Lodge, Section 26.104.110 Use Categories.

Motel. See definition of Lodge, Section 26.104.110 Use Categories.

Lodge. See definition of Lodge, Section 26.104.110 Use Categories.

Natural Person. A living, individual human being, as distinct from a “legal person” for the purpose of assigning certain legal rights.

Owner-Occupied. A residential property that serves as the primary residence of the title owner of the property.

Owner-Occupant. For the purposes of permitting specific types of STRs, owner-occupant is a natural person whose primary residence is the City of Aspen residential property or unit for which an STR permit is sought.

Permittee. A natural person who has an ownership interest of at least 10% in the property for which a City of Aspen STR permit is issued.

Pillow. A unit of measure for assessing affordable housing generation and occupancy of lodge rooms/units per bedroom in an STR. Each lodge and STR unit shall be considered to have two pillows for each bedroom. For calculating occupancy in STRs, sleeper sofas, murphy beds, and similar sleeping accommodations shall be considered as two pillows. Studio units shall be considered to have two pillows.

Primary residence. The permanent residential address, as demonstrated by acceptable legal documentation described in this title, of an owner-occupied STR permit holder.

Qualified Owner’s Representative (QOR). A natural person who is legally designated on the permit application by the permittee to apply for and maintain compliance with a City of Aspen STR permit.

Short-term Rental (STR). The use or occupancy of a residential property or dwelling unit, in whole or in part, by the general public for a fee, primarily for tourist accommodations, and for a period of less than 30 days. Timeshare, hotel, motel, and bed and breakfast uses are not STR uses.

Section 02

DESCRIPTION OF PERMIT TYPES

Introduction

There are three different types of STR permits offered by the City of Aspen:

- Lodging Exempt Short-Term Rental (STR-LE)
- Owner-Occupied Short-Term Rental (STR-OO)
- Classic Short-Term Rental (STR-C)

STR permits are differentiated based on the permittee's residency, the zone district the property falls within, and whether the unit is located within a lodge property (as defined by 26.104.110 Use Categories). Each STR permit type has different regulatory and financial requirements which are described in detail in this section.

Lodging Exempt Short-Term Rental (STR-LE)

Who is it for?

The Lodging Exempt STR (STR-LE) permit is available to managers of lodging and condo-hotel properties which meet the definition of Lodge or Condo-hotel per Section 26.104.110, Use Categories. Some characteristics of Lodges and Condo-hotels include, but are not limited to, common reservation and cleaning services, combined utilities, and on-site, in-person management and reception services during normal business hours.

STR-LE

Properties eligible for STR-LE permits are required to be marketed under a unified brand and marketing model where the individual ownership of units is secondary to the central brand of the property. There is no limit to the number of rental nights allowed under the STR-LE permit.

Multi-family condominiumized residential properties that do not meet the definition of Lodge or Condo-hotel are not eligible for STR-LE permits and must instead apply for an STR-OO or STR-C permit.

Application Information

Lodge or condo-hotel managers may apply for a single STR-LE permit to cover multiple units within the lodge or condo-hotel property. The STR-LE permit application must list the total number of units covered by the permit.

A qualified owner's representative (QOR) must be designated as the primary point of contact for all units covered by the permit. The QOR listed on an STR-LE permit is responsible for obtaining business licenses, filing taxes, and maintaining current information for each unit covered by the STR-LE permit. The QOR must also comply with QOR requirements described in [Section 3](#) of this STR Program Guidelines document.

A Lodging-Exempt Affidavit, available on the City's STR website, must be submitted with each STR-LE permit application. Only one affidavit is required per STR-LE permit application. Properties eligible for STR-LE permits are not required to provide public notice of the permit application.

As an alternative to the STR-LE permit, an owner of a unit within a lodge or condo-hotel property may choose to apply for a STR-C or STR-OO permit for their unit. Owners that choose to operate outside of a property's STR-LE permit are subject to the tax obligations and program requirements of the STR permit they obtain for their property. Only one STR permit is allowed per unit.

Permit Limits

Unlimited numbers of STR-LE permits are available in zone districts where STRs are a permitted use. STR-LE permits are prohibited and not available for properties in the A, C, OS, P, WP, or PUB zone districts.

Financial Requirements

Requirements	Department & Process	Cost
STR-LE Business License	Finance; annual renewal	\$150/unit/year
STR-LE Permit	Community Development; annual renewal	\$148/unit/year
Aggregate STR-LE Tax	Finance; monthly filings**	16.3%*

*Subject to change.

**Late filings subject to Penalties and Interest.

Owner-Occupied Short-Term Rental (STR-OO)

Who is it for?

The Owner-Occupied STR (STR-OO) permit is available to City of Aspen residents who own their property and can submit sufficient documentation proving that the property is their primary residence.

STR-OO

Because the STR-OO permit is intended for Aspen residents who live at their property full-time, this permit type is limited to 120 rental nights per calendar year. Full-time residents that desire to rent their property for more than 120 nights per year may apply for a Classic (STR-C) permit.

Application Information

Applicants who wish to obtain an STR-OO permit are required to submit two forms of valid documentation indicating that the property is the permittee's primary residence. The following are acceptable proofs of primary residence:

- Valid Colorado driver's license
- Valid motor vehicle registration
- Voter registration
- Current federal or state tax return

Documents must be issued to the proposed permittee and for the address of the STR property. Other legal documentation pertinent toward establishing primary residence may be deemed sufficient by City staff. Utility, insurance, or property tax bills are not sufficient proofs of primary residence.

STR-OO permit applications also require the submission of a completed HOA Compliance Affidavit and Letter of Approval and a Self-Inspection Checklist and Affidavit. Both documents are available on the City's STR website.

STR-OO applications require detailed information about the permittee and STR property, and if the owner chooses to designate a Qualified Owner's Representative (QOR) to manage the property in their absence, they must also include contact information for the QOR. See [Section 3](#) of this document for details about this required information.

All new STR-OO applications are subject to a 15-day neighborhood noticing period. See [Section 3](#) for information about the neighborhood notice.

Permit Limits

Unlimited numbers of STR-OO permits are available in zone districts where STRs are a permitted use. STR-OO permits are not available for properties within the A, C, OS, P, WP, or PUB Zone Districts.

