

To apply for The STRO Licenses

Click on this link



[STRO Application Portal](#)

Short-Term Residential Occupancy Program



- Enter the **User Name/ E-mail** and **Password**
- If you are a new user, click on the **Register Now**

Home Development Permits Code Enforcement Short Term Rental

Notice:
This feature requires registration and/or login, please login to continue.

Please Login
Many online services offered by the Agency require login for security reasons. If you are an existing user, please enter your user name and password in the box on the right.

New Users
If you are a new user you may [register](#) for a free Citizen Access account. It only takes a few simple steps and you'll have the added benefits of seeing a complete history of applications, access to invoices and receipts, checking on the status of pending activities, and more.

Register Now »

Login
User Name or E-mail:

Password:

Login »

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

+ Apply for a License Search Applications

- Once you are logged in, click on the tab that says **Short-Term Rental** and then click **+Apply for a License**.

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, submit a complaint regarding potential STRO Ordinance non-compliance 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 »](#)

- Read the General Disclaimer and then check the box that states, **“I have read and accepted the above terms”**
- Click **Continue Application**

A background image showing a multi-story residential building with a balcony, situated on a sandy beach. Several palm trees are visible in the foreground and background. The image is slightly faded to allow text to be read over it.

For the next 8 steps you will need to have your dwelling unit information.

See [*Application Checklist*](#) & [*Application/License Info Sheet*](#) for additional information

Short-Term Residential Occupancy Program

STEP ONE: Dwelling > Unit Location



- Enter the dwelling unit address then click on the **Search** button
- Click **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 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

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.

* Street No.:	Direction:	* Street Name:	Street Type:	Unit No.:
123	--Select--	STREET NAME	--Select--	
City:	State:	* Zip:		
	CA	12345		

Search **Clear**

Save and resume later **Continue Application »**



Short-Term Residential Occupancy Program

STEP TWO: Parcel



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

Short Term Rental Application

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

Step 2 : Parcel >
Please also search and select your Parcel. Selecting a Parcel will also validate your Rental Unit Business Tax #.

* indicates a required field.

Parcel

Enter your **Parcel Number** with dashes **###-###-####** and **select search**.

*Parcel Number: 

Legal Description:
DO NOT Enter. This text will automatically fill in after searching for and selecting your parcel

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.

