




Office of the City Treasurer Short-Term Residential Occupancy (STRO) Program Host Reporting Guidelines

The STRO requirements became effective May 1, 2023; this includes the requirement for all Hosts with Tier 3 or Tier 4 licenses are required to submit quarterly reports. **Hosts with Tier 1 or Tier 2 licenses are not required to submit quarterly reports.**

The quarterly reporting process for Tier 3 and Tier 4 Hosts must be submitted through the [Accela STRO portal](#). Hosts will be required to log in using the same username and password they created during the STRO license application process. For assistance with login and/or password reset, please contact our office at stro@sandiego.gov. See below guides with instructions on how to submit your quarterly report through Accela:

- [How to Submit Quarterly Reports Video](#)
-  [How to Submit Quarterly Reports Guide](#)

Information/documentation¹ to be submitted include:

- Number of days the dwelling unit was used for STRO in the Quarter
 - **If the guest stay is over the quarter reporting period (i.e., September – October), then this stay should be reported in the following quarter report.**
- Documentation (PDF form only) to support number of days dwelling unit used for STRO in the Quarter.
 - Documentation to support booking activity would include any documentation that shows the number nights booked by date. Must include the date of guest check-in, check-out, and number of nights booked.
 - **If the number of days booked is 0, a quarterly report is still required to be submitted but documentation is not required.**

Airbnb Hosts:

- Have access to payout information related to bookings conducted on the Airbnb platform. To access this information, please visit Airbnb's [help page](#).

Vrbo Hosts:

- Learn how to export the [Vrbo Booking Activity reports](#). This can also be accessed from the Vrbo dashboard. To do this go to Financial Reporting, enter in the date range needed, then choose the drop-down for the number of days rented then click Refresh.

Property Management Company:

- Documentation to support booking activity would include any documentation that shows room nights booked by date.

Quarters are based on a calendar year (January 1 through December 31). Report due dates are as follows:

Quarter	Due Date
Quarter 1 – January 1 through March 31	April 30
Quarter 2 – April 1 through June 30	July 31
Quarter 3 – July 1 through September 30	October 31
Quarter 4 – October 1 through December 31	January 31

Hosts who do not remit the information required by the due date risk regulatory action being taken up to and including revocation of STRO license and issuance of fines.

¹ If a Hosting Platform is utilized, Hosts should contact their Hosting Platform for instruction on obtaining the information/documentation required to be reported.