



City of Boston
Mayor Michelle Wu
Licensing Board

Commissioners:
Kathleen M. Joyce, Chairman
Keeana S. Saxon
Liam P. Curran
Executive Secretary:
Daniel R. Green

2025-2026 Lodging Houses / Dormitory Renewal Instructions

Please read these instructions carefully. You may visit our website for updates on the renewal process at www.boston.gov/licensing.

ATTENTION: 2025-2026 licenses will not be emailed as in previous years. All 2025 licenses must be picked up in person at City Hall beginning April 22, 2025. See Section 4 for details.

1. Online Google Form Submission

Licensees will be required to file the renewal application(s) online at <https://bit.ly/renewlodging2025> (case sensitive) or [scan the QR code](#).

- The renewal period is **Monday, March 17, 2025, until Friday, April 18, 2025** (11:59 p.m.)
- If you do not have a Google account, you will need to create a **free** account at www.gmail.com. This is required in order to receive an emailed copy of your submission(s).
- **Tip:** Use your cell/smartphone to submit the renewal application! You can take a photo of the completed forms/permits then upload it to the form.
- If you need assistance submitting your renewal online, you may come into Boston City Hall, Room 809 and a staff member will assist you on our kiosk
- **Office hours:** Monday through Friday from 9 a.m. until 4:30 p.m.
- **Office Closures:** Monday, April 21, 2025 (Patriots' Day).
- **DO NOT EMAIL / MAIL THE RENEWAL APPLICATION. It will not be accepted.**



**RENEW
2025-2026
LODGING/
DORMITORY**

2. Renewal Documents

Your 2025 license will not be issued until you have submitted ALL of the following:

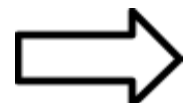
- 2025-2026 Lodging/Dormitory Renewal Application (enclosed)**
 - Complete all fields and sign your enclosed application. **If your name is not listed on the renewal application, then you CANNOT sign it. It will not be accepted.** The only person(s) who can complete the application is the listed manager of record, stockholder(s), owner(s), or officer(s). **If your name is NOT listed on the application you CANNOT complete/sign it.** Person(s) must be Board approved.
- Wage Theft Certification Form (enclosed)**
- Certificate of Inspection** - Cannot be expired
- Renewal Payment (See back for payment options)**

3. Important Notes

- **Temporary closures** - If you are temporarily closed due to renovations or other reasons, you still MUST submit the Completed Renewal Application and payment by April 18, 2025. You may email us the other outstanding documents later.
- **New Ownership** - If there is new ownership, please contact the Licensing Board.

4. Renewal Application Review and License Issuance

Upon the online submission, you should receive an **automated confirmation email from Google Forms** with a copy of the application that you submitted. Licensing



Board staff will review the online submission and payment for completion. Licensing staff will send a status **email to you within 7 business days** of submission.

- Please check your spam folder for an email from RenewLodging@Boston.Gov.
- **INCOMPLETE Application:** If you receive an email requesting documents and/or payments, **please REPLY directly to our email** with the outstanding documents or confirmation of payment.
 - **Do not** submit another renewal application on the online Google Form for the same license. You cannot edit your Google Form once you have submitted it. Sending separate emails or submitting another renewal application on the Google Form will delay the review of your application.
- **COMPLETE Application:** Once your application is COMPLETE, you will receive a confirmation email - save this as a receipt and be prepared to present confirmation when you pick up your license. **You may pick up your physical 2025 license by coming to City Hall Room 809 beginning on April 22, 2025. 2025 licenses WILL NOT be emailed.**

5. Payment Method

a. **(Strongly Preferred) Online** - You may pay online via credit card, debit card, or check.

- Use your license number (LB-#####) to pay **online:**
bit.ly/paylicense2 (case sensitive) or **scan the QR code on the right to pay.**
- Card transactions will incur a 2.75% service charge. There is no service charge for check payments online. Rejected online payments will incur a fee of \$25 or 1% if check payment is over \$2,500.
- **IMPORTANT: If you're paying for multiple licenses back to back online, please double-check the total amount before you complete the transaction(s). If you see a duplicate charge, you can remove it by clicking the "X" next to the extra charge. Call us for assistance at 617-635-4170.**



PAYMENT SITE

b. **By Mail**

- You may mail a check payable to the "City of Boston" with the license number and business name on the memo line. Mail it to Boston City Hall, 1 City Hall Square, Room 809, Boston, MA 02201. **DO NOT MAIL CASH.**

c. **In Person**

- **Cash:** If paying cash at City Hall, you will need to bring the enclosed 3-tiered invoice to Window M-8 on the Mezzanine Level.
- **Check:** You will drop off the check at City Hall, Room 809. The check should be payable to the "City of Boston" with the license number and business name on the memo line. Returned checks will incur a fee of \$25 or 1% if check payment is over \$2,500.
- **Credit/debit card:** You will pay in Room 809. A service charge of 2.75% will be incurred for card transactions.

6. Late Renewal (After April 18, 2025)

- If you fail to complete your renewal application, submit it online, and pay by Friday, April 18, 2025, you will have to shut down the lodging house/dormitory at 12:00 a.m. on May 1, 2025, and will not be able to operate until you obtain approval from the Licensing Board. **You will be subject to a \$10/month late fee.**

The Board is committed to working with all of our licensees throughout the annual renewal process. Should you have any questions regarding the Renewal Application, or the supporting materials please do not hesitate to contact the Board at RenewLodging@Boston.gov (email) or (617) 635-4170 (phone). The Board appreciates your cooperation throughout this process.