Financial Information

Requirements	Department & Process	Cost
STR-OO Business License	Finance; annual renewal	\$150/unit/year
STR-OO Permit	Community Development; annual renewal	\$394/year
Aggregate STR-OO Tax	Finance; monthly filings**	16.3%*

*Subject to change.

**Late filings subject to Penalties and Interest.



Classic Short-Term Rental (STR-C)



Who is it for?

The STR Classic (STR-C) permit may be issued to any natural person who owns a residence in the City of Aspen. Unlike the STR-OO permit, STR-C permits are available to non-owner-occupied residential properties, and proof of primary residence is not required. STR-C permits are also available to owner-occupied residences where the permittee wishes to short-term rent the property for more than 120 nights per year.

Application Information

The STR-C permit is available in limited quantities in certain zone districts (see STR-C Permit Cap Details on the next page). STR-C permit applications submitted for properties within capped zone districts will be subject to waitlists if the number of existing STR-C permits is equal to or above the number of available permits in the property's zone district. STR-C permit waitlists are updated on a regular basis and available at <http://www.aspen.gov/strs>.

STR-C permit applications require the submission of a completed HOA Compliance Affidavit and Letter of Approval and a Self-Inspection Checklist and Affidavit. Both documents are available on the City's STR website at <http://www.aspen.gov/strs>.

STR-C applicants must provide detailed information about the permittee and the STR property at the time of application. If the property owner does not live in the Roaring Fork Valley, they must designate a local Qualified Owner's Representative (QOR) to manage the property in their absence. Contact information for the QOR must be included in the permit application. See [Section 3](#) for additional details about the permittee and QOR roles.

New STR-C permit applications are subject to a 15-day neighborhood noticing period. See [Section 3](#) for information about the neighborhood notice.

Permit Limits

There is no annual limit on the number of nights per year an STR-C may operate. Limited numbers of STR-C permits are available for issue in certain zone districts (see next page). An unlimited number of STR-C permits are available in the L, CL, CC, and C-1 Zone Districts and Lodge and Lodge Preservation Overlay. STR-C permits are prohibited in the A, C, OS, P, WP, and PUB Zone Districts.

Financial Requirements

Requirements	Department & Process	Cost
STR-C Business License	Finance; annual renewal	\$150/unit/year
STR-C Permit	Community Development; annual renewal	\$394/year
Aggregate STR-C Tax	Finance; monthly filings**	21.3%*

*Subject to change.

**Late filings subject to Penalties and Interest.

Short-term Rental Classic (STR-C) Permit Cap Details

Aspen City Council placed limits, also referred to as “caps,” on the number of STR-C permits available for issue in certain zone districts. Caps are designed to ensure zone districts function as intended and in harmony with established uses. See the chart below for information about capped zone districts.

All permit types, including STR-C, are allowed with no cap in the L, CL, CC, and C-1 zone districts, and Lodge Overlay and Lodge Preservation Overlay Zones.

Zone District:	Number of STR-C Permits Allowed:
RR - Rural Residential	2
R-3 - High Density Residential	1
R-6 - Medium Density Residential	81
R-15 - Moderate Density Residential	47
R-15A - Moderate Density Residential - A	8
R-15B - Moderate Density Residential - B	12
R-30 - Low Density Residential	1
R/MF - Residential Multi-Family	190
R/MFA - Residential Multi-Family - A	12
AH - Affordable Housing	9
MU - Mixed Use	39
NC - Neighborhood Commercial	1
SCI - Service/Commercial/Industrial	2
SKI - Ski Area Base	2
C-1 - Commercial	Unlimited permits allowed
CC - Commercial Core	Unlimited permits allowed
L - Lodge	Unlimited permits allowed
CL - Commercial Lodge	Unlimited permits allowed
Lodge Overlay	Unlimited permits allowed
Lodge Preservation Overlay	Unlimited permits allowed
A - Academic	Prohibited
C - Conservation	Prohibited
OS - Open Space	Prohibited
PUB - Public	Prohibited
P - Park	Prohibited
WP - Wildlife Preservation	Prohibited

Note: Zone district caps may be amended by Aspen City Council from time to time. All STR locations, allowable zones, permit information, and waitlist status may be found on the City of Aspen's STR [website](#).

Section 03: OPERATIONAL STANDARDS & REQUIREMENTS

Permittee Requirements

STR permits are the legal responsibility of the permittee named in the application, including compliance with [Municipal Code](#) regulations, enforcement, and responsiveness to visitors and City staff.

A permittee must have at least 10% ownership interest in the STR property. If a property is owned by an LLC, trust, or other organization, that entity must designate one of its owners to be listed as the permittee on an STR permit. Only one permittee is allowed per STR permit.

The permittee must be a natural person, as distinct from a legal person, for the purposes of an STR permit application. A first and last name are required on all STR permit applications; LLC, trust, or organizational names will not be accepted.

STR permits are not transferable from one permittee to another in any instance.

Detailed permittee information is required on STR permit applications, including residential and mailing address, daytime and nighttime phone number, and email address. STR-LE permits are exempt from this requirement; instead, the QOR for an STR-LE property may enter their contact information in the permittee fields of an STR-LE application.

Permittees must be available twenty-four (24) hours per day, year round, to ensure the STR property is maintained and operated as required by [City of Aspen Municipal Code](#). Permittees who cannot meet the regulatory requirements for in-person service and emergency response must designate a QOR (see Qualified Owner's Representative (QOR) Requirements).

Qualified Owner's Representative (QOR) Requirements

The City of Aspen recognizes that many STR property owners live out of town, and as such, are unable to respond to concerns at the STR property in-person or in a timely manner. In other cases, property owners may simply prefer to hire an individual or property management company to operate the STR unit, even if they reside at the property or live nearby. If a property owner is either unable or unwilling to be the point of contact for the STR unit, the owner may designate a qualified owner's representative (QOR) in their place. A

QOR is responsible for maintenance of the STR property and timely response to all inquiries, complaints, enforcement actions, and on-site needs from renters and City officials.

A QOR must meet the following requirements:

- The QOR must be a natural person and must hold a valid business license issued by the City of Aspen.
- The QOR must physically reside in Eagle, Pitkin, Garfield, or Gunnison Counties, or within the Roaring Fork River Drainage area.
- The QOR must be available twenty-four (24) hours per day, year round, to ensure that the STR property is maintained and operated as required by City of Aspen Municipal Code.
- The QOR must respond to all service or compliance inquiries from renters or City officials, and they must be available to be at the STR property within two (2) hours of an emergency.
- The QOR must notify the permittee if a Municipal Code violation has occurred at the STR property.

