

COUNTY OF LOS ANGELES

RENT REGISTRY

User Guide

How to Register Rental Properties on the
Los Angeles County Rent Registry



COUNTY OF LOS ANGELES RENT REGISTRY USER GUIDE

The Los Angeles County Department of Consumer and Business Affairs (DCBA) launched the County’s Rent Registry in October 2021, as part of the County’s [Rent Stabilization and Tenant Protections Ordinance](#) and the [Mobilehome Rent Stabilization and Mobilehome Owner Protections Ordinance](#). The Rent Registry allows landlords and mobilehome park owners to provide required rental housing information in compliance with the County ordinances, such as changes in tenancy, rental rates, and amenities, as well as pay annual registration fees to administer and enforce the program.

This guide provides step-by-step instructions to help landlords and mobilehome park owners register their rental properties located in the unincorporated areas of Los Angeles County onto the Rent Registry.

To learn more about the County’s Rent Registry, visit dca.lacounty.gov/rentregistry/.

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I. Registry Checklist

What You Will Need to Register:

- ✓ **An Active Email Account**
- ✓ **Your Property's Assessor Parcel Number (APN)***
- ✓ **Your Property's Identification Number (PIN)***

* Your property's APN and PIN can be found in the notification letter mailed to you or by contacting the Los Angeles County Department of Consumer and Business Affairs (DCBA).

Steps to Register:

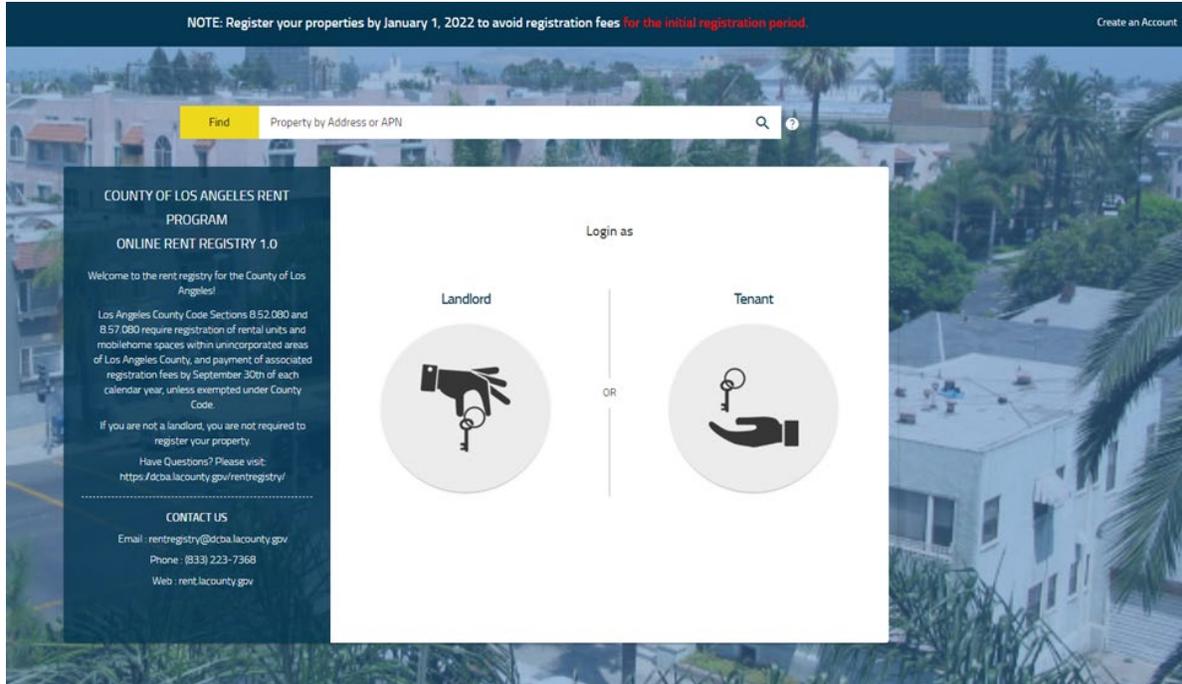
- Register on the Rent Registration Portal**
 - Visit the Rent Registry website at www.rentregistry.dcba.lacounty.gov
 - Enter your email and create a password
 - Check your email for confirmation and to verify your username and password
- Add your Rental Property**
 - Claim your rental property in the Rent Registration Portal
 - Enter your APN and PIN
 - Update your contact information
 - Name, phone number, email and mailing address of property owner (required) and of Property Manager (if you do not have one, check the "Same as Owner" box)
- Enter Unit Information**
 - Enter unit information such as unit number, type of occupant in the unit, amenities included in rent, the rent amount, date of occupancy and date of last rent increase
 - Enter tenant information such as contact information, if the tenant is a Qualified tenant, and preferred language
 - Continue to add all units on your rental property
- Submit your Registration**
 - Ensure all information is correct before submitting. Once submitted, DCBA staff will review and either approve or deny the registration
- Pay Yearly Registration Fees**
 - Once your registration is approved, you will be notified of a pending payment status. Enter the system to start the payment process.

