



City of Santa Fe, NM Lodger's Tax
Neumo – As administering agent
PO Box 849905
Los Angeles, CA 90084-9905



CITY OF SANTA FE

neumo 
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Customer Service



Toll Free Phone: (866) 240-3665
Hablamos español

Support:
<https://neumo.service-now.com/csp>



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Dear Property Owner / Tax Manager,

Neumo Account #:
RE:

Why we
are
writing
you

The City of Santa Fe, NM has chosen Neumo as a partner to assist the City's staff in the collection of the Lodger's Tax (occupancy tax and convention center fee). Since January 1, 2026, Neumo has assisted the City with the Short-Term Rental (STR) registration process.

What this
means

What to
do now

Property owners will begin filing their monthly returns and remitting tax payments to Neumo on behalf of the City of Santa Fe beginning with **February 2026 taxes (due on or before March 25th)**. Online filing will be available for monthly tax remitting.

	Short Term Rental (STR Permitting)	Lodger's Tax
Applies to	Any liable property or persons as outlined in Chapter 14-6.2 of the City of Santa Fe Municipal Code.	Any liable property or persons as outlined in Chapter 18-11 of the City of Santa Fe Municipal Code.
Due Date	Owners must apply prior to listing a property for rent. STR permits expire annually on December 31 st and must be renewed on or before April 15 th .	Monthly by the 25 th day of the month following the filing period (February taxes are due on or before March 25 th .) Zero filings are required in periods with no rentals.
Rate	\$100 new STR property registration + \$325 \$325 renewal each year	7%
Penalty	Late renewals are treated as new applications. Santa Fe has a citywide cap of 1,000 STR permits for residentially zoned properties. Once that limit is reached, no additional residential STR permits will be issued. This restriction does not apply to non-residentially zoned properties. New applications are not accepted except April 15 th through November 30 th .	Penalty is equal to 10% of the total tax due or \$100.00, whichever is greater. Interest is calculated at a rate of 1% of the unpaid balance of tax and penalty per month until paid in full. Unlike penalty, which is a one-time charge, interest will continue to calculate until paid in full.
To Renew or Apply	https://str.avenuinsights.com/	www.hotteltaxonline.com

All payments and correspondence for the Lodgers Tax for the City of Santa Fe must be sent to Neumo. This will ensure timely receipt of your payment and avoid any misguided notifications. Update your accounting system and/or notify your tax preparer to mail all correspondence to Neumo at the address listed above. **Please note this is the City of Santa Fe's preferred method of payment.**

We are excited to have the opportunity to serve the City of Santa Fe's business community. We are committed to making this transition as seamless as possible and hope that you will work with us in this endeavor. For assistance with registering or filing your Lodgers Tax, or if you have any other questions, please do not hesitate to contact Taxpayer Support at **(866) 240-3665** Monday- Friday 7:30 am - 4:30 pm CST or at <https://neumo.service-now.com/csp>.

Sincerely,
Neumo