



Office of the City Treasurer
Short-Term Residential Occupancy (STRO) Program
Host Operating Requirements – Checklist
Effective May 1, 2023

The STRO Host operating requirements will be in effect beginning May 1, 2023. The following high-level checklist was developed to assist Hosts with compliance. Please refer to the full text of the STRO Ordinance as contained in the [San Diego Municipal Code Chapter 5, Article 10, Division 1](#) for detailed requirements.

ALL Hosts are required to comply with the following:

<input type="checkbox"/> Maintain and use the dwelling unit at all times for residential occupancy only.	<input type="checkbox"/> Not allow any signs on the premises promoting a business.
<input type="checkbox"/> For Tier 2 licenses, utilize the dwelling unit as Host’s primary residence no less than 275 days per calendar year.	<input type="checkbox"/> Respond (or ensure that the designated local contact responds) to complainants in person or by telephone within one (1) hour for all report complaints and take action to resolve the matter.
<input type="checkbox"/> For Tier 3 and 4 licenses, use the license a minimum of 90 days each year and ensure each guest has occupancy for a minimum of two (2) consecutive nights.	<input type="checkbox"/> Post a notice on the exterior of the dwelling unit that includes the TOT Certificate number, STRO license number, and contact info for the host or designated local contact. The notice must be visible to the public from the sidewalk or public right of way. For signage specifics see §510.0107(k) of the STRO ordinance.
<input type="checkbox"/> For Tier 3 and Tier 4 licenses, submit quarterly reports to the STRO Program. Tier 1 and Tier 2 Hosts are not required to submit quarterly reports.	<input type="checkbox"/> Include the TOT Certificate and STRO license number on all advertisements.
<input type="checkbox"/> Not allow the STRO to create a public nuisance.	<input type="checkbox"/> Post, in a conspicuous location inside the dwelling unit, guidance for guests to report human trafficking . Additional training materials can be found on the San Diego County District Attorney’s website .
<input type="checkbox"/> Comply with all Transient Occupancy Tax (TOT) requirements as outlined in Chapter 3, Article 5, Division 1 of the San Diego Municipal Code .	<input type="checkbox"/> Maintain records of STRO activity, including exact dates of guest stays, number of nights booked by reporting period, and amount of gross receipts, for a period of four (4) years from the date of the transaction.
<input type="checkbox"/> Comply with all Rental Unit Business Tax requirements as outlined in Chapter 3, Article 1, Division 3 of the San Diego Municipal Code .	<input type="checkbox"/> Complete and maintain proof of completion, a human trafficking awareness course .
<input type="checkbox"/> Provide a Good Neighbor Policy notice to all guests.	<input type="checkbox"/> Update changes to STRO license contact information for both Host and local contact with the Office of the City Treasurer within 30 days of change.
<input type="checkbox"/> Ensure the dwelling unit complies with all California Fire Code Regulations.	<input type="checkbox"/> A host shall deliver information provided in §510.0108(a) to the City Manager upon request

Hosts who fail to comply with all STRO requirements, risk enforcement actions being taken against them, up to and including civil penalties and license revocation.