Failure of a QOR to respond to a call from a renter or the Community Development Director within 24 hours shall result in a notice of violation (NOV) issued to the permittee.

Only one QOR may be designated on an STR permit. Contact information for the QOR, including first and last name, email address, day and nighttime phone numbers, business license information, and company affiliation must be listed in the STR permit application. The QOR's residential address will be verified at time of application to ensure the QOR resides within a 2-hour driving distance from the STR address.

Should a permittee need to change or update the contact information for a QOR on an issued permit, they may do so by contacting strs@aspen.gov for assistance.

Failure of the permittee to provide updated QOR contact information to the City within 10 days of any change shall result in a notice of violation (NOV) issued to the permittee.

Pitkin County Assessor Information

STR permit applications require a property's Pitkin County Parcel ID number, Pitkin County owner's name, number of bedrooms, and size of heated area of the residence. This information can be accessed by visiting the [Pitkin County Assessor's Property Search website](#) and searching for the STR property. Users may search by property address, subdivision, or Parcel ID.

Visit the Pitkin County Assessor's Property Search website at:

<https://qpublic.schneidercorp.com/Application.aspx?ApplID=1071&LayerID=26013&PageTypeID=2&PageID=10531>

Occupancy Limit Information

STR Program participants must adhere to the occupancy limits for the STR unit as listed on the issued permit. The number of permitted occupants in an STR unit depends on the number of bedrooms:

- Studio units are limited to three (3) occupants.
- STR units with one or more bedrooms are limited to two (2) occupants per bedroom, plus an additional two (2) occupants.
- Bunkrooms are allowed two (2) occupants regardless of the number of pillows.

Failure to accurately list occupancy or exceeding the posted occupancy may result in a notice of violation (NOV) issued to the permittee. Occupancy may be physically verified by City staff.

Zone District Requirements

Zoning requirements limit the location and number of STRs in the community. They prevent unreasonable burdens on services and impacts on neighborhoods posed by STRs. Zoning also ensures that STRs are compatible with surrounding land uses and do not harm or alter the neighborhoods in which they are located.

STRs are permitted in the following zones: R-3, AH, R/MF, R/MFA, R-6, R-15, R-15A, R-15B, R-30, RR, SCI, NC, MU, SKI, L, CL, CC, and C-1 Zone Districts, including the Lodge Overlay (LO) and Lodge Preservation Overlays (LP). STRs are prohibited in the A, C, OS, P, PUB, and WP Zone Districts, and no STR permits will be issued to properties in these zones.

Applications for STR permits require the applicant to list the zone district in which the STR unit is located. Applicants may use the STR Map to determine their zone district.

To find a property's zone district, use the STR Map:

<https://experience.arcgis.com/experience/48e993d78c324291a543b591fb082972>

Supplemental Document Requirements

Depending on the type of STR permit being applied for, supplemental documents such as the HOA Compliance Affidavit and Letter of Approval must be submitted to accompany the permit application form. Application requirements by permit type can be found in [Section 6](#).

All supplemental documents must be completed, signed, and dated no more than three (3) months prior to submission of an STR permit application. Permittee and/or QOR signatures on all documents must match the permittee and QOR entries in the permit application form. Signatures may be digital or handwritten. Documents with incorrect permittee or QOR names will be rejected and will result in delays for the permit application. Incomplete documents will not be accepted.

All supplemental documents must be uploaded through the property's [Munirevs](#) account in PDF or JPG/JPEG format. If you require assistance uploading a document in Munirevs, please contact City staff at strs@aspen.gov. To learn more about accessing Munirevs, see [Section 7](#) of this document.

The following supplemental documents are accessible through the [City's STR website](#):

- HOA Compliance Affidavit and Letter of Approval
- Self-Inspection Checklist and Affidavit
- Lodging Exempt Affidavit
- Public Notice Affidavit

Access Supplemental Documents on the City's STR website:

<http://www.aspen.gov/STRs>



Neighborhood Notice Requirement

Why Is Public Notice Required?

The intent of a neighborhood notice is to ensure that neighbors of proposed STR properties are aware of a permittee's intention to use their property as an STR. Noticing gives neighbors an outlet through which to provide feedback about the proposed STR use at the property. Notices mailed to neighbors also provide contact information for the permittee or QOR responsible for maintaining compliance with City of Aspen regulations and requirements of the STR Program, thereby helping hold STR owners and operators accountable to being good neighbors.

The STR neighborhood notice process is consistent with City of Aspen noticing requirements in [Section 26.304.060\(e\)\(3\)b-c, Manner of Notice](#).

When to Notice

Applicants must provide notice after a new STR-C or STR-OO application is submitted and before it is issued.

Once an STR-C or STR-OO permit application is received, City staff will review the application for completeness and compliance. If the review is approved, the applicant will be notified to initiate the neighborhood noticing period. **Applicants should not begin the notice process until directed to do so by City of Aspen staff.**

Annual STR permit renewals do not require neighborhood noticing.

How to Notice

When an applicant is directed to complete a neighborhood notice, City staff will e-mail the Poster and Mailing notice files to the applicant.

The applicant must have the Poster Notice file professionally printed as a sign made of waterproof materials, measuring no less than twenty-two (22) inches wide and twenty-six (26) inches tall, with letters measuring no less than one (1) inch tall. The applicant must secure the poster in an obvious street-facing location at the proposed STR property for a minimum of 15 days. While the poster is secured on the property, the applicant must photograph the poster, as they will need to submit the photo as one proof of notice at the end of the 15-day notice period.

The applicant must also mail (or hand deliver) the Mailing Notice file to all property owners within three hundred (300) feet of the proposed STR property. This delivery of notice must be completed during the same 15-day period in which the Poster Notice is posted at the STR property. At their discretion, the applicant may include additional notes, text or graphics in addition to the Mailing Notice file.

To generate a list of mailing addresses within three hundred (300) feet of an STR property, the applicant may use the “Create Mailing List” function on the Pitkin County website. Applicants should retain a copy of this mailing list as it will be a required submission at the conclusion of the notice.

