

What is a Short-Term Rental?

A Short-Term Rental is the rental of a legally licensed dwelling unit for periods of less than 30 consecutive days per occurrence. A Short-Term Rental License is required prior to advertising and renting your property.

Who needs to apply for a Short-Term Rental License?

Any owner renting a property for a period of less than 30 days is required to apply for a Short-Term Rental License. It is the owner's responsibility to know and comply with all ordinances, resolutions and regulations that apply to short-term rentals within the Town of Kennebunkport.

What if I do not obtain a Short-Term Rental License?

Renting or advertising your home for rent on a short-term basis without a license is in violation of the [Town of Kennebunkport's ordinances](#). Illegal rental activity will be subject to the [penalty and fee schedule](#) approved by the Town of Kennebunkport Select Board

What is the rental cap?

The short-term rental cap is the maximum number of short-term rentals that may receive a license to operate in the Town. The neighborhood defined as the Goose Rocks Beach Short-Term Rental Neighborhood is exempt from this cap; however, anyone wishing to rent a property short-term within the bounds of the neighborhood is still required to have a license and is subject to the same penalties as those outside it.

How was the cap set?

The Select Board determines the number of licenses allowed each year with a formula that is based on how many dwelling units are in town.

What are my chances of getting a license?

The number of licenses that become available each year is dependent on existing license holders choosing to not renew. This is an unknown variable (unless your property is in the Goose Rocks Beach short-term rental neighborhood, which is exempt from the cap). We currently are operating on a waitlist for new applications.

How do I get on the waitlist?

To get on the waitlist, you must apply for a license during the application period, between the beginning of October and end of December. We cannot add individuals to the waitlist outside of this window.

I purchased a property with an existing rental license, can I rent short-term?

The license would be honored through the end of the calendar year, but the new owner would need to apply for a new license when the application period opens. If licenses are not available at that time, the new application is subject to waitlisting.

I had a license last year; do I need to reapply?

Yes. A renewal application needs to be filed annually during the application period to keep possession of your license.

How are late payments calculated?

There are no late fees assessed. If payment is not received by the end of the application period, the application will be denied.

Do I also need to obtain a separate business license?

No. The STR License is all you need to begin advertising your rental.

What is the cost of an STR License?

For three bedrooms or less, \$325. For four bedrooms or more, \$575.

Does my short-term rental license apply to multiple properties?

No. You are only allowed to short-term rent one dwelling unit per license in the Town of Kennebunkport. Each STR requires its own license and annual fee.

Do I have to display my license?

Yes. The STR License and the [Good Neighbor Guide](#) must be posted in a conspicuous place within the short-term rental unit at all times. Your STR License PDF can be found in the Business Center by clicking your account name under "Manage Your Account(s)".

Do I need to post my license number in my advertisements?

Yes, you must post your STR License account number on the Ad Listing.

Is the Town working with Airbnb?

No. Airbnb does not collect or remit lodgers' tax to the Town of Kennebunkport on behalf of property owners and/or authorized agents.

Is the Town working with Vrbo?

No. Vrbo does not collect or remit lodgers' tax to the Town of Kennebunkport on behalf of property owners and/or authorized agents.

Can I pay by credit card?

Yes! We are able to take Visa and Mastercard. The Town of Kennebunkport does not assess a convenience fee, but your credit card company might impose a fee.

Can I pay by e-check?

Yes! You can select your e-check during checkout. In doing so, you authorize your bank to send the payment electronically to the Town of Kennebunkport. The Town does not pull the money from your account, ever.

I need to close my account. What do I do?

Please log into <https://kennebunkportme.munirevs.com/> to access your account. Clicking on your account at the bottom of the page, you can access the Closure Form and submit for approval.

What types of assistance can GovOS provide me?

GovOS can assist you with all your system and account questions. Whether you have a question about your account or technical questions about how to do something in GovOS, please reach out to our support team. We can always reach out to the Town on your behalf if we need their assistance with one of your questions. You can reach GovOS at blt.str.support@govos.com and by phone at (888) 751-1911.

Can I manage multiple properties with one login?

Yes - to do so, click Add accounts from your user login under Manage Your Account(s). You will need your 6-digit Account Number and the GovOS Activation Code to connect to an existing property record.

Can a property have more than one user?

Yes, each property can have an unlimited number of users. Each user is required to provide a 6-digit Account Number and the GovOS Activation code to be authorized to connect to an existing property record.

I did not receive, or I misplaced the letter with my activation code. What do I do?

Contact GovOS blt.str.support@govos.com or by phone at (888) 751-1911 for assistance. You will need to confirm account details to be verified for the account. To protect the security on property accounts, you will need written (e-mail) permission from a registered owner or officer of the property for us to provide you with a new activation code.

What payment types are accepted by the Town through GovOS?

The Town accepts ACH Debit, or e-check as well as the following major credit cards: Visa, Mastercard and Discover.

Can I schedule a payment in GovOS?

For your security, GovOS does not store any payment information in the system. You will need to enter your desired payment information each time you check out.

How do I change the User on a Property?

All users need to register, just as you did, by going to the GovOS homepage for the Town. They will click on the "Go" button under "New Users". They will also need the 6-digit account number and Activation Code for the property.

I forgot my password. What do I do?

From the Log In page, click the "Forgot your password" link and follow the instructions that will be e-mailed to the User's registered e-mail address.

Do I have to login to GovOS to see my alerts and reminders?

No. All alerts are e-mailed to your authenticated e-mail address. When you login to the system, you will also see any open alerts that need to be addressed in your Action Center.

What is a Breezeway inspection?

Breezeway is a third party software that allows the homeowner to complete their STR inspection on their own when it is most convenient to them. The person completing the inspection will be asked to take photographs of smoke detectors, fire extinguisher, and other required safety features. The software is completely free for the user, and includes clear instructions on how to complete the inspection.

How often does a Breezeway inspection need to be completed?

Homeowners are required to complete a Breezeway inspection upon first applying for a STR license, and then once every five years. While not required, we recommend that people complete an inspection every year to protect the homeowner in the event of a guest complaint.

For Assistance, Contact
GovOS Support

blt.str.support@govos.com

(888) 751-1911

When contacting support, be sure to include the Town of Kennebunkport and your account number in all emails or voicemails. This will help us assist you as promptly as possible.

Thanks!