

OFFICE OF THE CITY TREASURER

Short-Term Residential Occupancy Program

STRO License Renewal Process

To Renew an STRO License

Click on this link:



[Accela Citizen Portal](#)

Note: An email with instructions about the renewal process will be sent sixty (60) days before the license expires.

Welcome to the new Citizen Portal

We are pleased to offer our citizens, businesses, and visitors access to government services online, 24 hours a day, 7 days a week.

In partnership with [Accela, Inc.](#), we are fulfilling our promise to deliver powerful e-government services and provide valuable information about the community while making your interactions with us more efficient, convenient, and interactive. To use ALL the services we provide you must register and create a user account. You can view information, get questions answered and have limited services as an anonymous user. We trust this will provide you with a new, higher level of service that makes living and working in our community a more enjoyable experience.


General Information

 [Lookup Property Information](#)

DSD Code Enforcement

 [Search Applications](#)

DSD Permits

 [Create an Application](#)

 [Search Applications](#)

Sign In

USER NAME OR E-MAIL: *

PASSWORD: *

[Forgot Password?](#)

Sign In

Remember me on this device

Not Registered?

[CREATE AN ACCOUNT](#)

- Enter the **USER NAME or E-MAIL** and **PASSWORD** to login
- If a Host needs a password reset, click the link to **Forgot Password**. If an account exists with that email address, temporary password will be sent to the email address.

Short-Term Residential Occupancy Program



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

+ Apply for a License or Submit Quarterly Reporting Search Applications

Records

Showing 1-4 of 4 | [Download results](#) | [Add to collection](#)

<input type="checkbox"/>	Record Number	Type	Status	Record Type	Address	Project Name	Expiration Date	Action
<input type="checkbox"/>	STR-[redacted]	Tier 1	Active - About to Expire	Short Term Rental License	United States		05/13/2026	Renew My License

- Click on the **Short-Term Rental** tab
- Click on the **"Renew My License"** link in the Action column next to the STRO license you wish to renew to start the renewal process.

