



Notice for Property Rental Owners on Bald Head Island

February 1, 2023

In 2021, GovOS acquired MUNIREvs | LODGINGRevs, a leading provider of tax, licensing, and compliance tools for local governments. The same innovative payment orchestration engine is now at the core of the GovOS software suites, alongside other solutions that improve government engagement at every step of a digital transformation journey. The Village of Bald Head Island will begin using GovOS starting mid-February 2023 for the collection of occupancy tax remittances. The Village is confident that you will enjoy the switch to this online, paperless system but will still offer paper submissions for those property owners who wish to continue submitting occupancy taxes via that method.

What this means for you:

Why should you use GovOS?

- Everything is online – no need for paper remittance forms or mailing in checks
- Automated reminders to your email address about renewal due dates
- View completed application and filing history from your Business Center
- Excellent support from the GovOS Support Team
- Online payments

How will I be notified?

The Village of Bald Head Island will send notification letters through GovOS to your mailing address.

What if I don't receive a letter?

If you have not received your notification letter by February 28th, please contact the Village at taxes@villagebhi.org or blt.str.support@govos.com to request an activation code and account number. Also, please check your spam folder and add blt.str.support@govos.com to your safe sender list.

When can I login to GovOS?

Login details will be provided in the GovOS registration letter, which contains the activation code and account number you need to connect yourself to your business(es). After you have created your account and verified your email, GovOS will send you reminders about tax form due dates.

If I own a short-term rental, will I use the GovOS Portal?

Yes, any property owners who own a short-term rental may submit their monthly remittance and online payments via the GovOS portal. If you are operating a short-term rental, the Village of Bald Head Island will send you a notification letter in mid-February.

How will I create an account?

The notification letter that you receive will include a web address and procedures for creating your account. All notifications will contain an activation code and account number that you will use to attach to your property/business record.

I use a property manager. Do I need an account?

Both the owner and property manager can be on the account. Your property manager can manage your compliance for you in the GovOS system. If you want your manager to handle your account, you can send them your activation code and account number once you receive your notification letter, and you do not need to create an account.

I am a property manager; will I need a separate login for all of my properties?

No, you can manage all of your properties under one login. You can also make one payment for all completed tax remittance forms each month.

Will I still be able to pay by check or in person?

Yes, the new system will allow you to file and pay online or submit your remittance form and payment by mail or in person.

If you any additional questions, please email taxes@villagebhi.org.