



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

Below is important information for the Short-Term Residential Occupancy (STRO) renewal process. Existing hosts should understand the renewal requirements and gather all necessary information before renewal notices are sent out. Refer to the [STRO Website](#), for up-to-date information.

<p><b>Renewal Notification and STRO License Expiration</b></p>	<p><b>STRO Renewal</b></p> <ul style="list-style-type: none"> <li>STRO licenses are good for two (2) years from the date they are issued. The STRO program will send an official renewal notification email (60) days before the expiration date to the Host of the license.</li> </ul> <p><i>Note: Licenses may be renewed in accordance with section 510.0106(d) of the Ordinance.</i></p> <p><b>Expiration of the STRO license</b></p> <ul style="list-style-type: none"> <li>Failure to renew the STRO license by the expiration date will result in the STRO license expiring. The STRO license will automatically expire the day after the expiration date listed on the license. If a license has expired, the Host will need to reapply for a new STRO license pending there are STRO licenses still available. All fees are non-refundable.</li> </ul>
<p><b>Renewal Requirements</b> (These requirements should be included in the renewal)</p>	<p><b>All Hosts must have:</b></p> <ol style="list-style-type: none"> <li>An active <a href="#">Transient Occupancy Tax (TOT) certificate</a> and be in compliance with the City's TOT requirements (i.e., not owing back taxes for unpaid TOT).             <ol style="list-style-type: none"> <li>TOT certificate numbers can be retrieved at <a href="#">OpenData TOT Information</a>.</li> </ol> </li> <li>The Rental Unit Business Tax (RUBT) account must be active and paid. If you need to pay for an RUBT account, please visit the <a href="#">RUBT website</a> or call (619) 615-1545.             <ol style="list-style-type: none"> <li>RUBT account numbers can be retrieved at <a href="#">OpenData Rental Unit Business Tax Information</a>.</li> </ol> </li> <li>If the Host is not the owner of the dwelling unit, they are required to obtain a <a href="#">Business Tax Certificate and remit Business Tax annually</a>. If you need to obtain a Business Tax certificate, please visit the <a href="#">Business Tax Website</a> or call (619) 615-1500.             <ol style="list-style-type: none"> <li>Business Tax certificate numbers can be retrieved at <a href="#">OpenData Business Tax Information</a>.</li> </ol> </li> </ol> <p><i>Note: Hosts who fail to comply with all STRO requirements, risk enforcement actions being taken against them, up to and including civil penalties and license revocation. Please refer to the full text of the <a href="#">STRO Ordinance</a>.</i></p>
<p><b>Pending Enforcement Action (BLUE)</b></p>	<p>Hosts with a <a href="#">pending enforcement action</a> will not be able to renew their license until the pending enforcement action is resolved and there are available licenses.</p> <p>If you have a question related to the enforcement of the STRO Ordinance, please contact the Building and Land Use Enforcement (BLUE) team at 619-533-6489 or email <a href="mailto:dsdstrocomplaint@sandiego.gov">dsdstrocomplaint@sandiego.gov</a>.</p>

<p><b>License Renewal Process</b></p>	<p>Once you have received the email renewal notification, complete the following steps to submit the renewal application:</p> <ol style="list-style-type: none"> <li>1. Log in to your <a href="#">Accela Citizen Portal</a> <ul style="list-style-type: none"> <li>○ For password resets, please refer to the section below titled <b>Password Reset</b> for instructions.</li> </ul> </li> <li>2. Once logged in, click the "<b>Short Term Rental</b>" from the menu bar in blue. The STRO license will appear here.</li> <li>3. Select "<b>Renew My License</b>" in the <b>Action</b> column next to the STRO license you wish to renew to start the renewal process.</li> <li>4. This will allow you to make applicable updates to your original STRO license application and expedite the process of completing the renewal application. <ul style="list-style-type: none"> <li>○ Only certain fields are editable on the Renewal application such as the local contact information and the Host email and phone number. The Host name &amp; property address cannot be changed.</li> </ul> </li> <li>5. Submit the payment for the STRO license renewal. The application and license fees must be paid prior to the City issuing the renewal license.</li> </ol> <p><b>NOTE:</b> The payment of renewal fees does not guarantee approval of your application or issuance of the STRO license. All fees are non-refundable once the application has been submitted. Refer to the table below for application and license fees.</p> <table border="1" data-bbox="737 968 1235 1167"> <thead> <tr> <th>License Tier</th> <th>Application Fee</th> <th>License Fee</th> </tr> </thead> <tbody> <tr> <td>Tier 1</td> <td>\$ 33.00</td> <td>\$ 193.00</td> </tr> <tr> <td>Tier 2</td> <td>\$ 33.00</td> <td>\$ 284.00</td> </tr> <tr> <td>Tier 3</td> <td>\$ 41.00</td> <td>\$ 1,129.00</td> </tr> <tr> <td>Tier 4</td> <td>\$ 41.00</td> <td>\$ 1,129.00</td> </tr> </tbody> </table> <p><i>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 the application/license fee will show up on the credit card/bank statement as "CSD DSD ONLN PMT 13881".</i></p>	License Tier	Application Fee	License Fee	Tier 1	\$ 33.00	\$ 193.00	Tier 2	\$ 33.00	\$ 284.00	Tier 3	\$ 41.00	\$ 1,129.00	Tier 4	\$ 41.00	\$ 1,129.00
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<p><b>Password Reset</b></p>	<p>If a Host needs a password reset, click the <a href="#">I've Forgotten My Password link</a> to reset the password. If an account exists with that email address, you will be emailed a temporary password, which will let you log in.</p> <p>Please contact the STRO Administration at (619) 615-6120 or email <a href="mailto:stro@sandiego.gov">stro@sandiego.gov</a> for any other issues.</p>															
<p><b>Payment Has been made.</b> <b>What to expect?</b> (All fees are non-refundable)</p>	<p>Once the application and license fees are paid, the renewal license will be sent to the Host, including the STRO license and Hosting Signage.</p> <p><i>Note: Ensure to check the spam and/or junk folder to avoid delays in receiving the email.</i></p> <p>For further assistance, please refer to the STRO webpage at <a href="http://www.sandiego.gov/stro">www.sandiego.gov/stro</a> or call the STRO Administration at (619) 615-6120.</p>															