

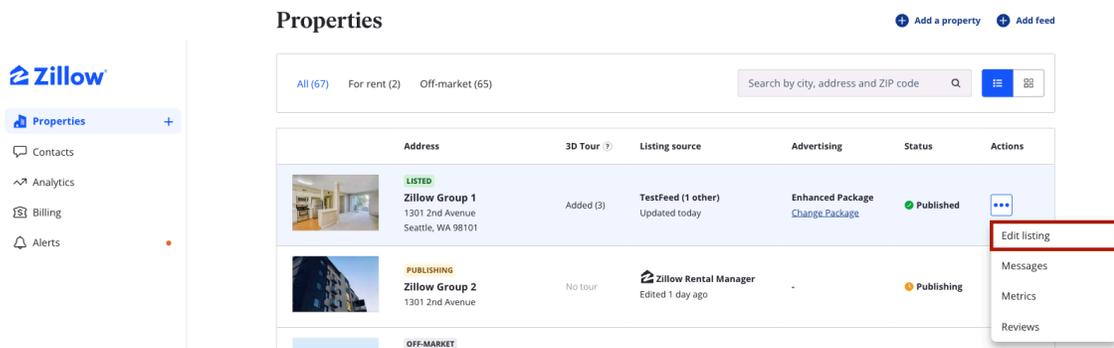
Guide: Updating Cost & Fee Details on Zillow Listings

Step 1: Log in to Your Zillow Account Portal

1. Go to [Zillow Account Portal](#) and sign in with your existing credentials.
2. Access your dashboard by hovering over “Manage Rentals” and clicking “My Listings” from the drop-down menu.

Step 2: Edit Cost & Fee Fields in Your Listing

1. In My Properties, select the listing you want to edit.
2. Click “Edit Listing.”
3. Scroll down to find the expanded Cost & Fees section.



The screenshot shows the Zillow Properties dashboard. On the left is a navigation sidebar with the Zillow logo and links for Properties, Contacts, Analytics, Billing, and Alerts. The main content area is titled 'Properties' and includes a search bar and filters for 'All (67)', 'For rent (2)', and 'Off-market (65)'. Below the search bar is a table of properties. The first property, 'Zillow Group 1', is in a 'LISTED' status and has a dropdown menu open with 'Edit listing' highlighted. The second property, 'Zillow Group 2', is in a 'PUBLISHING' status. The table columns are Address, 3D Tour, Listing source, Advertising, Status, and Actions.

Address	3D Tour	Listing source	Advertising	Status	Actions
LISTED Zillow Group 1 1301 2nd Avenue Seattle, WA 98101	Added (3)	TestFeed (1 other) Updated today	Enhanced Package Change Package	Published	Edit listing Messages Metrics Reviews
PUBLISHING Zillow Group 2 1301 2nd Avenue	No tour	Zillow Rental Manager Edited 1 day ago	-	Publishing	
OFF-MARKET					

Zillow Group 1 Expand all

 TestFeed is the source for this version of the listing, which is currently visible to renters. To change the listing source, publish the version of the listing you want users to see.

[Manage listing sources](#)

Source: TestFeed Listing Issues? 

Published	Total Prospects	Views
Dec 13 2024	-	-

 **Your listing's completeness is strong**
Follow 7 listing recommendations to help attract qualified renters. [Learn more](#)

▼ **Building details** 2 RECOMMENDATIONS

▼ **Contact** 3 COMPLETE

▼ **Costs and fees** NOT STARTED

▼ **Building media** 6 PHOTOS, 1 TOUR

Step 3: Add or Edit Fees

1. To add a new fee: Click "Add a fee" and select the appropriate fee type from the list.
2. To edit an existing fee: Click the edit icon next to the fee and update the amount or details.
3. To delete a fee: Click the delete icon next to the fee you no longer want to display.

^ **Costs and fees** NOT STARTED

Category ▼

Frequency ▼

Requirement ▼

Fee level ▼

Fee source ▼

+ Add a fee

 Add a custom disclaimer as needed. It will appear at the bottom of the costs and fees section of your listing.

[Add disclaimer](#)

Add a fee ✕

If a fee is missing or you can't import it from your feed, you can add it here manually. It will display alongside other fees on your Zillow listing.