For any additional questions or assistance, you can contact DCBA's Rent Stabilization Program at (800) 593-8222 or RentRegistry@dcba.lacounty.gov.

II. Accessing the Rent Registry

Step 1: Visit the Registry Website

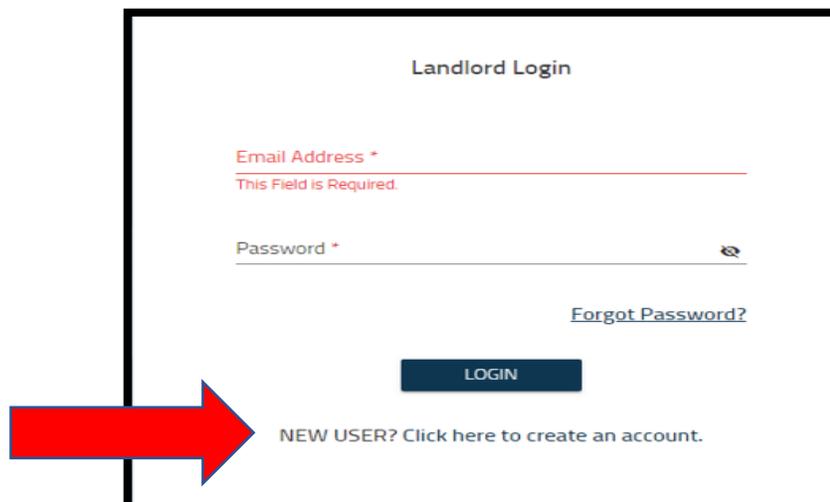
Visit the Los Angeles County Rent Registry website at www.rentregistry.dcba.lacounty.gov and click the icon located under “Landlord”.



Step 2: Log In

Landlords who have already registered can input their login information to access the registry.

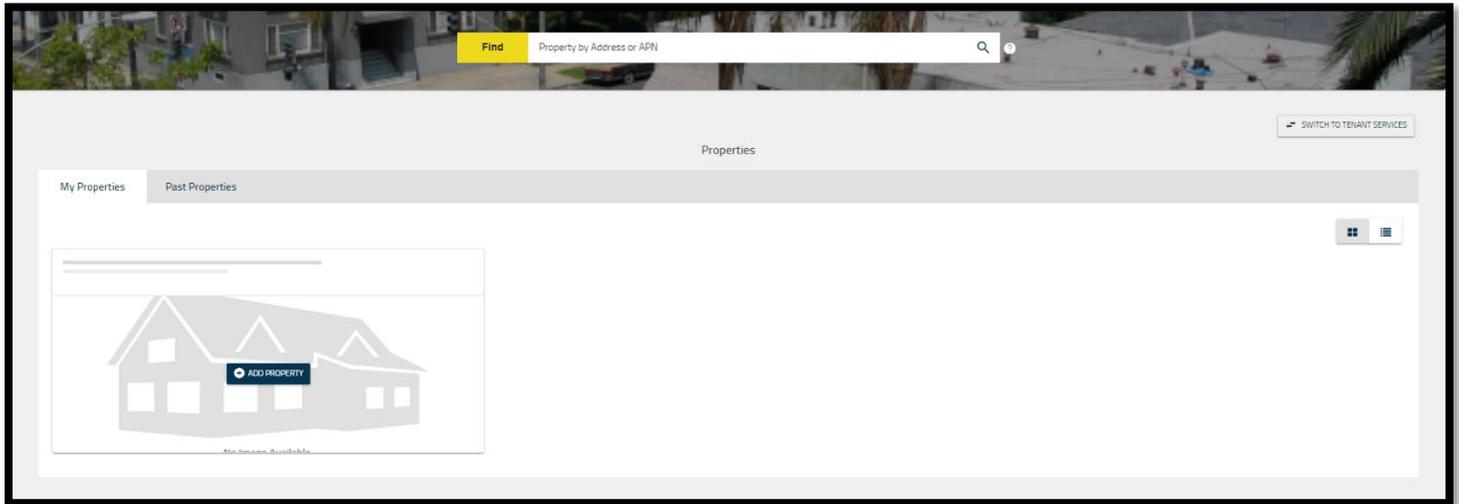
Landlords registering for the first time will need to navigate to “NEW USER? Click here to create an account.” below the Login button. *



