



TOT Processing Center
8839 N. Cedar Avenue #212
Fresno, CA 93720

HdL Lodging Tax

Telephone: (650) 443-9056

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May 11, 2021

Re: City of San Mateo STR Registration

Dear Short-Term Rental Operator,

The City of San Mateo has always valued its relationship with the lodging community. You are receiving this letter because you operate a registered Short-Term Rental (STR) and file monthly Transient Occupancy Tax (TOT) with the City through the TOT Processing Center operated by HdL Lodging Tax. We wish to inform you that the City Council recently passed San Mateo Municipal Code Chapter 5.66 (STR Ordinance), which requires all STRs to apply for and register annually by July 1, 2021 in order to continue operating.

Below is some basic information you need to know in order to comply with the new law and an attached FAQ document for your reference:

Annual STR Fee

The annual STR Registration Fee is \$250 per year and is due July 1st each year. An email will be sent each year reminding you to renew your required annual registration.

How to Apply for your Annual STR Registration

Please visit the TOT Processing Center website located at, <https://sanmateo.hdlgov.com/home/index/strregistration>, after 5/3/2021, to apply. You should allow two weeks to process your application so that your registration may be issued before July 1st.

Basic Registration Requirements

- Must have a current Business License with the City of San Mateo
- Must provide complete and valid application information
- Provide a Local Contact Person who will respond within 60 minutes to neighborhood issues or complaints
- Must not rent property for more than 120 days a year when hosts are not present
- Must not have any parties or other Special Events on the property
- Parking requirements and occupancy limits are dependent on number of bedrooms

STR Enforcement

The City will utilize any and all remedies available to it as provided for in Title 1 of the City's Municipal Code for failure to comply with the provisions of the STR Ordinance. Any persons operating STRs in the City without the requisite registration may be subject to administrative, civil, or criminal penalties.

The TOT Processing Center is available to answer your questions Monday through Friday 8am-5pm. See the contact information at top.

Best Regards,

TOT Processing Center
City of San Mateo