Category *

Select ▼

Select the category your fee should go in.

Fee name *

Select ▼

Select a fee name. If you don't see a name for the fee you need, set your category as "Custom" to add your own.

Description (optional)

Only add a description when necessary, otherwise leave blank.

Payment frequency *

Select ▼

Select how often this fee should be paid.

Is this fee required? *

Included in base rent
 Required
 Optional

Is this fee refundable? (optional)

Non-refundable
 Partially refundable
 Refundable

What does this fee apply to? *

Property
 Floor plan
 Unit

Fee format *

Select ▼

Select how the fee amount should be shown. Ex: A flat fee of \$50, or a range of \$25-\$45.

Fee amount *

\$ 0.00

Cancel
Save

4. Select the fee **Category** from the list of available options in the drop-down.
 - a. If your fee does not belong to any of the available options, select **Custom** from the drop-down.
5. Select the **Fee name** from the list of available options in the drop-down.
 - a. If you selected the **Custom** fee **Category** per Step #4a, enter a **Custom fee name** in the text field, using sentence case whenever possible. Make sure that the fee name is clearly written to ensure that renters can easily understand the purpose of the fee.
6. (Optional) Enter a fee **Description** in the text field as applicable.
 - a. *Please note that this is an optional step and it is recommended that partners only add a description when necessary if it provides incremental value for the user regarding the fee.*
7. Select the **Payment frequency** from the list of available options in the drop-down.
8. Select whether the fee is **Required**, **Optional**, or **Included in base rent**.
 - a. A **Required** fee must be paid by all renters (e.g., Security deposit). An **Optional** fee is paid by the renter when the fee applies to them (e.g., Pet rent). **Included in base**

rent indicates to the renter that the fee has already been accounted as part of base rent and they do not need to pay an incremental amount.

9. (Optional) Select whether the fee is **Refundable**, **Non-refundable**, or **Partially refundable**.
 - a. A **Refundable** fee is fully refundable and the renter will receive the total amount back at the end of their lease term. A **Non-refundable** fee is paid in full by the renter and they will not receive any amount back at the end of their lease term. A **Partially refundable** fee indicates that the renter will receive a portion of the total amount back at the end of their lease term.
 - b. *Please note that this is an optional step and it is recommended that partners use this selection to indicate whether a fee, most commonly a deposit, is **Refundable**, **Non-refundable**, or **Partially refundable**, if applicable.*
10. Select whether the fee applies to the **Property**, **Floor plan**, or **Unit**.
 - a. If this fee is provided at the **Floor plan** or **Unit** level, select all relevant floor plans or units from the list of available options in the drop-down.
 - b. *Please note that partners should always include property level fees to ensure that their listings have baseline data coverage displayed to users. Partners can opt to supplement their property level fee data with floor plan or unit level fee data.*
11. Select the **Fee format** from the list of available options in the drop-down.
 - a. Please note that **Percentage of base rent** has a maximum input of 100 (i.e., 100% of the Base rent). Partners can use the **Multiple of base rent** if they need a higher value, with a maximum input of 10 (i.e., 10x Base rent).
12. Select **Save**. A green toast message will appear that reads **Your new fee was added successfully**.

Add a fee ✕

If a fee is missing or you can't import it from your feed, you can add it here manually. It will display alongside other fees on your Zillow listing.

Category *
Deposits ▼
Select the category your fee should go in.

Fee name *
Security deposit ▼
Select a fee name. If you don't see a name for the fee you need, set your category as "Custom" to add your own.

Description (optional)

Only add a description when necessary, otherwise leave blank.

Payment frequency *
Move in ▼
Select how often this fee should be paid.

Is this fee required? *
 Included in base rent Required Optional

Is this fee refundable? (optional)
 Non-refundable Partially refundable Refundable

What does this fee apply to? *
 Property Floor plan Unit

Fee format *
Flat ▼
Select how the fee amount should be shown. Ex: A flat fee of \$50, or a range of \$25-\$45.

Fee amount *
\$ 1995

Cancel Save

✓ Your new fee was added successfully. ✕

New Fee Categories Available

- Add-On
- Administrative
- Application
- Deposits
- Parking
- Penalty
- Pets
- Services
- Storage

- Technology
- Utilities
- Other
- Custom