**Please note:* You will receive a confirmation email from rentregistry@dca.lacounty.gov after creating your account.

Step 2a: Confirm Initial Login and Landlord Information

Once you have logged into the system you will see the “Dashboard”.



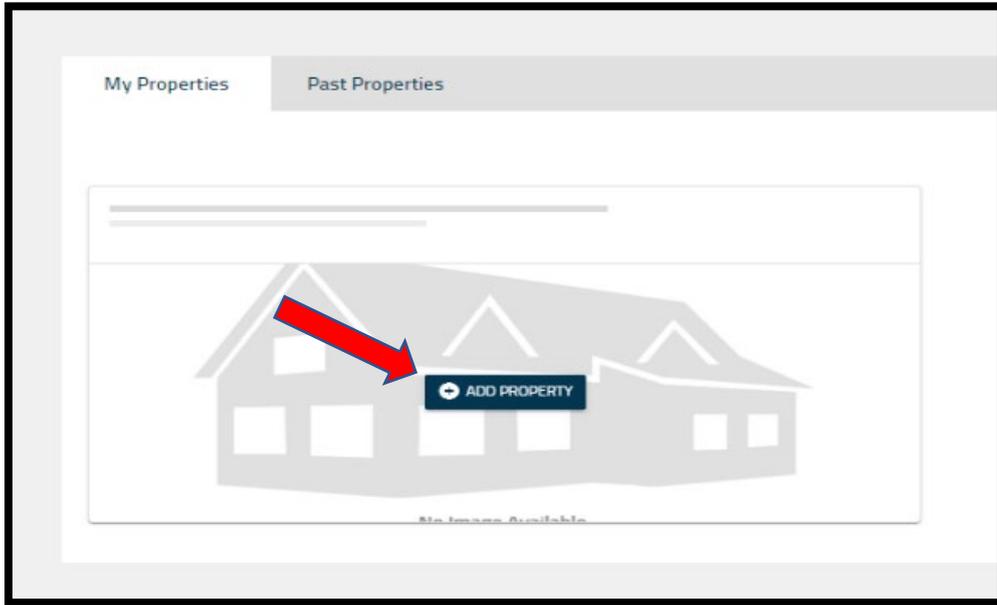
If this is your first time accessing the system, your dashboard will be empty as shown above.

All properties that are successfully entered through your account will appear in the Dashboard.

III. Adding a Property

Step 1: Add your rental property

On your Dashboard, you will see a button that reads “Add Property;” click here to begin adding your property.