To create a mailing list on the Pitkin County website, follow the instructions below:

- Visit <https://maps.pitkincounty.com/gvh/?viewer=ComDev>
- Click the “Create Mailing List” link at the left side of the screen.
- Select “Search Parcels by Address” and click the “Next” button.
- Begin typing the STR property address in the box, select the STR address from the dropdown menu, and click the “Next” button.
- Confirm the requested distance as 300 feet and click the “Next” button.
- Your mailing list will populate as both a PDF file and an Excel file.

Create a mailing list by using the Pitkin County website:
<https://maps.pitkincounty.com/gvh/?viewer=ComDev>

Proof of Notice

Before a new STR permit can be issued, the applicant is required to provide proof that they have completed all steps of the public notice listed above.

At the conclusion of the notice period, the applicant must complete the Public Notice Affidavit, located on the City's [STR website](#).

The completed affidavit, photo of the Poster Notice erected on property, and copy of the mailing list used to mail the notices must be uploaded to the applicant's [Munirevs](#) account for staff review.

Upon successful completion of the Public Notice and submission of the proofs of notice, applicants can expect a final review of their permit application within 21 days or less.

Finished with the public notice? Obtain the Public Notice Affidavit at:

<http://www.aspen.gov/STRs>

Submit the poster photo, mailing list, and Public Notice Affidavit through Munirevs:

<https://aspen.munirevs.com>

In-Unit Messaging Requirements

Once an STR permit and business license are approved and issued, the permittee is responsible for providing the required in-unit messaging for renters to access. Emergency contacts, noise and wildlife ordinances, and days of trash pickup are printed directly onto the STR permit. Applicants are also required to produce and post a fire escape plan, as noted in the Self-Inspection Checklists and Affidavit, for their residence.

Permittees must provide easy access to the following documents for renters in every STR unit:

- The valid STR permit
- The valid STR business license
- The [Good Neighbor Guide](#)
- The fire escape plan

The STR permit and business license are available through the permittee's [Munirevs](#) account. See [Section Z](#) of this document for detailed instructions to access these documents. The Good Neighbor Guide is available for print from <http://www.aspen.gov/STRs> and paper copies are available for pickup in the Community Development Department at Aspen City Hall (427 Rio Grande Pl, Aspen CO 81611). The fire escape plan must be produced by the permittee or their agents.

Non-Transferability of STR Permits

STR permits are granted only for the property for which they are issued, and solely to the permittee to whom they are issued.

STR permits do not transfer between people, properties, or legal entities in any instance.

If a property with a valid STR permit is sold, the permit will be terminated and revoked automatically upon the sale of the property. New property owners wishing to short-term rent a property must apply for a new permit and will be subject to a neighborhood notice and waitlists for STR-C permits in capped zones.

If a property with an STR permit is owned by a partnership, corporation, association, or any other legal entity, and the permittee transfers their interest in the property to a third-party individual or entity, or if more than ten percent (10%) of the partnership, corporation, association, or legal entity is transferred to a third-party individual or entity, a “transfer of ownership” shall be deemed to occur. Upon such transfer of ownership, the permit will be deemed terminated and revoked automatically, and the new owner of the property shall be required to apply for a new STR permit if it wishes to continue the use of the property as a short-term rental.

STR-C Permit Waitlists

STR-C permits are issued in limited quantities in the RR, R-3, R-6, R-15, R-15A, R-15B, R-30, R/MF, R/MFA, AH, MU, NC, SCI, and SKI zone districts. See “Short-term Rental Classic (STR-C) Permit Cap Details” in [Section 2](#) for numbers of STR-C permits available in capped zones.

New STR-C permit applications submitted for properties in zone districts where the number of available STR permits has been met or exceeded may be subject to a waiting list for permits.

See which zone districts currently have waiting lists for permits on the City’s [STR website](#).

To secure a position on an STR-C permit waitlist in a property’s zone district, a complete, compliant STR-C permit application must be submitted, and the STR-C permit fee must be paid at the time of submission. STR-C permit fees are nonrefundable. Waitlisted permit applications may not be transferred to any other permittee in any instance.

STR-C permits in capped zones are issued on a first-come, first-served basis based on the date and time the complete, compliant application was received.

City staff will notify the permittee and/or QOR on file when an STR-C permit is available based on their waitlist position. Once notified, the permittee and/or QOR has fourteen (14) days to respond to the City to accept the available STR-C permit. If no response is received by the City within fourteen (14) days of the offer, the waitlist spot will be forfeited, and the available STR-C permit will be granted to the next approved applicant on the waitlist.

View STR-C permit waitlists at: <http://www.aspen.gov/STRs>.

Tax Filing (Minimum Rental) Requirement

Properties with STR permits must be occupied by a short-term renter a minimum of once per year, as shown in tax filings, to be eligible for annual renewal.

Taxes owed for STR stays commencing between January 1 and December 31 of a given year are eligible to satisfy the minimum rental requirement for that year, so long as STR taxes are submitted by the monthly tax filing deadline for those rentals.

Taxes owed for stays which span two different months must be reported for the month during which the renter took possession of the property. Taxes for December stays must be reported by the deadline in the following January to meet this requirement.

Long-term rentals of thirty (30) days or more at a time do not satisfy the tax filing (minimum rental) requirement.

Permits with one calendar year of 0 tax filings from the date of permit issuance or renewal will be considered abandoned. Abandoned permits for properties in capped zone districts will be made available to the next applicant on a first-come, first-served basis, or to the next applicant on the waitlist for that zone district. STR-LE permits are exempt from this provision.

Should a permittee fail to meet the tax filing (minimum rental) requirement in a given year, and should the permittee wish to continue operating the property as an STR, the permittee must apply for a new permit. New permits are subject to neighborhood notices and waitlists for STR-C permits in capped zones.

For more information about monthly tax filing deadlines and to learn how to file taxes for an STR account, see [Section 5 “Monthly Tax Reporting.”](#)

Advertisement Requirements

Each STR permit is issued with a unique permit number. The permit number must be clearly displayed in all advertisements and listings of the STR property, including but not limited to digital and printed advertisements. STR advertisements must also display the maximum occupancy as listed on the property's STR permit.

Failure to list the valid permit number or maximum occupancy as listed on the STR permit may result in the issuance of a notice of violation (NOV) to the permittee.

Advertising an STR without a valid STR permit and business license will result in enforcement action.

Advertising signs, logos or realtor signs shall not be permitted on any STR-C and STR-OO licensed property unless the property is listed for sale.

