



OFFICE OF THE CITY TREASURER

Short-Term Residential Occupancy Program

Tier 4 Waitlist Application

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 Permits

- [Create an Application](#)
- [Search Applications](#)

DSD Code Enforcement

- [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:

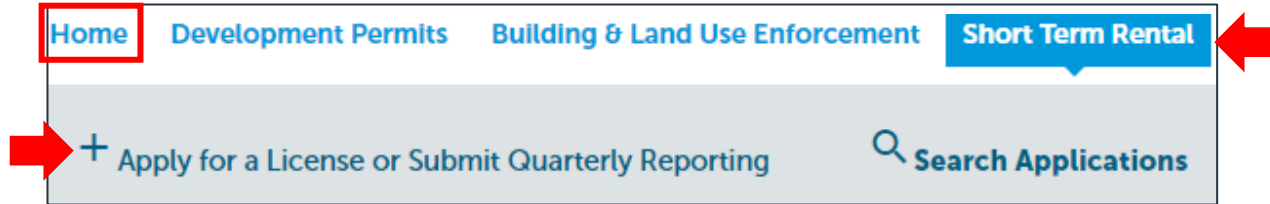
CITY:

STATE:

ZIP:

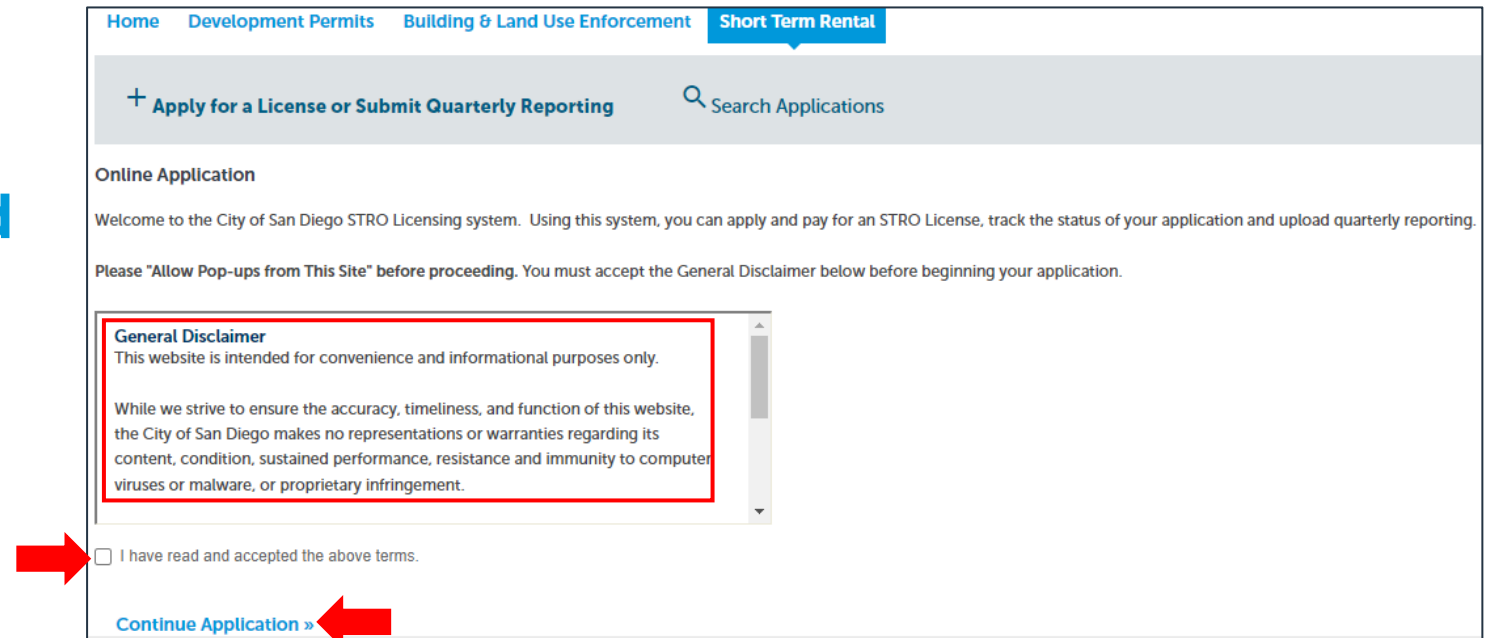
Submit

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**



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

+ Apply for a License or Submit Quarterly Reporting Search Applications

Online Application

Welcome to the City of San Diego STRO Licensing system. Using this system, you can apply and pay for an STRO License, track the status of your application and upload quarterly reporting.

