



Office of the City Treasurer
Short-Term Residential
Occupancy Program
STRO Renewal Process FAQs

The Short-Term Residential Occupancy (STRO) renewal process will begin March 1, 2025 for STRO licenses expiring April 30, 2025. Below are some FAQs to assist with the STRO license renewal process.

1. When will I be notified about my license renewal?

Each STRO Host will receive an email notification regarding the renewal sixty (60) days before the license expires. Please note that these email notifications will go to the Host on the license.

2. What is the cost of renewing my application and license?

The STRO renewal application and license fees were approved by City Council on February 11, 2025. The renewal fees are below:

Table with 3 columns: License Tier, Application Fee, License Fee. Rows include Tier 1 through Tier 4 with corresponding fees.

\*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 2.95% fee for debit card payments. Payment for application/license fee will show up on credit card/bank statement as "CSD DSD ONLN PMT 13881".

NOTE: The payment of these fees does not guarantee approval of your application or issuance of the STRO license. Application fees are non-refundable once the application has been submitted.

3. Will there be a lottery for Tier 3 & Tier 4 license renewals?

No, each STRO host will be able to renew their current STRO license if they still meet all the requirements of the STRO Ordinance. Additionally, Hosts with a pending enforcement action will not be able to renew their license until the pending enforcement action is resolved and there are available licenses.

4. What should I do if I complete the renewal application but forget to update the local contact information?

Once the renewal application is submitted, it cannot be edited on the host side. Please complete the Update Local Contact Form to update the local contact information and email to stro@sandiego.gov.

The City of San Diego Office of the City Treasurer is providing this information as general guidance on the City's Short-Term Residential Occupancy ordinance (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 we make every effort to correct any errors brought to our attention, please refer directly to the full text of the Ordinance.



**Office of the City Treasurer**  
**Short-Term Residential**  
**Occupancy Program**  
**STRO Renewal Process FAQs**

**5. What are the requirements to renew my STRO license?**

All Hosts must have:

- a. An active [Transient Occupancy Tax \(TOT\) certificate](#) and be in current compliance with the City's TOT requirements (i.e., not owing back taxes for unpaid TOT)
- b. An active and paid [Rental Unit Business Tax \(RUBT\)](#) for the dwelling unit.
- c. If the Host is not the owner of the dwelling unit, they are required to obtain a [Business Tax Certificate and remit Business Tax annually](#).
- d. Pay the application and license fees once the renewal application has been successfully completed.

**6. What will I have to do to renew my STRO license?**

Hosts will complete the renewal application through the Accela Citizen Portal similar to the initial application. More detailed information, including a renewal process guide and video, will be available on the STRO website by March 1, 2025, to assist with the renewal process.

**7. What happens if I do not renew my STRO license by the expiration date?**

The STRO license will automatically expire on the expiration date, and you will have to reapply for a new STRO license with a new effective date and STRO license number. For Tier 4 licenses, you will not be able to reapply for a new license until the Tier 4 application process reopens. The reopening of the Tier 4 application period is not currently known.