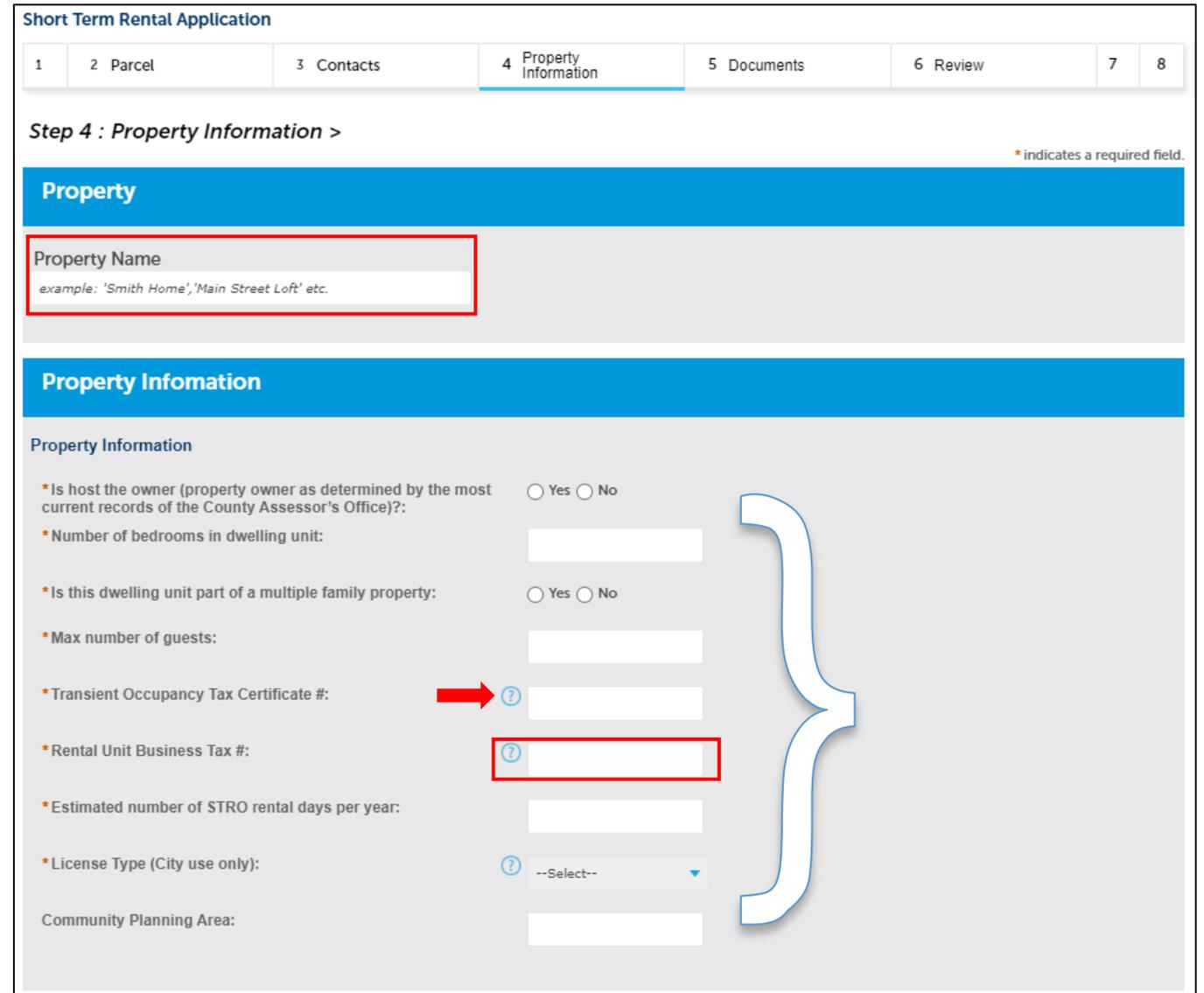
Property

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): ? --Select--
- Community Planning Area:



TIER 3/4 Questions

The application will automatically determine the license type, based on how the questions are answered.

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:

Is this the host's primary residence that the host occupies for at least 275 days per year: * Yes No

* License Type (City use only):

Has host been operating during the previous two years and have no verifiable code violations?: * Yes No

Was there at least 90 days of booking activity during the previous consecutive: *

Has TOT been paid for the previous: *

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

Show 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**.
- ✓ Click **Continue Application**.

ADVERTISEMENTS

*Hosting Platform: *Link to Listing: Host ID: *

Airbnb airbnb.com 12345

Comment:

Submit

Short-Term Residential Occupancy Program

STEP FIVE: Uploading Documents



Step 5 : Documents >

Attachment

* indicates a required field

For Initial Applications

- If the host is not the owner a "Right to Occupy" document is required.
- If there was at least 90 days of booking activity per calendar year "Booking Activity" documentation is required for each year up to 5 years.
- If the TOT has been paid for the previous calendar years a "Proof of TOT payment" document is required for each year up to 5 years.

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 »**

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

- ✓ Right to Occupy
- ✓ Booking Activity
- ✓ Proof of TOT Payment

Attachment

For Initial Applications

- If the host is not the owner a "Right to Occupy" document is required.
- If there was at least 90 days of booking activity per twelve (12) month period, documentation is required for each twelve (12) month period up to the most recent consecutive 5 years.
- If the TOT has been paid for the previous twelve (12) month period, a "Proof of TOT payment" document is required for each twelve (12) month period up to the most recent consecutive 5 years.

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: Booking Activity **File:** Test Page_Booking Activity.pdf **Size:** 100% **Description:** Booking Activity **Remove**

Type: Proof of TOT payment **File:** Test Page_TOT Payment.pdf **Size:** 100% **Description:** TOT Payment Activity **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. If any information provided is found to be incomplete or inaccurate, the application may be denied, or license may be revoked.

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

By checking this box, I agree to the above certification. Date: 07/06/2022

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

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

A background image showing a row of colorful beachfront houses with balconies, situated on a sandy beach with palm trees in the distance under a clear sky.