Please "Allow Pop-ups from This Site" before proceeding. You must accept the General Disclaimer below before beginning your application.

General Disclaimer

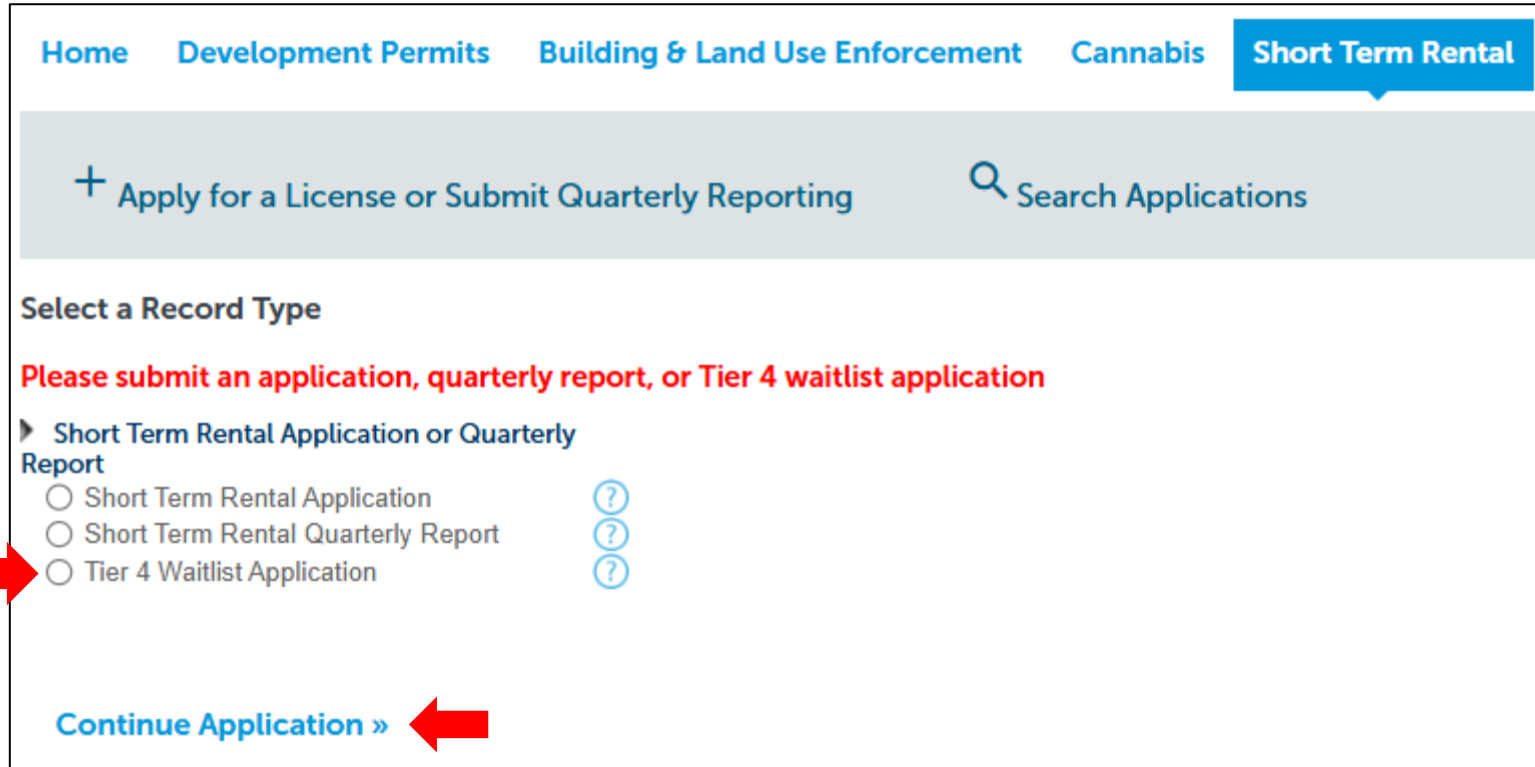
This website is intended for convenience and informational purposes only.