Inspections

By signing and submitting an STR permit application, and subsequently being granted a permit, the permittee and/or QOR consent to inspections of the STR property on an as-needed basis for the purpose of determining compliance with City codes, regulations and laws.

If through a citizen complaint or audit it is determined that an inspection of the STR property is warranted, the permittee or QOR will be made aware of the intent to inspect. No inspection will be made without first giving the permittee and/or QOR forty-eight (48) hours' notice of the inspection.

Failure of a permittee or QOR to respond to a call from the Community Development Director within twenty-four (24) hours will result in a notice of violation (NOV) being issued to the permittee.

If a violation of the [City of Aspen Municipal Code](#) is found through inspection, the permittee may be subject to enforcement action.

Permit Abandonment

Permittees may choose to abandon their STR permit due to a decision not to rent on a short-term basis, change of permit type, or sale of the STR property.

STR permits may be voluntarily abandoned by sending written notice to strs@aspen.gov. At the time of permit abandonment, any current or past due taxes will be required to be paid before the account can be closed. Abandoned permits will not be reissued to the applicant until or unless a new permit application is submitted and a permit is available.

Permits that do not meet requirements of [Section 26.530](#) such as annual permit renewal and/or the minimum rental requirement will be considered abandoned by City of Aspen staff.

Abandoned permits are not eligible for annual permit renewal. When an STR-C permit is abandoned in a capped zone, and a waiting list for STR-C permits exists in that zone, the permit will be made available to the applicant in the first position on the waiting list for that zone.



Section 04:

ENFORCEMENT

Introduction

The City of Aspen actively enforces its STR regulations through inspections, citizen complaints, audits, and permitting. These measures ensure that STRs reinforce, not undermine, community policies and character. Active enforcement ensures that visitors who choose to stay in STRs are informed of the unique qualities of mountain living and enhance our community culture by being good visitors and acting as neighbors and community members during their stay. The STR permittee, and if applicable, QOR, play an essential role in supporting and advancing these policies and supporting the City's enforcement activities.

Complaints

The City of Aspen takes enforcement of STR regulations seriously. If you have a complaint about an STR property, whether permitted or unpermitted, submit your complaint through [Aspen 311 Connect](#).

Upon receiving a complaint, City staff will investigate to determine if a violation of the City's codes, regulations, or laws is occurring. If a violation is identified, the permittee and/or QOR will be contacted for response and resolution. City staff will also follow up with the complaining party.

The permittee and/or QOR must respond to all complaints or inquiries from City officials within twenty-four (24) hours of being contacted. If the complaint is from a current occupant, the permittee or QOR must respond to the occupant within two (2) hours of being contacted.

Failure of a permittee or QOR to respond to inquiries from either City officials or current renters within these timeframes will result in a notice of violation (NOV) for the permittee and a demand to cure the issue.

All valid complaints received for STR properties are kept on file. The City of Aspen is not responsible for complaints against HOA, hotel, or condo-hotel guidelines outside of the City's code, rules, and regulations. The City of Aspen does not interpret, enforce, or manage the applicability, meaning, or effect of private covenants or HOA bylaws.

To submit a complaint about an STR property, visit:
<https://www.aspen.gov/1380/Contact-Us-via-Aspen-311-Connect>

Violations

City staff will take reasonable steps to communicate with STR operators when a code violation is identified; however, in cases where the permittee or QOR is either unresponsive or does not resolve the violation in a time specified by City staff, or at the discretion of the Community Development Director, an Administrative Notice of Violation (NOV) may be issued.

If a permitted property receives three (3) NOVs within one (1) calendar year, the STR permit will be revoked.

What Constitutes a Violation?

The following offenses are grounds for the issuance of a NOV; this list is for illustrative purposes only and is not exhaustive or indicative of all violations that can occur:

- Failure of a permittee or QOR to respond to a complaint or inquiry from an occupant within two (2) hours.
- Failure of a permittee or QOR to respond to a complaint or inquiry from City officials within twenty-four (24) hours.
- Failure to adhere to the total allowed occupancy at a unit.
- Failure to adhere to rental night limits for an STR-OO permit.
- Failure to clearly display the STR permit number in all advertising and listings of the STR.
- Failure to provide or update QOR contact information with the Community Development Department within ten (10) days of a change.
- Failure to comply with applicable life safety standards in [Municipal Code Title 8](#).
- Failure to display the STR permit, business license, or Good Neighbor Guide in the STR unit.
- Failure of a permittee or QOR to assist STR occupants in being ‘good neighbors’ by recognizing their obligation to following the rules and customs of the community as described in the [Good Neighbor Guide](#).
- Failure to comply with any of the requirements in [Section 26.530](#) or in this STR Program Guidelines document.
- Advertisement of an STR without a valid STR permit and business license.

Any repeat complaint or unaddressed NOV shall be referred to either the Community Development Director, City of Aspen Police Department, or the City of Aspen Attorney’s Office and investigated or prosecuted, if appropriate.

Permit Revocation

STR permits will be revoked for any of the following reasons:

- Property sale or transfer of ownership.
- Failure to renew a permit within fourteen (14) days of the expiration date.
- Failure to remit permit fees, taxes, or pay fines within a calendar year.
- Receipt of three (3) NOVs for a property within a calendar year.
- Failure to rent the property for an entire calendar year (as evidenced by one (1) year of zero tax filings).

Penalties

Any permittee that violates or allows another to violate any section of [Section 26.530](#) will be subject to prosecution in Municipal Court and, upon conviction, subject to the fines and penalties set forth in [Section 1.04.080](#). A first offense shall be punishable by a fine of no less than five hundred dollars (\$500).

Fines for violating any provision of the [City of Aspen Municipal Code](#) or any such ordinance are not to exceed two thousand six hundred fifty dollars (\$2,650), imprisonment for up to one (1) year, or both, at the discretion of the court.

Each day of any violation of City of Aspen Municipal Code or ordinance shall constitute a separate offense.

The Municipal Judge is empowered in his discretion to assess court costs in an amount of up to fifty dollars (\$50) against any defendant who pleads guilty or nolo contendere or who enters into a plea agreement or who, after trial, is found guilty of an ordinance violation.

