



OFFICE OF THE CITY TREASURER

Short-Term Residential Occupancy Program

Citizen Application Portal

To apply for The STRO License

Click on this link



[STRO Application Portal](#)

Short-Term Residential Occupancy Program



Welcome to the new Citizen Portal

We are pleased to offer our citizens, businesses, and visitors access to government services online, 24 hours a day, 7 days a week.

In partnership with [Accela, Inc.](#), we are fulfilling our promise to deliver powerful e-government services and provide valuable information about the community while making your interactions with us more efficient, convenient, and interactive. To use ALL the services we provide you must register and create a user account. You can view information, get questions answered and have limited services as an anonymous user. We trust this will provide you with a new, higher level of service that makes living and working in our community a more enjoyable experience.

General Information

 [Lookup Property Information](#)

DSD Code Enforcement

 [Search Applications](#)

DSD Permits

 [Create an Application](#)

 [Search Applications](#)

Sign In

USER NAME OR E-MAIL: *

PASSWORD: *

[Forgot Password?](#)

Sign In

Remember me on this device

Not Registered?

[CREATE AN ACCOUNT](#)

- Enter the **USER NAME or E-MAIL** and **PASSWORD**
- If you are a new user, click on **CREATE AN ACCOUNT**

Short-Term Residential Occupancy Program

Creating a New Account

Login Information

STEP 1 OF 2: ACCOUNT DETAILS

Enter your User Name and Password. You must also enter a unique email address

* Required Fields

USER NAME: *

E-MAIL ADDRESS: *

PASSWORD: *

TYPE PASSWORD AGAIN: *

ENTER SECURITY QUESTION: *
Select

ANSWER: *

I have read and accepted the above terms. [Terms of Service](#)

CONTINUE

- Complete Step 1: Account Details, then click on “I have read and accepted the above terms”
- Click **Continue**

- Complete Step 2: Contact Details
 - Click **Submit**

Select Contact Type

STEP 2 OF 2: CONTACT DETAILS

Individual
 Organization

* Required Fields

PREFERRED CHANNEL: Select

COUNTRY: Select

FIRST: *

MIDDLE:

LAST: *

E-MAIL: *

HOME PHONE:

MOBILE PHONE:

WORK PHONE:

FAX:

ADDRESS LINE 1:

ADDRESS LINE 2:

CITY:

STATE:

ZIP:

