



## Short-Term Rental - Frequently Asked Questions

### What is a Short-Term Rental (STR)?

Per Vista Municipal Code Chapter 8.34.020, short-term rental is defined as the rental of any legally permitted dwelling unit or any portion of any legally permitted dwelling unit for lodging or sleeping purposes for a period of 30 consecutive calendar days or less.

### How do I apply for an STR permit?

The City of Vista utilizes a paperless, online system for the STR Program. Our online [portal](#) gives you access to your STR account 24/7 to make online payments for transient occupancy tax (TOT) and/or STR permits, as well as easily manage your account and view all recent transactions. To access the portal, click [here](#).

### How do I report & pay Transient Occupancy Tax (TOT)?

Login to the online [portal](#) and click on Pay Tax.

### When are quarterly TOT reports & payments due?

<b>Reporting Period</b>	<b>Payment Deadline</b>	<b>Delinquent as of:</b> (+10% Penalty + .5% Interest Due)
January 1 - March 31	<b>April 30</b>	May 1
April 1 - June 30	<b>July 31</b>	August 1
July 1 - September 30	<b>October 31</b>	November 1
October 1 - December 31	<b>January 31</b>	February 1

### Do I need to do anything regarding TOT if I didn't have any Short-Term Rentals (STRs) in the quarter?

Yes, a TOT report is required each quarter. If there were no STRs in the quarter, you login and report \$0.

### **Do I need to renew my STR permit every year?**

Yes. Your STR will expire every June 30<sup>th</sup>, and the new cycle will start every July 1<sup>st</sup>. You will need to renew your STR permit by June 30<sup>th</sup> every year at the portal above to avoid any late fees.

### **I tried logging in using my email address, but I did not receive a login code in order to sign in. What can I do?**

Below are some tips that may solve this issue:

- Check your spam or junk folder
- Wait a few minutes and try resending the code
- Ensure your inbox isn't full and can receive new emails
- Clear browser cache
- Try using a different browser (Chrome vs Safari)

### **I keep receiving errors while trying to submit my STR permit application. What can I do?**

Below are some tips to avoid common errors:

- Ensure all questions have been answered
- If you have operated your STR prior to 07/01/2024; please select 07/01/2024 as the business start date. All other operators can choose their corresponding start date if it is after 07/01/2024.
- When reporting gross receipts, use numbers only. Do not include symbols (\$ signs or commas).
- Confirm the file size of your attachments. They must not exceed 4 MB (megabytes).

### **In the application, I was asked to provide a copy of any application and all other forms that renters of the short-term rental will be required to complete, what does that mean?**

This question means any form provided by the property owners that renters are required to complete. It's usually a rental agreement between owners and renters. If you are registered with online rental platforms and may not have a written rental agreement, please provide a

screenshot of your property profile from the platforms to verify that you're registered with them to fulfill this requirement.

**Can I rent out my ADU or JADU for short-term rental?**

No. Short-term rentals exclude any accessory dwelling unit permitted under Chapter 18.31 of the Vista Development Code. Per state law, rentals of ADUs must be for terms longer than 30 days.

**Can I rent out my permitted guesthouse for short-term rental?**

Yes, as long as the guesthouse is fully permitted and in compliance with Chapter 18.02.325 of the Vista Development Code.

**Can I rent out my recreational vehicle or trailer for short-term rental?**

No. Short-term rentals exclude any trailer coach as defined in Chapter 18.02 of the Development Code, and any oversized recreational vehicle as defined in Section 10.34.010.B of this code.

**How many fire extinguishers do I need to provide?**

One fire extinguisher is required per unit/property.

**How many smoke alarms do I need?**

One smoke alarm is required per bedroom and per hallway. For example, if you have three bedrooms and a hallway connecting the bedrooms, you need a total of four smoke alarms. Even if you are renting only a portion of your house, you still must provide the number of smoke alarms for your whole house.

**How many Carbon Monoxide alarms do I need?**

One Carbon Monoxide alarm is required per floor.

**What are the required quiet hours?**

The required quiet hours are from 9 p.m. to 9 a.m. It is the responsibility of the owner(s) or host(s) to ensure that guests are aware of this requirement.

### **What is the maximum allowable occupancy?**

Two guests per bedroom and one additional guest for the unit. For example, a two-bedroom house can have up to 5 guests; a four-bedroom house can have up to 9 guests; a one-bedroom unit can have up to 3 guests; a studio unit can have up to 3 guests.

### **Who should I put as the designated 24/7 local contact person?**

Either the property owner(s) or property manager(s) can be the 24/7 contact. The 24/7 local contact person must be reachable at any time and be able to physically respond to the rental site within one hour when contacted.

### **Who do I contact to report a complaint about a Short-Term Rental in my neighborhood?**

1. Report the issue to the [24/7 Local Designated Contact](#)
  - You can find the 24/7 contact by zooming in on the map and selecting a property
2. Submit a complaint via the online Complaint Portal: [here](#)
  - Photos, videos and audio can be uploaded and attached
3. Or call 760-650-3758.