Whenever the judge of the Municipal Court imposes a fine for a nonviolent offense of a municipal ordinance or provision of this Code, if the person who committed the offense is unable to pay the fine imposed for the commission of such offense, in order to guarantee the payment of such fine, the Municipal Judge may compel collection of the fine by requiring the person to post sufficient bond or collateral, requiring the person to post one (1) or more postdated checks, drafts or orders for the amount of the fine and court costs, if any; or entering a judgment in favor of the City and execute a lien based on such judgment on any chattels, lands, tenements, moneys and real estate of the person in accordance with C.R.S. art. 52 of tit. 13, for the purpose of collecting said fine and the costs incurred in collecting said fine.

Civil Remedies

The City Attorney may institute injunctive, abatement, or other appropriate action to prevent, enjoin, abate or remove a violation of [Section 26.530](#) when it occurs. The same right of action shall accrue to any property owner who may be especially damaged by violation of Section 26.530.

Until paid, any delinquent charges, assessments, or taxes made or levied by the City pursuant to this Title shall, as of recording, be a lien against the property on which the violation has been found to exist. If not paid within thirty (30) days from the date of assessment, the City Clerk may certify any unpaid charges, assessments, or taxes to the Pitkin County Treasurer to be collected and paid over by the Pitkin County Treasurer in the same manner as taxes are authorized to be by statute together with a 10% penalty for costs of collection. Any lien placed against the property pursuant to Section 26.530 shall be recorded with the Pitkin County clerk and recorder.

Appeals

Permittees may appeal decisions or determinations made by the Community Development Director or administrative staff in the enforcement of Section 26.530, the STR regulations.

Appeals will be heard by the Administrative Hearing Officer in accordance with Section 26.316.020(d), which states, “the Administrative Hearing Officer shall have the authority to hear an appeal from any decision or determination made by an administrative official unless otherwise specifically stated in this Title.”

Appeals will be processed in accordance with [Section 26.316.030](#), Appeal Procedures. Appeals of administrative decisions or determinations must be filed with the Community Development Director and with the City office or department rendering the decision or determination within fourteen (14) days of the date of decision or determination being appealed. Failure to file such notice of appeal within the prescribed time shall constitute a waiver of any rights under this Title to appeal any decision or determination.

This is not a comprehensive guide to the appeals process. Prior to filing an appeal, the relevant code sections must be reviewed.

Section 05:

FINANCIAL INFORMATION

Business License Requirement

In addition to an STR permit, an STR-specific business license is required for STR operations within the City of Aspen. Pursuant to [Section 23.32.020](#), any entity doing business within the City of Aspen limits, either directly or indirectly, must first obtain a combined Sales Tax and Business License. For this reason, both permittee and QOR (if designated) for any STR-permitted property must obtain an STR Business License from the City of Aspen.

Business licenses must be applied for and managed through a user's [Munirevs](#) account.

Business licenses are issued on an annual basis and, like STR permits, expire at the end of each calendar year. Fees for a City of Aspen business license are one hundred fifty dollars (\$150) per year and are not prorated regardless of when the license is issued or when the business started.

For more information about obtaining a City of Aspen business license, visit:
<https://aspen.gov/1386/Obtaining-A-City-of-Aspen-Business-License>

Monthly Tax Reporting Requirement

Permittees are required to collect and remit all applicable taxes due from the operation of their STR through [Munirevs](#) on a monthly basis. The routine monthly deadline for submission of tax returns and/or payment is the 20th day of each month, or the following business day if a holiday or a weekend.

The City of Aspen does not accept third-party tax payments from platforms such as Airbnb or VRBO. Permittees or their designated representatives must collect and remit taxes from any third-party rental platforms directly to the City of Aspen. Contact aspensalestax@aspen.gov with any questions.

Tax returns and payments must be submitted through the [Munirevs](#) account for each STR property each month.

Munirevs will send emailed reminders to submit tax returns and payments to all users associated with STR accounts each month. The software is also structured to send notification(s) if a return and/or payment is not completed by the deadline each month.

Because important account notifications are sent to users associated with STR accounts in Munirevs, the City strongly recommends that permittees and/or QORs are listed as users on all STR accounts they own or operate. To grant account access to users, or to verify the users on your STR account, contact aspensalestax@aspen.gov.

For more information about submitting tax filings and remitting payments, visit:
<https://aspen.gov/1498/MuniRevs-Tax-Filing-System---FAQ>

Tax Rates, Permit and License Fees

	PERMIT FEE	BUSINESS LICENSE FEE	AGGREGATED TAXES
STR-C	\$394/year	\$150/year	21.3%/night*
STR-OO	\$394/year	\$150/year	16.3%/night*
STR-LE	\$148/unit/year	\$150/unit/year	16.3%/night*