Short-Term Residential Occupancy Program

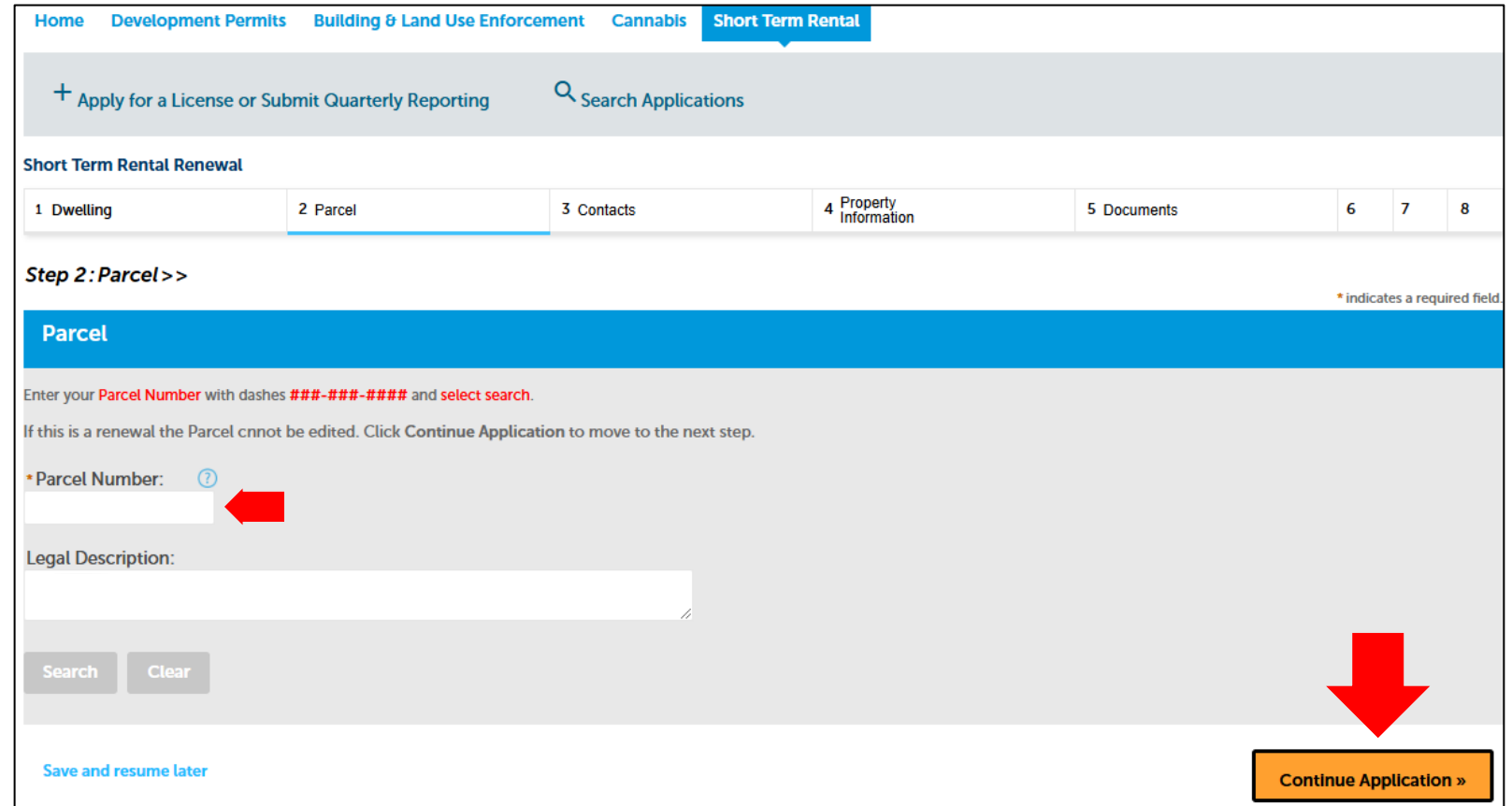
STEP ONE: Dwelling > Unit Location



- The STRO Address **cannot** be edited.
- Verify that the address is correct – if there's a discrepancy on the address, email the STRO Administration for assistance.
- 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

- The Parcel Number **cannot** be edited.
- Verify that the 10-digit Parcel Number is correct. If there's a discrepancy on the Parcel Number, email the STRO Administration for assistance.
- Click **Continue Application**



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

+ Apply for a License or Submit Quarterly Reporting Search Applications

Short Term Rental Renewal

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

Step 2: Parcel >> * indicates a required field.

Parcel

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

If this is a renewal the Parcel cannot be edited. Click Continue Application to move to the next step.

* Parcel Number: ?

Legal Description:

Search Clear

Save and resume later

Continue Application »

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STEP THREE: Contacts



- Only certain fields are editable on Step 3, such as the local contact information and the Host email and phone number.
- **The Host name cannot be changed.**
- Click **Continue Application**

+ Apply for a License or Submit Quarterly Reporting Search Applications

Short Term Rental Renewal

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

Step 3: Contacts >> * indicates a required field.

Host

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

If this is a renewal the Host name cannot be edited but all other information is editable. Once updated click Continue to save the updated information.

Home phone:
Mobile Phone:
Work Phone:
Fax:
[Edit](#) [Remove](#)

Local Contact

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

If this is a renewal the Host name cannot be edited but all other information is editable. Once updated click Continue to save the updated information.

Home phone:
Mobile Phone:
Work Phone:
Fax:
[Edit](#) [Remove](#)

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

Short-Term Residential Occupancy Program

STEP FOUR: Property Information



- Review that all the property information is correct.
- Only certain fields are editable on Step 4, such as the if the host is the owner and advertisement information.
- **The other fields cannot be changed.**

Short Term Rental Renewal

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.

Detail Information

Property Name
example: 'Smith Home', 'Main Street Loft' etc.

STR 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):

Community Planning Area:



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STEP FOUR CONT: Advertisements



- Click on the grayed out **Add a Row** for every platform that the dwelling unit is advertised on (required).

Advertisement Links

ADVERTISEMENTS
A valid Advertisement link is required to complete an Application or Renewal

Showing 1-1 of 1

<input type="checkbox"/>	Hosting Platform	Link to Listing	Host ID	Comment	
<input type="checkbox"/>	Airbnb		12345		Actions ▾

Add a Row ▾ **Edit Selected** **Delete Selected**

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

- Select the **Hosting Platform**, enter the **Link to Listing**, & **Host ID**- then click **Submit**
- Click **Continue Application**.

ADVERTISEMENTS

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

Comment:

Submit

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STEP FIVE: Uploading Documents



Short Term Rental Renewal

1 2 3 Contacts 4 Property Information 5 Documents 6 Review 7 Pay Fees 8

Step 5: Documents >>

If you are not the owner of the property, documentation showing that host has the legal right to occupy the dwelling unit and to allow short-term residential occupancy must be attached. This may include a copy of a lease, etc. * indicates a required field.