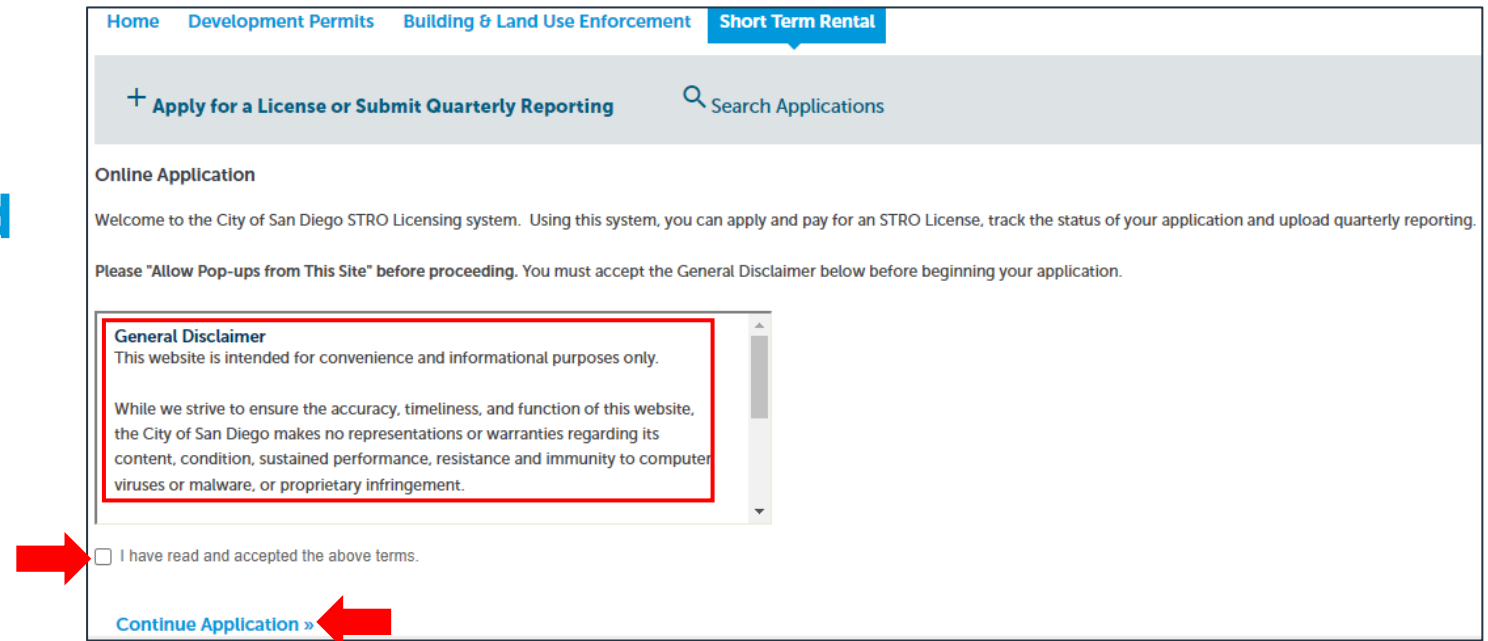
Submit

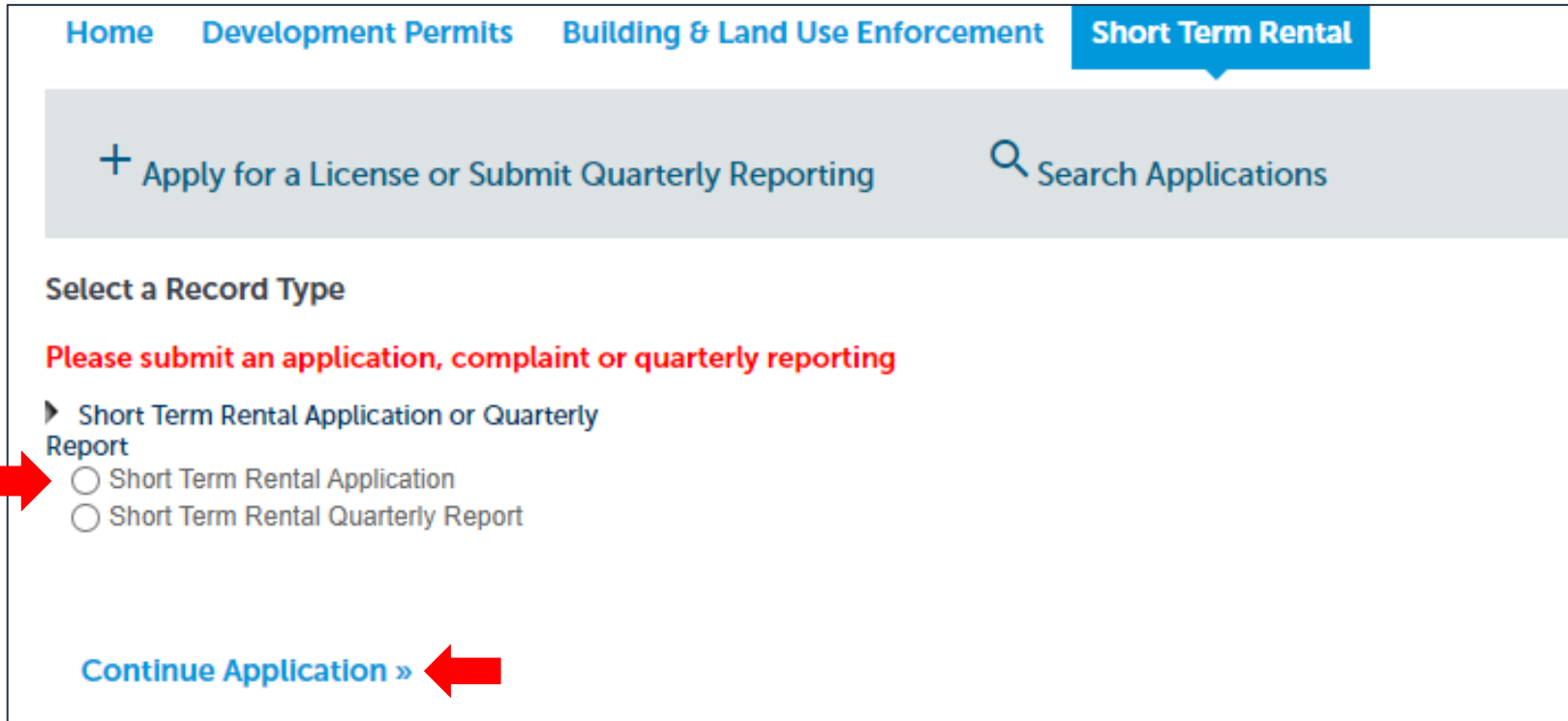
Short-Term Residential Occupancy Program