*Subject to change

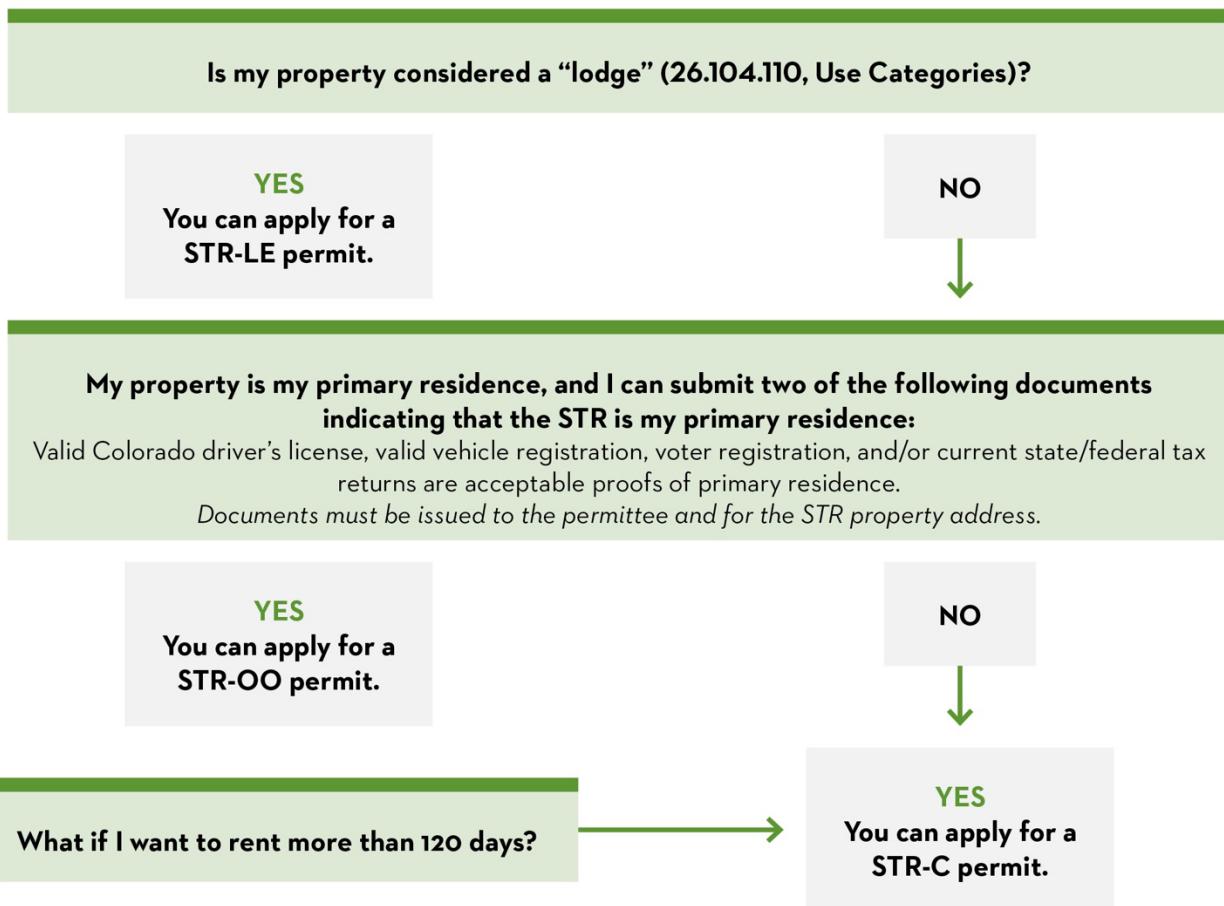


Section 06:

APPLYING FOR AN STR PERMIT

How To Choose The Appropriate Permit Type

To determine which permit type is appropriate to apply for, please follow the prompts below.



Application Requirements By Permit Type

The chart below indicates the information, documents, and processes that are required when applying for specific permit types. Applicants must provide the required application information and supplemental documents below at the time an STR permit application is submitted.

Required Application Information	STR-C Permit	STR-OO Permit	STR-LE Permit
STR Property Address	x	x	x
Pitkin County Parcel ID Number	x	x	x
Pitkin County Owner	x	x	x
City of Aspen Zone District	x	x	x
Number of Bedrooms	x	x	
Number of Permitted Occupants	x	x	
Size of Heated Area of the Residence (sqf)	x	x	
Number of Units in Lodge Property			x
Parking Space Location(s)	x	x	x
Fire extinguisher Location(s)	x	x	x
Day of trash, recycle, and compost pickup	x	x	x
URL(s) of Online Advertisement(s)	x	x	x
Permittee First and Last name	x	x	
Permittee Mailing Address	x	x	
Permittee Physical Address	x	x	
Permittee Daytime and Nighttime Phone Numbers	x	x	
Permittee Email Address	x	x	
QOR First and Last Name	x		x
QOR Mailing Address	x		x
QOR Physical Address	x		x
QOR Daytime and Nighttime Phone Numbers	x		x
QOR Email Address	x		x
QOR Entity or Company Name	x		x
Required Supplemental Documents			
HOA Compliance Affidavit and Letter of Approval	x	x	x
Self Inspection Checklist and Affidavit	x	x	x
Two (2) Proofs of Primary Residence			x
Lodging Exempt Affidavit			x
Neighborhood Notice Required?			
New permit applications only	yes	yes*	no

How To Submit A New Permit Application

City of Aspen STR permits and business licenses must be applied for and managed exclusively through an online permitting and licensing software called [Munirevs](#). Detailed instructions for using Munirevs are available in [Section 7](#) of this document.

Follow these steps to submit a new STR permit application:

- Visit [Munirevs](#) and click the “New User – Register” button. Follow the detailed instructions to set up your Munirevs account. If you already have a Munirevs account, skip to step 2.
- Log in to [Munirevs](#) as an “Existing User” with your account credentials. Select “I have a new business and need to apply for a license.”
- Enter the STR property address in the “Business Name” field. Select the STR permit type you’d like to apply for from the “Business Type” dropdown; the choices are STR-C, STR-OO, or STR-LE. Choose your role from the dropdown; the choices are Accountant, Employee, Operator, Other, or Owner.
- Follow the prompts to complete the permit application form in [Munirevs](#). Upload the required supplemental documents to the application when prompted. Click the “Submit” button to move to the next page. *If you need to save and exit the application to complete the documents, you may do so by clicking the blue “Save and Return to Business Center” button at the bottom left of the page.*
- Follow the prompts to pay the permit fee in Munirevs using a credit card or bank account. Click the “Submit” button.

An application has been submitted when clicking the “Submit” button returns the user to the Business Center homepage and the application says “Pending Approval” in the open tasks.

New permit applications are reviewed by City staff within 15 business days of the submission date. Once the application review is complete, applicants will be contacted with next steps for the application, which could include either a public notice or the addition of their application to a waitlist, depending on the permit type.

New STR permits may be applied for at any time during the calendar year. STR permits expire at the end of each calendar year and must be renewed in Munirevs within 14 days of the permit expiration date to remain valid for the following year. Permits not renewed within 14 days of the permit expiration date will be considered abandoned and ineligible for renewal.

Anyone may submit an application for an STR permit, however it is important to note that account notifications are sent only to the registered users on an STR property’s Munirevs account. If someone other than the permittee applies on behalf of the permittee, it is strongly recommended to add account access for the permittee and QOR once the permit has been issued. Contact strs@aspen.gov for assistance.

Submit a new or renewal STR permit application in Munirevs: <https://aspen.munirevs.com>.

How To Renew An Existing STR Permit

All STR permits expire annually on **December 31**. If a permittee wishes to continue operating the STR after their permit expires, they must submit an STR permit renewal application through the [Munirevs](#) account for the property. Renewal applications become available in the “Open Tasks” of eligible Munirevs accounts on **November 15** (or the following business day) each year.

The annual deadline to submit STR permit renewal applications is January 14 (or the following business day).

Supplemental documents must be updated and re-submitted with each STR permit renewal application. Additionally, STR-OO renewal applications require updated proofs of primary residence. All supplemental documents must be signed and dated by the required parties no more than three (3) months before the renewal deadline. STR permit renewals do not require a neighborhood notice.