Step 1a: Enter APN and PIN Information

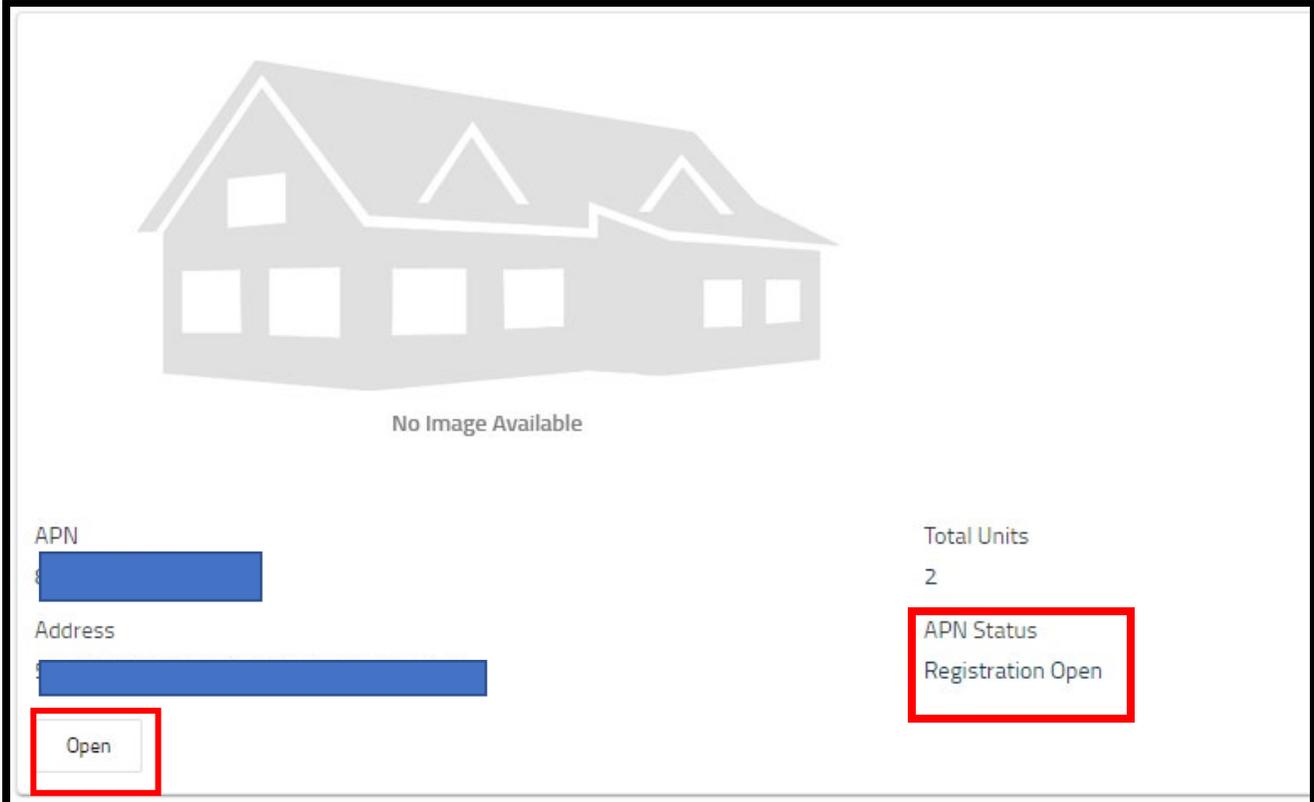
Once you click the “Add Property” button, you will see a pop-up asking you to input the Assessor’s Parcel Number (APN) and PIN associated with your rental property. Letters containing the PINs have been mailed to the Mailing Address the County has on file for each property. If you did not receive a letter, you may contact DCBA and request a new PIN. Please be prepared to verify your property address and ownership information.

A screenshot of a form titled "Add Property". The form is divided into two columns. The left column has a heading "Find APN" and contains two input fields: "APN *" and "PIN Number *". Below these fields are two buttons: "RESET" and "VERIFY". The right column has a heading "Help" and contains a paragraph of text: "Please enter the APN and Registration PIN provided by DCBA. Should you need assistance with registration or if you need a Registration PIN to be issued, please contact the LA County Rent Program at (833) 223-7368 or email rentregistry@dcba.lacounty.gov." Below the text is a link: "How do I find the unique PIN?". At the bottom right of the form are two buttons: "CANCEL" and "SUBMIT".

Once you enter the information, you will click “verify” to ensure the APN and PIN are correct to the property address. If everything looks correct, click “Submit.”