- You will have to click on the **Home** tab and log in
- Once you are logged in, click on the tab that says **Short-Term Rental** and then click **+ Apply for a License of Submit Quarterly Reporting**

- Click on **“I have read and accepted the above terms”**
- Click on **Continue Application**





The screenshot shows a web interface for the Short Term Rental program. At the top, there is a navigation bar with links for Home, Development Permits, Building & Land Use Enforcement, and Short Term Rental. Below the navigation bar, there is a search bar with a magnifying glass icon and the text "Search Applications". To the left of the search bar, there is a plus sign icon and the text "Apply for a License or Submit Quarterly Reporting". Below the search bar, there is a section titled "Select a Record Type". Under this section, there is a red text prompt: "Please submit an application, complaint or quarterly reporting". Below this prompt, there is a dropdown menu with the text "Short Term Rental Application or Quarterly Report". Under the dropdown menu, there are two radio button options: "Short Term Rental Application" and "Short Term Rental Quarterly Report". A red arrow points to the "Short Term Rental Application" radio button. Below the radio buttons, there is a blue link with the text "Continue Application »" and a red arrow pointing to it.

- Click on **Short Term Rental Application**
- Click on **Continue Application**

Short-Term Residential Occupancy Program

STEP ONE: Dwelling > Unit Location



- Enter the dwelling unit address then click on the **Search** button
 - ***Please note the red text if your address does not come up in the search.***
- Click **Continue Application**

Short Term Rental Application

1 Dwelling	2 Parcel	3 Contacts	4 Property Information	5 Documents	6	7	8
------------	----------	------------	------------------------	-------------	---	---	---

Step 1 : Dwelling > Unit Location * indicates a required field.

Address

Tip: For numeric **Street Names** in single digits, add a zero (0). For example, for 1st use 01, 2nd use 02.

If the **Zip Code** is missing after selecting your address, please enter it before continuing.

If your property is a **Unit** in a Complex please also enter the **Unit No.** before continuing.

NOTE: If your address does not come up in the search, please type in the full address including zip code & unit number (if applicable) then click "Continue Application" without clicking SEARCH.

* Street No.: Enter Number	Direction: --Select--	* Street Name: Enter name then Search	Street Type: --Select--	Unit No.:
* City: SAN DIEGO	* State: CA	* Zip: After Search enter ZIP if blank		

Search **Clear**

Save and resume later **Continue Application >**



*At any point throughout the application you may click on the **Save and Resume Later** button on the bottom left-hand side

Short-Term Residential Occupancy Program

STEP TWO: Parcel



Home DSD Permits DSD Code Enforcement **Short Term Rental**

+ Apply for a License

Short Term Rental Application

1 Dwelling	2 Parcel	3 Contacts	4 Property Information	5 Documents	6	7	8
------------	-----------------	------------	------------------------	-------------	---	---	---

Step 2 : Parcel >

* indicates a required field

Parcel

Enter your **Parcel Number** with dashes **###-###-####** and **select search**. For example, if your parcel number is **123-456-78-90**, enter it as **123-456-7890** with the dashes.