Follow these steps to submit an STR permit renewal application:

- Log in to [Munirevs](#) as an “Existing User” with your account credentials.
- Navigate to the “Open Tasks” section of your account.
- Click into the STR permit renewal application available in the open tasks.
- Follow the prompts to complete the permit renewal application form in Munirevs. Upload the required supplemental documents to the application when prompted. Click the “Submit” button to move to the next page. *If you need to save and exit the application to complete the documents, you may do so by clicking the blue “Save and Return to Business Center” button at the bottom left of the page.*
- Follow the prompts to pay the permit fee in Munirevs using a credit card or bank account. Click the “Submit” button.

An application has been submitted for renewal when clicking the “Submit” button returns the user to the Business Center homepage and the application says “Pending Approval” in the open tasks.

STR permit renewal applications that are not submitted by the annual deadline date and in accordance with [Section 26.530](#) are considered abandoned and are not eligible for renewal. Abandoned permits will be made available to the next applicant on a first-come, first-served basis or to the next applicant on the waitlist for that zone district.

It is the permittee’s responsibility to ensure their STR permit is renewed in accordance with the permit renewal deadline each year. If the annual permit renewal deadline is missed by a permittee, and the permittee wishes to use their property as an STR, the permittee must submit a new permit application through Munirevs. New permit applications are subject to a neighborhood notice and waitlists for STR-C permits in the order the application was received.

Detailed information about renewal application availability and submission deadlines is e-mailed to the addresses on file for the user accounts linked to active STR accounts in Munirevs. The City of Aspen and its

employees will not be responsible for missed account deadlines due to lack of account users or inaccurate user information. For more information about Munirevs and user accounts, see [Section 7](#).

Contact strs@aspen.gov with any questions about how to renew an STR permit.



Section 07:

MUNIREVS SOFTWARE INFORMATION

Introduction to Munirevs

Munirevs, powered by parent company GovOS, is the software the City of Aspen uses to grant STR permits, business licenses, and collect STR taxes owed to the City of Aspen. Anyone wishing to obtain an STR permit or business license must register for an account through Munirevs. Once registered and logged in, an application may be submitted for the permit or license directly through Munirevs.

Once a permit or license is issued to a user, the user will perform ongoing account maintenance tasks directly through Munirevs. These tasks include submitting monthly tax returns and tax payments, submitting renewal applications for the license or permit at the end of the year, paying for permit or license renewal fees, uploading supplemental documents requested by City staff, updating information about the STR Property or QOR, and more.

How to Register for a User Account

To register for a user account in Munirevs, follow these steps:

- Visit <https://aspen.munirevs.com>.
- Select “Go” under the “New Users” section.
- Enter the email address you’d like to register your account with.
- Verify the email address you entered by opening the email sent from Munirevs. Click the link in the email.
- Set up a password on the Munirevs website and complete your user profile information. Once your account is created, you will be asked if you have an existing business license OR if you have a new business and need to apply for a license or permit.

For assistance with registering for a Munirevs account, contact: aspensalestax@aspen.gov.

User Account Information

Once a user has registered for a user account in [Munirevs](#), they can either submit a new application for a permit or license, or link to an existing business account.

A user may be linked to more than one business account. The ability for a single user to link to multiple business accounts is helpful in situations where one person is the QOR for multiple STR properties, or where one person is responsible for submitting applications for multiple properties, or a single accountant manages taxes for more than one STR property. In any case, it's important that all stakeholders in any single STR business are registered as users on the Munirevs account for that property. The City of Aspen sends time-sensitive notices about permit renewals and tax filing deadlines to users linked to each STR account. Having multiple users registered for each STR account, though not required, helps ensure that notifications are received and responded to accordingly.

It is strongly recommended that permittees and QORs are listed as users for all [Munirevs](#) STR accounts they are associated with. It is each user's responsibility to ensure their e-mail address is updated in their Munirevs profile.

The City of Aspen and its employees will not be responsible for missed account deadlines due to lack of account users, inaccurate user information, or non-receipt of courtesy notifications and reminders. All license, permit, and tax deadlines are outlined and enforced based on Municipal Code requirements.

How to Link a User Account to an Existing Business Account

If you have registered for a user account in Munirevs and want to link your user account to an existing business account for an STR property, follow these steps:

- Visit <https://aspen.munirevs.com> and log into your user account.
- Once logged in, scroll to the section of your “Business Center” that says “Manage Your Account(s).”
- Click “Add or Remove accounts from your user login by clicking here.”
- Click “I already have an existing business license.” Enter the account’s 6-digit license number and 6-digit activation code in the boxes. Click “lookup” to link to the account.

Account numbers and activation codes are specific to each business account in the Munirevs system. If you do not know the account number and/or activation code for an account, please contact the owner/administrator of the account. For assistance finding these codes on your own account, please contact aspensalestax@aspen.gov or STRs@aspen.gov. Permission from an account owner will be required to share their activation code with any person not listed on the account.

Notifications and Open Tasks

Munirevs sends e-mail “notifications” to users linked to STR business accounts. Notifications contain important information such as permit or license renewal deadlines, monthly tax reporting reminders, messages about program compliance, and more. These courtesy e-mail notifications are sent only to users linked to existing business accounts, and only to the e-mail address provided by the user in their user profile.

Notifications alert users when there are “open tasks” on their STR business account(s).

Open tasks are items that require the user’s attention, such as tax forms, pending applications, returned payments, or other tasks assigned by City staff that must be completed by the user.

Open tasks require a prompt response from account users, and if left unattended to, could result in late fees or permit abandonment. Open tasks should always be completed immediately. If you have questions about open tasks on your account, contact aspensalestax@aspen.gov.

How to Access a Permit or License Document

Munirevs users linked to STR business accounts have easy access to the active permit and license documents on those accounts.

To access a permit or license on a Munirevs account, follow these steps:

- Visit <https://aspen.munirevs.com> and log into your user account.
- Click “Business Center” on the top left of the screen.
- Scroll down to the “Manage Your Account(s)” section and click the account you’d like to access.
- Find the “Licenses” section on the right side of the screen. Click the PDF icon next to any active license or permit to access the document (note: the license must be in Active status to access the document).
- Print or save the document to your device.

For more Information about [Munirevs](#), please visit:
<https://aspen.gov/1498/MuniRevs-Tax-Filing-System---FAQ>



CITY OF **ASPEN**