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 during the term of the license.

For Applications and Renewals if you are not the owner of the property, documentation showing that host has the legal right to occupy the dwelling unit and to allow short-term residential occupancy must be attached. This may include a copy of a lease, etc.

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 > ←

File Upload ×

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

Continue **Add** Remove

File Upload ×

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

RTO- Testing.pdf 100%

Continue **Add** Remove All

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

✓ Right to Occupy

Note: A Right to Occupy document is required if the host is not the owner.

- Click on the **Add** button
- Choose the document from your PC
- Click on **Continue**

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STEP SIX: Review



By submitting this renewal application for a Short-Term Residential Occupancy license, the 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 and the STRO license is for a legal dwelling unit. If any information provided is found to be incomplete or inaccurate, the application may be denied, or license may be revoked. Additionally, an STRO license may be revoked if there is a [pending enforcement action](#) at the dwelling unit.

Applicant 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 applicant may be subject to disclosure.

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

Date: 02/24/2025

- If the information entered 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 on the **Continue Application** button.

A background image showing a row of colorful, multi-story beachfront houses with balconies, situated on a sandy beach with palm trees in the foreground. The image is slightly faded to allow the text to stand out.

How to Make a Payment

As of March 1, 2025, City Council approved the STRO License and Application fees to the following:

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

- **All Licenses** will expire **2 years** from the date of issuance.
 - For example: May 1st, 2023 – April 30th, 2025
- Licenses will be renewed in accordance with the Ordinance.

Note: 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”.

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STEP SEVEN: Pay Fees



Short Term Rental Renewal

1	2	3	4 Property Information	5 Documents	6 Review	7 Pay Fees	8 Submitted
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Step 7: Pay Fees

Listed below are the fees based upon the information you've entered. The following screen will display your total fees. NOTE: All application and license fees are non-refundable.

Application Fees

Fees	Qty.	Amount
Tier 1 Application Fee	1	
Tier 1 License Fee	1	

TOTAL FEES: [REDACTED]
Thank You

[Continue Application >](#)

Enter Payment Review Thank You

Retrieved Account Details

Transaction ID: 1034841

Email Address: * [REDACTED] Remember my email address

Funding Source Details

Payment Method: * - Select -

Payment Amount

Payment Amount: [REDACTED] (Current Statement Balance Amount) This is Current Statement Balance based on your statement

Your Account will not be charged until the Payment is confirmed on the next page

[Continue](#) [Cancel](#)

- When you get to step 7, click on **Continue Application**
- Select the **Payment Method**
 - ✓ Ex: Bank Account/
Bank Card
 - ✓ Enter all required information
- Select **Continue**

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Review Payment Details



Enter Payment Review Thank You

Retrieved Account Details

Transaction ID: 1034842

Email Address: * [Redacted]

Remember my email address

Funding Source Details

Payment Method: Checking ending in [Redacted]

[Edit](#) | [Change](#)


Payment Date

01/19/2024

Payment Amount

Payment Amount: [Redacted] Current Statement Balance Amount) This is Current Statement Balance based on your statement

Your Account will not be charged until the Payment is confirmed

 [Continue](#) [Cancel](#)

- Click **Continue** to review payment

Enter Payment Review Thank You

Almost Done

Please review your payment :

Account Details

Transaction ID: 1034842

Payment Details

Payment Method: Checking ending in [Redacted]

Routing Number: [Redacted]

Payment Date: 01/19/2024


Payment Amount: [Redacted]

Third Party Service Fee: [Redacted]

Total Amount: [Redacted]

Two Transactions will appear on your bank statement, one for the payment amount and the other for the third-party service fee that will equal the total amount of the payment.

By clicking **Confirm** to confirm your payment, you authorize us to initiate a debit from the **Payment Method Account** to make a payment to the **Account**, as detailed above. The payment to your account will be made on the **Payment Date** detailed above, and the debit from your account will occur within two business days of that date, but no earlier than that date. You also authorize your financial institution (and its successors or assigns), to process this debit to your account.

 [Confirm](#) [Edit](#) [Cancel](#)

- Once the application and license fees are paid, the renewal license will be sent to the Host, including the STRO license and Hosting Signage.
- Note: Ensure to check the spam and/or junk folder to avoid delays in receiving the email.

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

Email: stro@sandiego.gov
Phone: 619-615-6120