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**CITY OF BEND**

SERVICES | COMMUNITY | BUSINESS | **GOVERNMENT** | VISITOR | CITY PROJECTS

+ City Council  
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**CONTACT**

Community Development Department  
(541) 388-5580  
permitcenter@bendoregon.gov

## Online Permit Center Portal

Font Size: [+] [-] [Print]

Welcome Julie Devoe

[Sign Out](#) [My Account](#) [My Items](#) [My Shopping Cart \(0\)](#) [Portal Home](#) [Search for a Property](#) [Portal Help](#)

Welcome to the City of Bend's Online Permit Center Portal.

First step: Be sure to complete Registration for a user account, and then choose a service area below to get started. Resources are available to help you through the process at the Portal Help link above.

Returning Users with a Portal Account: Sign in to your Portal Account. Then click on the 'My Items' link above to check the status of your applications or inspections, respond to corrections, and upload new items.

Need help getting started? Check out our Portal Help link above for how-to guides, frequently asked questions (FAQs), and other resources. You can always receive in-person help by calling 541-388-5580 or visiting the Permit Center at City Hall during [business hours](#).

Accommodation Information for People with Disabilities

To obtain this information in an alternate format such as Braille, large print, electronic formats, etc. please contact the Permit Center at [permitcenter@bendoregon.gov](mailto:permitcenter@bendoregon.gov) or 541-388-5580, Relay Users Dial 7-1-1.

**Code Enforcement**  
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[Case Search](#)

**Building, Permanent Signs & SDC Estimates**  
[Apply](#)  
[Request an Inspection](#)  
[Application Search](#)  
[Upload Submittals to Existing Application](#)

## Step-by-Step Instructions for STR License Renewal

### Step 1.

You will need to have the following documents ready to upload during this process.

- **Proof of Notice to Neighbors**
- [Declaration of Notice](#)
- [Fire Safety Self-Inspection Checklist & Reply Card](#)
- [Short Term Rental Acknowledgement](#)

Please Note: If your session is idle for more than 20 minutes, your session could time out and work will not be saved.

### Step 2.

**Log into your portal account and click on the "My Items" link**

**Proof of Notice to Neighbors** - The 24/7 Emergency Contact information for the STR property must be shared with neighboring properties annually in case issues arise with STR tenants or with the STR property number.

- Notices may be mailed, hand-delivered or a sign may be posted during STR use. If posting a sign, then the sign must denote that the property is an STR and include the 24/7 emergency contact's name and phone number. The sign must be no larger than two square feet in size and readable from the edge of the property. **Proof of the mailing (photo of prepared envelopes and copy of the letter) or a photo of the sign must be uploaded with your application.**

For assistance, please contact the Permit Center at [permitcenter@bendoregon.gov](mailto:permitcenter@bendoregon.gov) or call (541) 388-5580 option 8

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**My Items**  
This page lists all the applications and other items in which you are a contact.

[Expand All](#) [Collapse All](#)

- My Business Registration, Licensing & Temporary Sign Applications

Show Active

Reference Number	Name	Address	Status	Date Created
<a href="#">LCSL202201442</a>	Room Tax - Example	710 NW WALL ST, BEND, OR 97703	Active	11/18/2022
<input type="button" value="Upload Submittals"/> <input type="button" value="Submit Excise Tax"/>				
<a href="#">LCSL202201427</a>	STR License - Example	710 NW WALL ST, BEND, OR 97703	Active	08/30/2022
<input type="button" value="Upload Submittals"/> <input type="button" value="Renew this License"/>				
<a href="#">LCSL202201418</a>	Tripp, Hippy, Alec S.	710 NW WALL ST, BEND	Active	08/25/2022

### Step 3.

Click the "Expand All" link

### Step 4.

Click "Renew this License"

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Step 1: Update Information | Step 2: Upload Files | Step 3: Review & Submit | Step 4: Submitted

**Update License Details**  
LCSL202201427

[Return to Status Page](#)

**License Details**

Application Number: LCSL202201427  
License Type: Specialty Licenses and Program  
Business Name: STR License - Example

Description:    
Limit 4000 characters

Preferred Contact Method:

Mailing Address:   
Address Extra Line 1:   
Address Extra Line 2:

City/State/Zip:

Email Address:

Contact Number(s):	Type*	Contact Number*	Ext.
	<input type="text" value="Primary"/>	<input type="text" value="(541) 323-7182"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>	<input type="text"/>

(\*Please note: at least one contact number is required)

Cancel | **Next Step: Upload Files** 

## Step 5.

Review the information and then click “Next Step: Upload Files”