* Parcel Number:

[Continue Application »](#)

- Enter the 10-digit Parcel Number **with dashes** (ex. xxx-xxx-xxxx) then click **Search**
- Click **Continue Application**

Short-Term Residential Occupancy Program

STEP THREE: Contacts



Short Term Rental Application

1 Dwelling	2 Parcel	3 Contacts	4 Property Information	5 Documents	6	7	8
------------	----------	------------	------------------------	-------------	---	---	---

Step 3 : Contacts >

* indicates a required field.

Host

A host must be a natural person (no corporations, LLCs, etc.) who has the legal right to occupy the dwelling unit and to allow short-term residential occupancy.

Select from Account Add New

Local Contact

In compliance with the [STRO Ordinance](#) the local contact will be responsible for actively discouraging and preventing any nuisance activity at the premises. This person shall respond to a complainant in person or by telephone within one (1) hour for all reported complaints and shall take action to resolve the matter.

Select from Account Add New

Save and resume later Continue Application >

Step 3 : Contacts >

Host

A host must be a natural person (no corporations, LLCs, etc.) who has the legal right to occupy the dwelling unit and to allow short-term residential occupancy.

✓ Contact updated successfully.

Home phone
Mobile Phone:
Work Phone:
Fax:
[Edit](#) [Remove](#)

Local Contact

In compliance with the [STRO Ordinance](#) the local contact will be responsible for actively discouraging and preventing any nuisance activity at the premises. This person shall respond to a complainant in person or by telephone within one (1) hour for all reported complaints and shall take action to resolve the matter.

✓ Contact updated successfully.

Home phone
Mobile Phone:
Work Phone:
Fax:
[Edit](#) [Remove](#)

- **Host/Local Contact** – For both sections click on **Select from Account** or **Add New**.
- If you chose, **Select from Account**, it will auto-populate this information from your profile.
- Once the Host and Local Contact information have been added, you will see in green font confirming your information is correct, **“Contact updated successfully”**
- Click **Continue Application**

Short-Term Residential Occupancy Program

STEP FOUR: Property Information



Property Name:

- ✓ Add a property name (Optional)

Property Information:

- ✓ Click on any of the question marks (?) next to each question for help.

- ✓ Rental Unit Business Tax # (RUBT) will auto-populate.

- Review the RUBT# number to make sure it is correct.

Short Term Rental Application

1	2 Parcel	3 Contacts	4 Property Information	5 Documents	6 Review	7	8
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Step 4 : Property Information > * indicates a required field.

Property

Property Name
example: 'Smith Home', 'Main Street Loft' etc.

Property Information

Property Information

- * Is host the owner (property owner as determined by the most current records of the County Assessor's Office)?: Yes No
- * Number of bedrooms in dwelling unit:
- * Is this dwelling unit part of a multiple family property: Yes No
- * Max number of guests:
- * Transient Occupancy Tax Certificate #: → ?
- * Rental Unit Business Tax #: ?
- * Estimated number of STRO rental days per year:
- * License Type (City use only): ?
- Community Planning Area:

Short-Term Residential Occupancy Program

STEP FOUR CONT: Advertisements



Advertisements - Please "Add a Row" for all that this property is advertised on (required)

ADVERTISEMENTS

Showing 0-0 of 0

Hosting Platform	Link to Listing	Host ID	Comment
No records found.			

[Add a Row](#) [Edit Selected](#) [Delete Selected](#)

[Save and resume later](#) [Continue Application »](#)

✓ Click on the grayed out **Add a Row** for every platform that the dwelling unit is advertised on (required).

✓ Enter the **Hosting Platform, Link to Listing, & Host ID**- then click **Submit**.

