



Office of the City Treasurer
Short-Term Residential
Occupancy Program
Application/License Info Sheet

The Short-Term Residential Occupancy (STRO) license application period will begin in Fall 2022. The application period for Tier 3 and Tier 4 license will be open for a limited time. Therefore, it is important that applicants understand the application requirements and gather all necessary information in preparation for the period to begin.

STRO Application Process

- 1. Only complete applications will be accepted. Applications are considered complete when all required information has been provided and application/license fee is remitted. A checklist to assist you in gathering the required information and documentation can be found here.
2. Applications must be submitted online. The link to submit an application and pay fees will be available on the STRO Website once the application period opens. If you have not already done so, we recommend signing up for email updates on the STRO website. Individuals that sign up will receive email notifications regarding website updates, including when the application period begins.
3. Applicants will be required to create an account through the application/license portal prior to the STRO license application completion and submittal. Using this account, applicants will be able to track the status of their application and license. It is imperative that all contact information on the account is accurate and current. All correspondence related to the account including pending applications, payments, and license renewals will be done via email.
4. Application and license fees may only be remitted online via ACH or credit/debit card. Please note that for an application to be considered complete, the application fee must be received. If payment is returned for any reason, including a chargeback, and a replacement payment is not received within the time frame indicated on the returned payment notification, the application and/or license will be cancelled. Returned payments for Tier 3 and Tier 4 application fees may result in an application being cancelled and not considered for the lottery.
5. Application and license fees are as follows:

Table with 3 columns: Tier Level, Application Fee, License Fee. Rows include Tier 1 (\$25, \$100), Tier 2 (\$25, \$225), Tier 3 (\$70, \$1,000), and Tier 4 (\$70, \$1,000).

- a. Application fees will be due at the time of application submittal. All application fees are non-refundable. There are no exceptions.

1 There is a third-party service fee per transaction of \$1.50 flat fee for ACH payments, 2.95% fee for credit card payments, and 1.50% fee for debit card payments.



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- b. License fees for Tier 1 and Tier 2 licenses will also be due at the time of application submittal. License fees for Tier 3 and Tier 4 licenses will be due within 10 days of notification of lottery selection. All license fees are non-refundable. There are no exceptions.
- 6. Only one application will be accepted per *host* and per *dwelling unit* address.
 - a. A *host* is defined as a natural person who has the legal right to occupy the *dwelling unit* and to allow *short-term residential occupancy*.
 - b. A *dwelling unit* is defined as a room or suite of rooms in a building or portion thereof, used, intended or designed to be used or occupied for living purposes by one family, and containing only one kitchen. If you have questions regarding your property and if it meets the *dwelling unit* definition, please make a [virtual appointment](#) with the Development Services Departments to speak to a subject matter expert.

STRO Application Requirements

Below is the information required to complete a STRO application:

- a. Complete dwelling unit address, including unit number, if applicable.
- b. Parcel number of the dwelling unit. If you do not have the parcel number, it can be retrieved via [ParcelQuest](#) (a vendor under contract with the San Diego County Assessor/Recorder/Clerk's office).
- c. *Host* information (name, full address, phone number, and email address). If *host* is not the owner, documentation showing authority to allow STRO activity will be required (*see definition of host in 6a above*). PDF is the only acceptable format for uploaded documents.
- d. Local contact information (name, full address, phone number, and email address). The local contact will be responsible for actively discouraging and preventing any nuisance activity at the premises (San Diego Municipal Code (SDMC) §510.0107 (j)). 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. The *host* may be the local contact.
- e. Number of bedrooms in dwelling unit and max number of guests.
- f. Transient Occupancy Tax (TOT) Certificate number – TOT certificate numbers can be retrieved at [OpenData TOT Information](#). If you need to register for a TOT certificate, please visit the [TOT website](#) or call (619) 615-1530.
- g. Rental Unit Business Tax (RUBT) Account number – RUBT account numbers can be retrieved at [OpenData RUBT Information](#). If you need to register for a RUBT account, please visit the [RUBT website](#) or call (619) 615-1545.



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- h. Will the STRO be a Home share or Whole home?
 - i. *Home share* is the *short-term residential occupancy* of either the *host's* primary residence or a separate *dwelling unit* on the same premises as the *host's* primary residence.
 - ii. *Whole home* is the *short-term residential occupancy* of the *host's* entire *dwelling unit* while the *host* is not physically present and residing in the *dwelling unit*.
 - i. Estimated number of STRO rental days per calendar year.
 - j. *Host* advertising information (hosting platform, property management company, etc.), link to advertisement, and hosting platform host/account identification number (if applicable).
 - k. Tier 3 and Tier 4 applications seeking priority points will also require:
 - i. Proof of booking activity per calendar year (up to 5 years or more).
 - ii. Proof of TOT payments per calendar year (up to 5 years or more).
- NOTE:** PDF is the only acceptable format for uploaded documents.

To determine if Code Enforcement has received a complaint against your property, please look up your property [here](#). For questions on an existing violation, please call (619) 236-5500 and be prepared to provide the address of the property and the Code Enforcement record number (e.g. CE-XXXXXXX). Verifiable violations are those in which a *penalty was issued* by Development Services Department.ⁱ

Application Submittal

Final submission of complete application will require applicant to certify the accuracy of the information being submitted under penalty of perjury. Submitting false or fraudulent information or documentation will result in license revocation.

License Issuance

All licenses will be issued once the application and license fees have been paid. A Tier 3 or Tier 4 license may be subject to a lottery. Additional information on the lottery methodology can be found in the [STRO, Tier 3 and 4 Lottery Methodology memo](#) issued September 27, 2021. Information regarding the assignment of priority points for the lottery can be found in the [STRO Lottery – Tier 3 and Tier 4 Good Actor Prioritization memo](#) issued January 7, 2022.

ⁱ *Penalty issued* means Code Enforcement Division issued a notice of violation, administrative citation, civil penalty notice and order, administrative enforcement order, or recorded a notice