IV. Registering Your Property

Landlords are required to register their properties annually. The Dashboard will identify if your property is ready for registration. If the property is ready to be registered, the APN status will say “Registration Open” (see below).



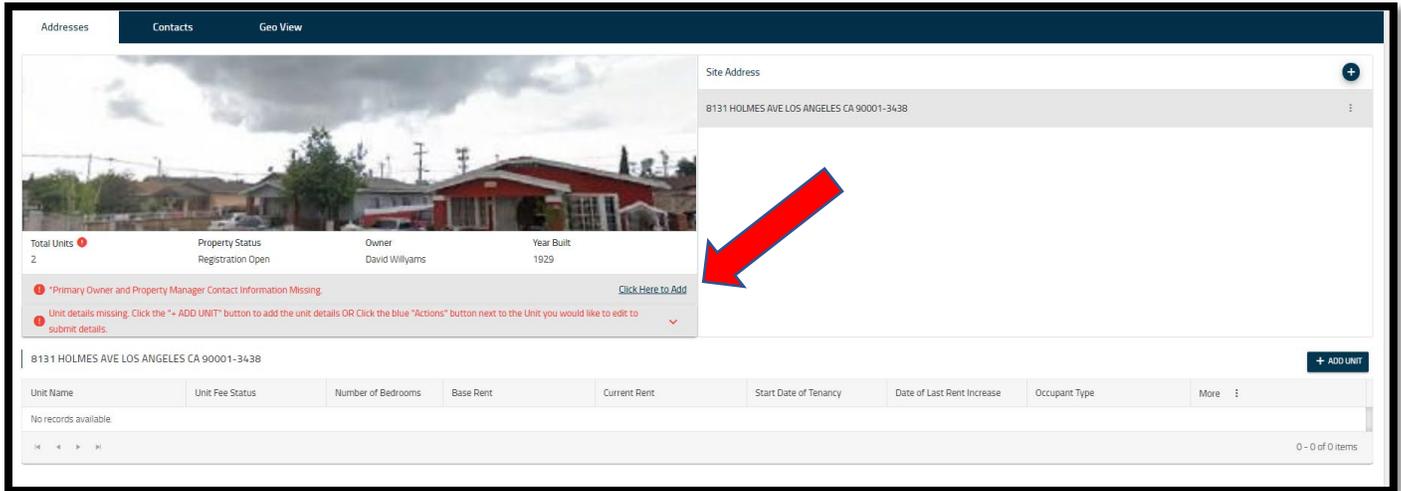
The screenshot displays a property registration interface. At the top, there is a placeholder for a house image with the text "No Image Available" centered below it. Below the image placeholder, the APN and Address fields are shown as blue bars. To the right, the Total Units is listed as 2. The APN Status is listed as "Registration Open", which is highlighted with a red box. At the bottom left, there is a button labeled "Open", also highlighted with a red box.

APN	[Redacted]	Total Units	2
Address	[Redacted]	APN Status	Registration Open
<input type="button" value="Open"/>			

Click “Open” to continue.