- Previous Submittals  
 - Submittal #2) Licensing Change of Information (11/18/2022)

Type	Status	Date Received
Change of Information	Not Required	

- Submittal #1) License Application Submittal (08/30/2022)

Type	Status	Date Received
Proof of Use	Not Required	
Proof of Notice to Neighbors	Received	11/18/2022
Declaration of Notice	Received	11/18/2022
Parking Diagram	Received	11/18/2022
Fire Safety Self-inspection Reply Card	Received	11/18/2022
Proof of Good Neighbor Guidelines Posting	Received	11/18/2022
Short Term Rental Acknowledgement	Received	11/18/2022

- Upload Additional Documents

Select any documents you wish to provide:

Provide a short description of this set of documents:

In order to update business licenses for renewal you must be the Responsible Party / Business Owner.

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## Step 6 continued...

When finished uploading documents scroll to the bottom of this page and click

**“Next Step: Review & Submit”**

SERVICES COMMUNITY BUSINESS GOVERNMENT VISITOR CITY PROJECTS

Previous Submittals

Submittal #2) Licensing Change of Information (11/18/2022)

Type	Status	Date Received
Change of Information	Not Required	

Submittal #1) License Application Submittal (08/30/2022)

Type	Status	Date Received
Proof of Use	Not Required	
Proof of Notice to Neighbors	Received	11/18/2022
Declaration of Notice	Received	11/18/2022
		11/18/2022
		11/18/2022
		11/18/2022

**Uploads Complete**

All documents were uploaded successfully.

Reminder: If you have not uploaded documents to all of the submittal requirements then those documents can be provided at a later date by using the Upload Submittals link from the main page.

We strongly encourage customers to upload all required submittal documents at the time of application. If you are unprepared to upload all required submittal items at this time, you may still submit the application, however, reviews will not begin until an application is deemed complete and initial application fees are paid.

Note: This does not apply to Code Complaint submissions, Fire Inspection requests, or any application that explicitly states that there are no required submittal items.

**Ok**

In order to update business licenses for renewal you must be the Responsible Party / Business Owner.

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Step 6 continued...

Confirm Uploads are complete by clicking "Ok"

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**Step 1: Update Information**
**Step 2: Upload Files**
**Step 3: Review & Submit**
**Step 4: Submitted**

**- Business Information**

Business Name: STR License - Example  
 License Type: Specialty Licenses and Program  
 Contacts: Business Owner / Responsible Party  
 Julie DeVoe, Address: 710 NW WALL ST, BEND, OR, 97703,  
 Phone: (541) 323-7182  
 Emergency Contact  
 Julie DeVoe, Address: 710 NW WALL ST, BEND, OR, 97703,  
 Phone: (541) 323-7182

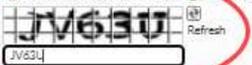
Purpose/Description of Business: Short Term Rental  
 Classifications: Short Term Rental Operating License

**- Mailing Address**

Preferred Contact Method: Email  
 Street Address: 710 NW WALL ST  
 Address Extra Line 1:  
 Address Extra Line 2:  
 City/State/Zip: BEND OREGON 97703  
 Email Address: [jdevoe@bendoregon.gov](mailto:jdevoe@bendoregon.gov)  
 Contact Numbers: Primary: (541) 323-7182

**- Uploaded Documents**

Document Name	Related Submittal Requirement
20141203_073546.jpg	Proof of Notice to Neighbors
Fire Safety Checklist.pdf	Fire Safety Self-Inspection Reply Card
STR Acknowledgement.pdf	Short Term Rental Acknowledgement
Updated Declaration of Notice.pdf	Declaration of Notice

Type the characters you see in the image below to continue.\*  


[Previous Step: Upload Files](#)
[Next Step: Submitted](#)

In order to update business licenses for renewal you must be the Responsible Party / Business Owner.

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## Step 7.

Review the information on the page to ensure it is accurate

Enter the Captcha (the hard to read letters and numbers)

Click "Next Step: Submitted"

The screenshot shows the City of Bend Online Permit Center Portal. At the top, there is a navigation bar with links for City Directory, News, Jobs, Pay Online, and Council Meetings, along with a search bar. Below this is a main menu with categories: SERVICES, COMMUNITY, BUSINESS, GOVERNMENT (highlighted), VISITOR, and CITY PROJECTS. On the left side, there is a sidebar with links for City Council, Departments, and Citizen Committees, and a CONTACT section for the Community Development Department. The main content area is titled "Online Permit Center Portal" and includes a welcome message for Julie Devoe and a progress bar with four steps: Step 1: Update Information, Step 2: Upload Files, Step 3: Review & Submit, and Step 4: Submitted. A red circle highlights the text "Business License Renewal - Submitted" and "Application Number: LC SL202201427". Below this, there is a "Print This Page" button and a thank you message. A red arrow points to the text "Click [My Shopping Cart](#) to pay your fees."

