

**OFFICE OF THE CITY TREASURER**

# Short-Term Residential Occupancy (STRO) Program

**Host Operating Requirements Checklist** Effective May 1<sup>st</sup>, 2023



The City of San Diego Office of the City Treasurer provides this information as general guidance on the City's Short-Term Residential Occupancy Ordinance. This information is provided as a public service and should not be construed or relied upon in any way as legal advice or a legal opinion. Although all efforts are taken to keep content timely and accurate, there may be a delay in the time it takes to correct any errors brought to our attention. Please refer directly to the full text of the STRO Ordinance.



**The information included in this presentation is a high-level checklist of the STRO operating requirements 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: 

# Host Operating Requirements – Checklist



- Maintain and use the dwelling unit at all times for residential occupancy **only**.
- For Tier 2 licenses, utilize the dwelling unit as Host's primary residence **no less than 275 days per calendar year**.
- 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**.
- Comply with all Transient Occupancy Tax (TOT) requirements as outlined in [Chapter 3, Article 5, Division 1 of the San Diego Municipal Code](#).
- Comply with all Rental Unit Business Tax requirements as outlined in [Chapter 3, Article 1, Division 3 of the San Diego Municipal Code](#).



# Host Operating Requirements – Checklist



- 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.

**Important: Hosts with a Tier 1 or Tier 2 License are not required to submit quarterly reports.**

- The Application period for Tier 4 has closed. The application period for Tier 1, 2 & 3 are open. It is unlawful to operate a STRO without a STRO License on or after May 1<sup>st</sup>, 2023.
- The first required quarterly report for calendar year 2023 quarter two (May – June) for Tier 3 and Tier 4 hosts is due no later than **Monday, July 31, 2023**. Additional information on how to submit the host quarterly reporting can be found in the [Host Operating Requirements](#) section of the [STRO Website](#).
- A host shall deliver information provided in [§510.0108\(a\) of the STRO Ordinance](#) to the City Manager upon request.



# Host Operating Requirements – Checklist



- Post, in a conspicuous location inside the dwelling unit, guidance for guests to report human trafficking. Additional information can be found on the [San Diego County District Attorney's website](#).
- Complete and maintain proof of completion of a [human trafficking awareness course](#).
- **Not** allow the STRO to create a public nuisance.
- **Not** allow any signs on the premises promoting a business.



- 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.




- 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.**

# Host Operating Requirements – Checklist



Post 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](#).

- Include the TOT Certificate and STRO license number on **all advertisements**. 
- Provide a **Good Neighbor Policy** notice to all guests.
- Ensure the dwelling unit complies with all California Fire Code Regulations.

The City of **SAN DIEGO** **Short-Term Residential Occupancy (STRO)**

**GOOD NEIGHBOR GUIDELINES**

**Directions for all Hosts**  
 Complete the sections below in accordance with your community standards/requirements. In accordance with San Diego Municipal Code (SDMC) § 510.0107, these guidelines are to be provided to all guests.

**Host Name & Contact Information:** \_\_\_\_\_  
**STRO License Number:** \_\_\_\_\_  
**STRO Dwelling Unit Address:** \_\_\_\_\_

**Safety Information**  
 In Case of Emergency Call 9-1-1  
 Police Department non-emergency number: (619) 531-2000 or (858) 484-3154

**Good Neighbor Policy**  
 Guests are expected to abide by all laws, be respectful, and maintain the residential character of the neighborhood. Infractions of the noise limits pursuant to SDMC § 59.5.0401 and 59.5.0501 can result in individual administrative citations of both the guest, and the host, of up to \$1,000. If the police are called to address disturbances, health, safety, or general welfare issues, guests may be responsible for repayment to the City for the cost of the police response. Guests that fail to vacate the property by the expiration of the occupancy term, may be deemed trespassers and may be subject to removal by relevant authorities.

**Guest Room & Maximum Capacity**  
 Number of guest rooms: \_\_\_\_\_  
 Maximum number of allowable occupants: \_\_\_\_\_

**Noise Limits**  
 Please keep music and other noise to an appropriate level and in a manner that is mindful to neighbors.

**Trash & Recycling**

- Container Location: \_\_\_\_\_
- Day of Collection - Refuse: \_\_\_\_\_ Recycling: \_\_\_\_\_ Organic Waste: \_\_\_\_\_
- Container Placement on Collection Day:
  - o Place containers at their designated Point of Collection (POC) at 6:00 a.m.
  - o Designated POC: \_\_\_\_\_
  - o Place containers at least 3 feet away from obstacles (ensure there are no overhead obstacles as well)
  - o Lids are closed, there is ample space between containers, and the handles face the curb.

**Parking Limitations and Rules**  
 Vehicles should be parked legally in spaces authorized for vehicle parking.  
 \_\_\_\_\_  
 \_\_\_\_\_

STRO - Good Neighbor Policy September 2022



# Host Operating Requirements – Checklist



In addition to the remedies in [Chapter 1 of the Municipal Code](#), a license may be **revoked** in accordance with the following:

- a) In addition to any penalties and remedies provided by law, and any other bases for regulatory action provided by law, a host is subject to regulatory action for any of the following reasons:
  - 1) non-compliance with this Division or any condition of the license;
  - 2) failure to take corrective action after timely written notice of a violation; or
  - 3) violation of any state or local law or regulation pertaining to the license, including all laws prohibiting human trafficking.
  
- b) Regulatory actions include any of the following, the selection of which shall be at the discretion of the City Manager, without any requirement that the actions escalate in severity:
  - 1) issuance of a verbal warning;
  - 2) issuance of a written warning;
  - 3) issuance of a notice of violation; or
  - 4) revocation of the license.



OFFICE OF THE CITY TREASURER  
**Short-Term Residential Occupancy**

**Questions?**

Email: [\*\*stro@san diego.gov\*\*](mailto:stro@san diego.gov)

Phone: **619-615-6120**