✓ If you are a new host, for the hosting platform, choose "Other". For the URL type in "New Host" then click **Submit**.

✓ Click **Continue Application**.

ADVERTISEMENTS

*Hosting Platform: Other Host ID:

Comment:

[Submit](#)

Short-Term Residential Occupancy Program

STEP FIVE: Uploading Documents



Home Development Permits Building & Land Use Enforcement **Short Term Rental**

+ Apply for a License or Submit Quarterly Reporting Search Applications

Short Term Rental Application

1 2 3 Contacts 4 Property Information 5 Documents 6 Review 7 Pay Fees 8

Step 5 : Documents >

* indicates a required field.

Attachment

For Quarterly Reporting, please attach any documentation of STRO activity for the quarter. With a Tier 3 or Tier 4 license, a host is required to use the license a minimum of 90 days each year during the term of the license.

The maximum file size allowed is 200 MB.
The only acceptable format for uploaded documents is PDF

Name	Type	Size	Latest Update	Action
No records found.				

Add

Save and resume later

Continue Application >

File Upload x

The maximum file size allowed is 200 MB.
The only acceptable format for uploaded documents is PDF

Continue Add Remove

File Upload x

The maximum file size allowed is 200 MB.
The only acceptable format for uploaded documents is PDF

RTO- Testing.pdf 100%

Continue Add Remove All

- To upload documents, click on the **Add** button.
- Documents that may need to be attached are:

✓ Right to Occupy

- Click on the **Add** button
- Choose the document from your PC
- Click on **Continue**

Short-Term Residential Occupancy Program

STEP FIVE: Uploading Documents

Step 5 : Documents > * indicates a required field.

Attachment

For Quarterly Reporting, please attach any documentation of STRO activity for the quarter. With a Tier 3 or Tier 4 license, a host is required to use the license a minimum of 90 days each year during the term of the license.

The maximum file size allowed is 200 MB.
The only acceptable format for uploaded documents is PDF

Name	Type	Size	Latest Update	Action
No records found.				

* Type: File: RTO- Testing.pdf
100%

Description:

[Remove](#)

Save **Add** **Remove All**

Save and resume later **Continue Application »**

- Choose the Type of document on the drop-down box and enter a brief description to the right.
- Click **Save** once all the documents have been attached.
- Click **Continue Application**

Short-Term Residential Occupancy Program

STEP SIX: Review




By submitting this application for a Short-Term Residential Occupancy license, applicant acknowledges that they have read and will comply with all rules and regulations set forth in the [STRO Ordinance](#). Applicant further asserts under penalty of perjury that all information provided in this application and supporting documentation is true and factual to the best of the applicant's knowledge and the STRO license is for a legal dwelling unit. If any information provided is found to be incomplete or inaccurate, the application may be denied, or license may be revoked.

Additionally, applicant authorizes any hosting platform utilized for short-term residential occupancy to release data to the City of San Diego upon request.

Finally, the City is subject to the California Public Records Act and any information provided by the applicant may be subject to disclosure.

By checking this box, I agree to the above certification. Date: 01/19/2024

[Save and resume later](#)  [Continue Application »](#)

- ✓ If the information entered is correct, scroll to the bottom of the screen and click the box that states, **“By checking this box, I agree to the above certification”** then click on the **Continue Application** button.

The background of the slide is a photograph of a beachfront residential area. In the foreground, there is a wide, sandy beach. Behind the beach, a row of multi-story houses with balconies and palm trees is visible. The houses are in various colors, including blue, yellow, and white. The sky is clear and blue.

