



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

How to Submit STRO Host Quarterly Reports for **Tier 3 & Tier 4**

# How to Submit STRO Quarterly Reports for **Tier 3 & Tier 4**

**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 on the [STRO Website](#).

# How to Submit STRO Quarterly Reports for Tier 3 & Tier 4



- Enter the **User Name** or **E-mail** and **Password** to login

Home Development Permits Building & Land Use Enforcement Short Term Rental

**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 »](#)

**Sign In**

USER NAME OR E-MAIL: \*

PASSWORD: \*

[Forgot Password?](#)

[Sign In](#)

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

[+ Apply for a License or Submit Quarterly Reporting](#)  Search Applications

- Once logged in, click on the **Short-Term Rental** tab and then click on **+Apply for a License or Submit Quarterly Reporting**



# How to Submit STRO Quarterly Reports for Tier 3 & Tier 4



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+ 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 »](#)

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

- Select  **Short-Term Rental Quarterly Report**
- Then click **Continue Application >>**

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+ Apply for a License or Submit Quarterly Reporting Search Applications

Select a Record Type

Please submit an application, complaint or quarterly reporting

▶ Short Term Rental Application or Quarterly Report

Short Term Rental Application

Short Term Rental Quarterly Report

[Continue Application »](#)



# How to Submit STRO Quarterly Reports for Tier 3 & Tier 4

## Step 1: Reporting Information



- Enter all the required information under the **General Information** section

- Then enter the **Local Contact** information
  - You may **Select from Account** or you may **Add New**

- Then click **Continue Application >>**

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Short Term Rental Quarterly Report

1 Reporting Information 2 Documentation 3 Review 4 Submitted

Step 1 : Reporting Information > Info \* indicates a required field.

**Quarterly Reporting**

**GENERAL INFORMATION**

\* License Number in this format STR-XXXXXL:  ?

\* Zip Code:

\* Quarter - only one report submitted per license number per quarter:

\* Number of Days Booked:

\* Host confirms that they are submitting quarterly reports for the dwelling unit address above in red:

**Local Contact**

To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.



# Step 2: Add documents



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+ Apply for a License or Submit Quarterly Reporting Search Applications

Short Term Rental Quarterly Report

1 Reporting Information	2 Documentation	3 Review	4 Submitted
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Step 2 : Documentation > Document

**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.

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**

- To upload documents, click on the **Add** button

**File Upload**

The maximum file size allowed is 200 MB.  
The only acceptable format for uploaded documents is PDF

test.pdf 100%

**Continue** **Add** **Remove All**

\* Type: STR Quarterly Report File: test.pdf 100% Description:

**Save** **Add** **Remove All**

**Save and resume later** [Continue Application >>](#)

- Click **Add** to select documents from your computer
  - Documents do need to be in **PDF Format**
- Once uploaded, click **Continue**
- Click **Save** then click **Continue Application >>**

## Step 3: Review



By submitting this quarterly report for a Short-Term Residential Occupancy license, host acknowledges that they have read and will comply with all the rules and regulations set forth in the STRO Ordinance. Host further asserts under penalty of perjury that all information provided in this quarterly report and supporting documentation is true and factual to the best of the host's knowledge. If any information provided is found to be incomplete or inaccurate, the license may be revoked.

Additionally, host 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 host may be subject to disclosure.

By checking this box, I agree to the above certification.

Date: 06/26/2023

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 certification”** then click **Continue Application >>**

# Step 4: Submitted

- Make sure to save the **Record Number**
  - You may also click on **Print/View Record** or **View Record Details**

Short Term Rental Quarterly Report

1 Reporting Information	2 Documentation	3 Review	4 Submitted
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**Step 4 : Submitted**

 Your Quarterly Report is submitted.

Thank you for using our online services.  
**Your Record Number is STR-00387-2023Q2.**

You will need this number to check the status of your application or to schedule/check results of inspections. Please print a copy of your record and post it in the work area.

 [Print/View Record](#)

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Application and License fees are non-refundable.  
Thank You

 [View Record Details »](#) (You must post the record in the work area.)

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

**Email: [stro@sandiego.gov](mailto:stro@sandiego.gov)**

**Phone: 619-615-6120**