While we strive to ensure the accuracy, timeliness, and function of this website, the City of San Diego makes no representations or warranties regarding its content, condition, sustained performance, resistance and immunity to computer viruses or malware, or proprietary infringement.

☐ I have read and accepted the above terms.

Continue Application »

Short-Term Residential Occupancy Program



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

+ Apply for a License or Submit Quarterly Reporting Search Applications

Select a Record Type

Please submit an application, quarterly report, or Tier 4 waitlist application

► Short Term Rental Application or Quarterly Report

- ☐ Short Term Rental Application ?
- ☐ Short Term Rental Quarterly Report ?
- ☐ Tier 4 Waitlist Application ?

Continue Application »

- Click on **Tier 4 Waitlist 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**

Tier 4 Waitlist 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

To find an address enter a **Street No.** and the first 3 characters of your **Street Name** followed by a %. I.E. "BAN%" will bring back anything starting with "BAN". You can then select the best address in the list.

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.

If this is a renewal the address information cannot be edited. Click **Continue Application** to move to the next step.

*Street No.:
Enter Number

Direction:
--Select--

*Street Name:
Enter name then Search

Street Type:
--Select--

Unit No.:

*City:

*State:
--Select--

*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

A screenshot of a web application interface for a 'Tier 4 Waitlist Application'. The top navigation bar includes links for 'Home', 'DSD Permits', 'DSD Code Enforcement', and 'Short Term Rental'. Below this is a grey bar with a '+ Apply for a License' button. The main section is titled 'Tier 4 Waitlist Application' and contains a progress bar with steps: 1 Dwelling, 2 Parcel (highlighted), 3 Contacts, 4 Property Information, 5 Documents, 6, 7, and 8. Below the progress bar, it says 'Step 2 : Parcel >'. A blue header bar reads 'Parcel'. The main content area contains instructions: '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.' Below this is a form field labeled '* Parcel Number:' with a help icon and a placeholder '###-###-####'. To the right of the field is a small red asterisk and the text '* indicates a required field'. Below the field are two orange buttons: 'Search' and 'Clear'. At the bottom left is an orange button 'Save and resume later'. At the bottom right is a blue link 'Continue Application »'. Three red arrows point to the 'Parcel Number' field, the 'Search' button, and the 'Continue Application' link.

- 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

Tier 4 Waitlist 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.

Tier 4 Waitlist Application

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

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): ? --Select--

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: *Link to Listing: 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

Tier 4 Waitlist 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:
--Select--

File:
RTO- Testing.pdf
100%

Description:
Testing

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.

A faded background image showing a sandy beach in the foreground, a row of colorful beach houses in the middle ground, and several tall palm trees on the right side under a clear sky.

How to Make a Payment

As of March 1, 2025, City Council approved the STRO License and Application fees to the following:

License Tier	Application Fee	License Fee
Tier 1	\$33.00	\$193.00
Tier 2	\$33.00	\$284.00
Tier 3	\$41.00	\$1,129.00
Tier 4	\$41.00	\$1,129.00

- ✓ **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



- 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**

Tier 4 Waitlist 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**

Short-Term Residential Occupancy Program

Review Payment Details



Enter Payment

Review

Thank You

Retrieved Account Details

Transaction ID: 1034842

Email Address:

☐ Remember my email address

Funding Source Details

Payment Method: Checking ending in

[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

Routing Number:

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**

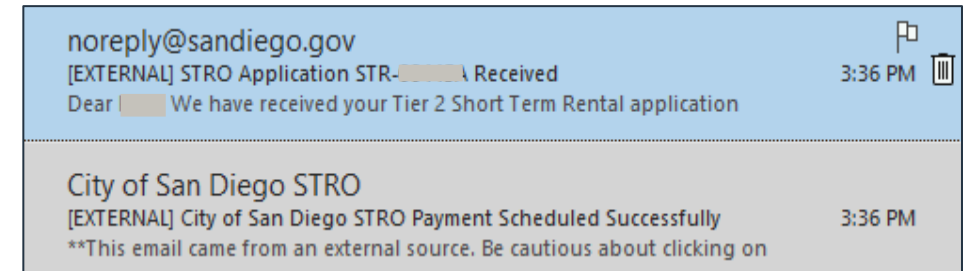
Short-Term Residential Occupancy Program

Application Submittal



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

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



Note: The lottery for Tier 4 applications will be processed within one week of the application period closing.

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

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