How to Make a Payment

Application and License fees were approved by City Council in October 2021 and are as follows:

	Application Fee	License Fee
Tier 1	\$ 25	\$ 100
Tier 2	\$ 25	\$ 225
Tier 3	\$ 70	\$ 1000
Tier 4	\$ 70	\$ 1000

- ✓ **All Licenses will expire **2 years** from the date of issuance.**
 - ✓ For example: **May 1st, 2023 – April 30th, 2025**
- ✓ **Licenses will be renewed in accordance with the Ordinance.**

Short-Term Residential Occupancy Program

STEP SEVEN: Pay Fees



Short Term Rental Application

1 2 3 4 Property Information 5 Documents 6 Review 7 Pay Fees 8 Submitted

Step 7 : Pay Fees

Listed below are preliminary fees based upon the information you've entered. The following screen will display your total fees.

Application Fees

Fees	Qty.	Amount
Tier 3 Application Fee	1	

TOTAL FEES: \$

Thank You

[Continue Application »](#)

Enter Payment Review Thank You

Retrieved Account Details

Transaction ID: 1034841
Email Address: *
 Remember my email address

Funding Source Details

Payment Method: *
- Select -

Payment Amount

Payment Amount: \$25.00 (Current Statement Balance Amount) This is Current Statement Balance based on your statement

Your Account will not be charged until the Payment is confirmed on the next page

[Continue](#) [Cancel](#)

- When you get to the payment screen, click on **Continue Application**
- Select the **Payment Method**
 - ✓ *Ex: Bank Account/ Bank Card*
 - ✓ Enter all required information
- Select **Continue**

Short-Term Residential Occupancy Program

Review Payment Details

Enter Payment Review Thank You

Retrieved Account Details

Transaction ID: 1034842

Email Address: * [Redacted]

Remember my email address

Funding Source Details

Payment Method: Checking ending in [Redacted]

[Edit](#) | [Change](#)


Payment Date

01/19/2024

Payment Amount

Payment Amount: \$25.00 (Current Statement Balance Amount) This is Current Statement Balance based on your statement

Your Account will not be charged until the Payment is confirmed

 [Continue](#) [Cancel](#)

- Click **Continue** to review payment

Enter Payment **Review** Thank You

Almost Done

Please review your payment :

Account Details

Transaction ID: 1034842

Payment Details

Payment Method: Checking ending in [Redacted]

Routing Number: [Redacted]

Payment Date: 01/19/2024


Payment Amount: \$25.00

Third Party Service Fee: \$1.50

Total Amount: \$26.50

Two Transactions will appear on your bank statement, one for the payment amount and the other for the third-party service fee that will equal the total amount of the payment.

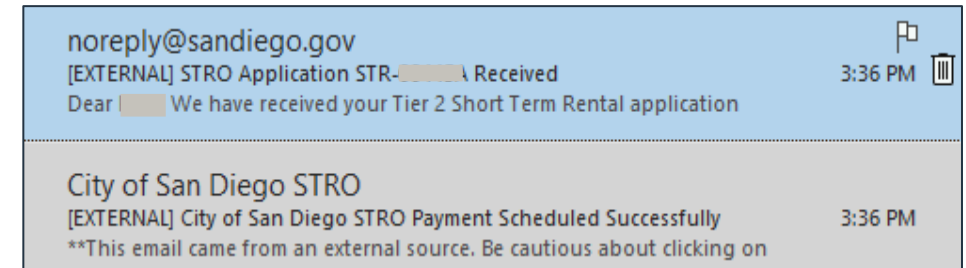
By clicking **Confirm** to confirm your payment, you authorize us to initiate a debit from the **Payment Method Account** to make a payment to the **Account**, as detailed above. The payment to your account will be made on the **Payment Date** detailed above, and the debit from your account will occur within two business days of that date, but no earlier than that date. You also authorize your financial institution (and its successors or assigns), to process this debit to your account.

 [Confirm](#) [Edit](#) [Cancel](#)

- Make sure to review your payment information and then click **Confirm**

Once you click confirm, you will receive two separate emails:

- **Proof of Payment Receipt**
- **Confirmation of Application Received**



Note: All STRO License Applications are reviewed daily by the STRO Office and processed within 3 business days.

Questions? Contact
THE OFFICE OF THE CITY TREASURER
Short-Term Residential Occupancy

Email: stro@sandiego.gov
Phone: 619-615-6120