

**Q: What is a Short Term Residential Rental Intermediary?**

**A:** Short Term Residential Rental Intermediary means any person who, for compensation or a fee: (1) uses a platform to connect guests with a short term residential rental provider for the purpose of renting a short term residential rental, and (2) primarily lists shared housing units on its platform (e.g. Airbnb, etc.).

**Q: What is a Short Term Residential Rental Advertising Platform?**

**A:** A Short Term Residential Rental Advertising Platform (1) uses a platform to connect guests with a short term residential rental provider for the purpose of renting a short term residential rental, and (2) primarily lists licensed bed-and-breakfast establishments, vacation rentals or hotels on its platform (e.g. VRBO, etc.).

**Q: What is a Shared Housing Unit Operator?**

**A:** A Shared Housing Unit Operator means any person who has registered, or who is required to register, as the shared housing host of more than one shared housing unit.

**Q: How do I know if a platform is licensed with the City of Chicago?**

**A:** All licensed short term residential rental intermediary's and/or short term residential rental advertising platforms are listed in the *City of Chicago's Data Portal* at <https://data.cityofchicago.org/>. Be sure the platform you select is properly licensed.

**Q: What is the effective date of the Shared Housing Ordinance?**

**A:** The provision of the Ordinance that allows BACP to create the Prohibited Buildings List went into effect on July 15, 2016. The provisions of the Ordinance that requires licensing of online platform companies (e.g. Airbnb, VRBO, HomeAway, etc.) went into effect on December 17, 2016. The provisions regarding zoning changes for Vacation Rentals, and authorizing the City of Chicago, Office of the City Clerk, to collect petitions to establish restricted residential zones went into effect on December 17, 2016. The remaining provisions of the Ordinance, including registration of individual units, collection of data from intermediaries/advertising platforms, and enforcement against non-compliant individual hosts, went into effect on March 15, 2017.

**Q: I am a shared housing host and I want to register my shared housing unit. Can I do that directly through the City of Chicago?**

**A:** No. Registration for your shared housing unit is a process that begins with you providing information to the intermediary platform indicating that you wish to list your shared housing unit for rent. Only Chicago licensed platforms may register units located in the City of Chicago. In your registration application, you must provide your full name, the complete address (i.e. street number, street name, and unit number if applicable) of the shared housing unit you wish to list, and your contact information or a local contact person's contact information. In addition, you must indicate whether the shared housing unit is your primary residence, the rental type (i.e. whether you are renting the entire dwelling unit or a portion of the dwelling unit), and the building type (i.e. single family home or multi-unit building). The intermediary platform will transfer this information to the City of Chicago, and the City will determine whether you are eligible to list your unit on the platform.

**Q: I am a shared housing host, and I submitted my information through the intermediary platform to properly register with the City of Chicago. What happens next?**

**A:** The City of Chicago will review your registration application and determine whether your unit is eligible for listing. The City will make a determination and send it to you via e-mail. The City will use the e-mail address that you provided in your registration application. You should check your inbox and junk/spam folders to ensure you do not miss this notification from the City.

**Q: I am a shared housing host, and I received a determination from the City regarding my registration application. Do I have to do anything now that I have received my eligibility determination?**

**A:** If you received a decision from the City indicating that you are eligible to list your unit on a platform, you will be given a registration number. You must update your online listing as soon as possible to include the registration number.

If you received a decision from the City indicating that you are not eligible to list your unit on a platform, you will be advised of your right to appeal the City's determination. You will have 10 calendar days from the date of the notice to appeal the City's determination and request a hearing. If you do not appeal the City's determination within 10 calendar days, the City's determination becomes final. If you submit a timely appeal, the City will advise you of your scheduled hearing date.

**Q: I am a shared housing host, and the City sent me a notice stating my registration application was incomplete. What do I do?**

**A:** You must resubmit your updated listing information through the intermediary platform as soon as possible. If you do not resubmit your listing with the corrected information, the City will deem your shared housing unit ineligible for listing.

**Q: I am a shared housing host and have questions regarding a platform's listing requirements, fees and directives, who should I contact?**

**A:** You must contact the platform directly.

**Q: I am the owner of a building containing five or more dwelling units, and I want to prohibit short term rental activity in my building. What should I do?**

**A:** If you own a building containing five or more dwelling units, or the building is otherwise governed by a homeowners association, condo association, or building cooperative, you may complete, sign, and notarize an *Affidavit for Inclusion in the Short-Term Rental Prohibited Buildings List* which may be found at <https://webapps1.cityofchicago.org/ProhibitedBuildingsRegistration/home> .

If applicable, you may also include in residential rental agreements or lease agreements indicating that short term rental activity is prohibited in the building.

**Q: My building is on the Prohibited Buildings List, but short term rental activity is occurring in my building. What can I do?**

**A:** Please contact the City of Chicago, 311 City Services, by calling 3-1-1 and report the activity you observed. The City will investigate. If a shared housing host is conducting unauthorized short term residential rental activity, the City will take appropriate enforcement action.

**Q: I am a host and I want to comply with the legal requirements that apply to hosts. Where can I find information about those requirements?**

**A:** Please review the Ordinance, specifically Section 4-14-040 of the Code, for legal duties of shared housing hosts at <https://www.cityofchicago.org/content/dam/city/depts/bacp/Small%20Business%20Center/sharedhousingordinanceamendments.pdf>.

**Q: I have more than one shared housing unit registered on a licensed platform. Do I need a license?**

**A:** Yes. Any person who has registered, or who is required to register, as a shared housing host of more than one shared housing unit must obtain a shared housing unit operator license. Visit the BACP home page at [www.cityofchicago.org/bacp](http://www.cityofchicago.org/bacp) for license application requirements and how to apply for the license.

**Q: I want to complain about unlicensed vacation rental or bed & breakfast activity. What should I do?**

**A:** Please contact the City of Chicago, 311 City Services, by calling 3-1-1 and report the activity you observed. The City will investigate all complaints received in a timely manner.

**Q: I am interested in creating a restricted residential zone to restrict shared housing units and vacation rentals in my precinct. Where can I find more information?**

**A:** The restricted residential zoning process is handled by the City of Chicago, Office of the City Clerk. For more information on how to initiate the process, please go to the *City Clerk's House Sharing FAQ* at <http://www.chicityclerk.com/houseshare/faq>.

**Q: I am a shared housing host, and the City sent me a notice stating my registration application has an incomplete address. What do I do?**

**A:** You must resubmit your listing with the complete unit number, unit letter or similar unit identification of the dwelling unit you are attempting to register through the intermediary platform as soon as possible. If you do not resubmit your listing with the corrected information, the City will deem your shared housing unit ineligible for listing.

**Q: I am a shared housing host, and the City sent me a notice stating my registration application has an unrecognized address. What do I do?**

**A:** You must resubmit your listing with the complete address, including the full street number and street name of the dwelling unit you are attempting to register through the intermediary platform as soon as possible. If you do not resubmit your listing with the corrected information, the City will deem your shared housing unit ineligible for listing.