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**
- ✓ **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: Corporate Check
 - ✓ Enter all required information
 - ✓ Select Continue

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 show you the payment information.

Application Fees

Fees
Tier 3 Application Fee

TOTAL FEES: \$70.00
Thank You

[Continue Application »](#)

Enter Payment Information

YOUR BUSINESS NAME HERE
YOUR STREET ADDRESS
YOUR CITY, STATE AND ZIP

EXPLANATION	AMOUNT
	1001

004789-0000

PAY AMOUNT OF: \$ 70.00

CHECK AMOUNT: \$ 70.00

DATE: TO THE ORDER OF: DESCRIPTION: DOLLARS: CHECK NUMBER:

FINANCIAL INSTITUTION
YOUR CITY, STATE, ZIP

001001 4000067894 12345678*

Check Number: Routing Number: Account Number:

Required fields are highlighted with an asterisk.

Payment Information:
Amount:* \$ 70.00
Transaction ID:*
Record ID:*

Please enter the following information about your Bank account:

Company Name:* Company Name
Routing Transit Number:*
Account Number:*
Confirm Account Number:*
Employer Identification Number (EIN): (e.g. 00-0000000)
Type of Account:* Corporate Checking
Address Line 1:* 123 Street
Address Line 2:
Country:* United States
ZIP Code:* 12345
City:* San Diego
State:* California

By clicking on the provided checkbox, you are giving the City of San Diego permission to process this payment in the amount displayed above on your behalf.

[Continue](#) [Change Payment Method](#) [Exit](#)

Example

Select Payment Method

Please Choose the Method of Payment

- Pay by Credit or Debit Card
- Pay by Personal Check
- Pay by Corporate Check

[Exit](#)

Short-Term Residential Occupancy Program

STEP SEVEN CONT: Pay Fees



Confirm Payment Information

EXPLANATION	AMOUNT
	1001

YOUR BUSINESS NAME HERE
YOUR STREET ADDRESS
YOUR CITY, STATE AND ZIP

PAY AMOUNT OF: \$70.00

TO THE ORDER OF: [] DESCRIPTION: [] CHECK NUMBER: [] CHECK AMOUNT: \$70.00

FINANCIAL INSTITUTION
YOUR CITY, STATE, ZIP

Check Number: [] Routing Number: [] Account Number: []

Please verify the following information:

Payment Information:
Amount: \$70.00
Transaction ID: []
Record ID: []

Account Information:
Company Name: []
Routing Transit Number: []
Account Number: []
Employer Identification Number (EIN): N/A
Type of Account: Corporate Checking
Address Line 1: 123 Street
Country: United States
City: San Diego
State: California
ZIP Code: 12345

Is this information correct?

Example

This transaction is subject to a Service Fee of \$1.50.

Payment Amount: \$70.00
Service Fee: \$1.50

Total Amount: \$71.50

Two transactions will appear on your bank statement, one in the amount of \$70.00 and one in the amount of \$1.50.

- Review, Confirm, Modify, or Change Payment Method, or Exit at the bottom and follow the commands
- Once confirmed, your payment screen will look like the screenshot above
 - Click **Submit** to send payment through

Short-Term Residential Occupancy Program

STEP Seven: Pay Fees



Successful Payment Receipt

Please print this receipt for your records

Remittance ID:

Received:

Transaction ID:

Record ID:

Amount: \$70.00

Service Fee: \$1.50

Service Fee Type: Dual Transaction

Total Amount: \$71.50

Transaction Type: Debit

Check Information: Corporate

Account Type: Checking

Account Number: ***000

Routing Number: *****

Company's Name:

Billing Information: Address Line 1: 123 Street

Country: United States

City: San Diego

State: California

ZIP Code: 12345

Your payment request has been submitted. Thank you for your payment. Please print this page for your records. Your payment will be posted to your City of San Diego Record ID referenced on this receipt within a few minutes of your submitted payment.

[Print Page](#)

Please click [here](#) to return to the City of San Diego website.

- Once you have clicked submit your screen will have a summary of your payment transaction.
- You can either **Print Page** or return to the **City of San Diego website**.

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

Email: stro@sandiego.gov

Phone: 619-615-6120