## Step 8.

**STR License Application Submitted - Make Your Payment**

**Click on the "My Shopping Cart" link**

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#### My Shopping Cart

Note: Transactions above \$500,000.00 cannot be processed online.

• **LCSL202201427**

[Remove Fees from My Cart](#)

Please select the fees you wish to pay now by checking the "Pay" checkbox on the fees below.

Fee Type	Amount	Amount Paid	Pay?
Short Term Rental Renewal Application Fee	\$205.00	\$0.00	<input checked="" type="checkbox"/>
<b>Totals:</b>	\$205.00	\$0.00	
<b>Amount Payable Online:</b>	\$205.00		
<b>Total Selected:</b>	\$205.00		
<b>Total Amount Owing:</b>	\$205.00		
<b>Total Selected Amount:</b>	\$205.00		

←

[Portal Home](#)  
Powered by CityView

**Step 9.**

**Click "Make Payment".**

For assistance, please contact the Permit Center at [permitcenter@bendoregon.gov](mailto:permitcenter@bendoregon.gov) or call (541) 388-5580 option 8

Payment Options      Payment Information      Review Payment

### How would you like to pay?

Available Payment Methods

- Credit/Debit Card
- Google Pay
- Credit/Debit Card
- EFT (Check)

### How much would you like to pay?

Pay Full Invoice      \$205.00

[Continue to Payment Information >](#)

#### Payment Summary

Invoice #	Amount
36565	\$205.00
SUBTOTAL	
	\$205.00
SERVICE FEE *	
	+ \$6.05
GRAND TOTAL	
	\$211.05

\*A non-refundable service fee of \$6.05 is included in your total.

## Step 10.

Select the type of payment.

- Google Pay
- Credit/Debit Card
- EFT (check)

Click: "Continue to Payment Information"

Payment Options   **Payment Information**   Review Payment

### Please enter your card information

Cardholder Name \*

Card Number \*      CVV \* WHAT'S THIS?  
     

Expiration Date \*  
 /

Billing Address \*

Country \*

City \*      State \*      Zip \*  
           

Email \*

[Continue to Review Payment >](#) | [Go back to Payment Options](#)

**Payment Summary**

Invoice #	Amount
36565	\$205.00
SUBTOTAL	
	\$205.00
SERVICE FEE *	
	+ \$6.05
GRAND TOTAL	
	\$211.05

\*A non-refundable service fee of \$6.05 is included in your total.

## Step 11.

Enter Payment Information.

Click: "Continue to Review Payment"

## Review your Information

**Your Credit/Debit Card** [Edit](#)

Example for Instructions  
XXXXXXXXXXXX1111  
12 / 2023



**Billing Address**

710 NW Wall St  
Bend, OR  
97703  
jdevoe@bendoregon.gov

### Payment Summary

Invoice #	Amount
36565	\$205.00
<hr/>	
SUBTOTAL	\$205.00
SERVICE FEE *	+ \$6.05
<hr/>	
GRAND TOTAL	\$211.05

\*A non-refundable service fee of \$6.05 is included in your total.

[Fees Disclosure](#)

I agree to the [Invoice Cloud Payer Terms and Conditions](#).

**Process Payment \$211.05**

[Need Help?](#)

## Step 12.

Check the "I agree to the Invoice Cloud Payer Terms and Conditions box."

Click: "Process Payment"



## Thank you for your payment!

A receipt for this transaction has been sent via email if it was previously provided.

 [Click here to Print a receipt with additional details](#)

**Total Payment Amount**

**\$211.05**

**Payment Message**

APPROVED 688761

**Payment Method**



XXXXXXXXXXXX1111

[Return to home page >](#)



### Step 13.

Payment is complete.

Click: "Return to home page"

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Font Size:

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**Print This Receipt**

Thank you! Your payment has been received and processed.

Transaction ID: 7f140825-5305-41b3-b1ca-5c6b0b7b5a80  
Application Number(s): LC SL202201427  
Date: 12/30/2022  
Amount: \$205.00

## Step 14.

To return to the portal home screen, click the “Continue” button

You have successfully processed your STR Renewal Application.