Step 1: Update Primary Owner and Property Manager Information

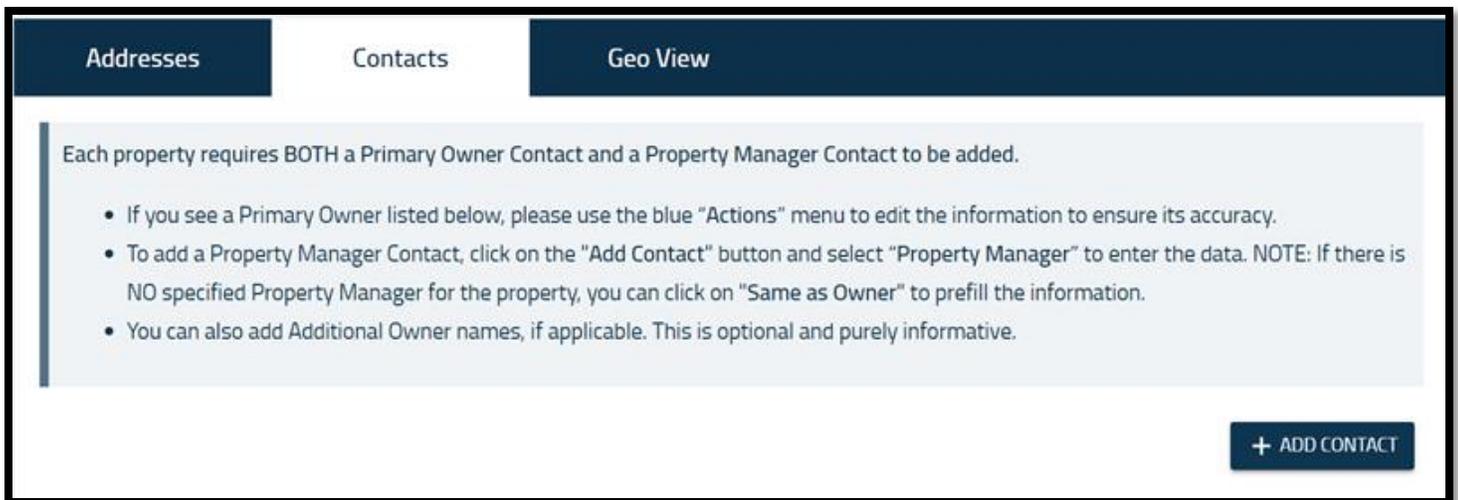
You may notice that the property owner's information is missing or incorrect. If so, you can update it by clicking “Click Here to Add” (see below).



The screenshot shows a web interface with three tabs: 'Addresses', 'Contacts', and 'Geo View'. The 'Geo View' tab is active, displaying a site address '8131 HOLMES AVE LOS ANGELES CA 90001-3438'. Below the address is a table with columns: 'Total Units' (2), 'Property Status' (Registration Open), 'Owner' (David Williams), and 'Year Built' (1929). A red arrow points to a message that says: '*Primary Owner and Property Manager Contact Information Missing. Click Here to Add'. Below this message is another message: '*Unit details missing. Click the "+ ADD UNIT" button to add the unit details OR Click the blue "Actions" button next to the Unit you would like to edit to submit details.' At the bottom of the page, there is a table with columns: 'Unit Name', 'Unit Fee Status', 'Number of Bedrooms', 'Base Rent', 'Current Rent', 'Start Date of Tenancy', 'Date of Last Rent Increase', 'Occupant Type', and 'More'. The table is currently empty, showing 'No records available' and '0 - 0 of 0 items'.

Click the “Add Contact” on the new page that appears and add or update the required information. The following contact types are required:

- Owner Contact Information
- Property Manager Contact Information



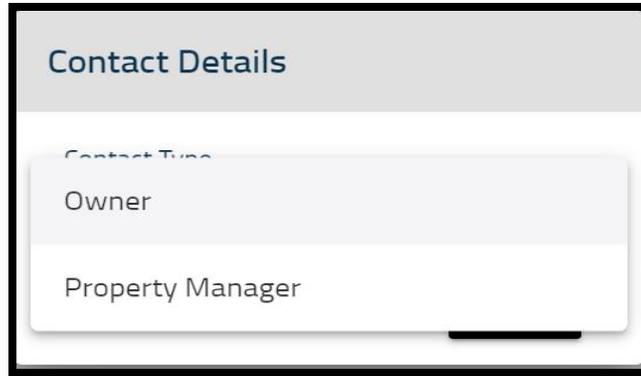
The screenshot shows a web interface with three tabs: 'Addresses', 'Contacts', and 'Geo View'. The 'Geo View' tab is active, displaying a message: 'Each property requires BOTH a Primary Owner Contact and a Property Manager Contact to be added.' Below the message are three bullet points: 'If you see a Primary Owner listed below, please use the blue "Actions" menu to edit the information to ensure its accuracy.', 'To add a Property Manager Contact, click on the "Add Contact" button and select "Property Manager" to enter the data. NOTE: If there is NO specified Property Manager for the property, you can click on "Same as Owner" to prefill the information.', and 'You can also add Additional Owner names, if applicable. This is optional and purely informative.' At the bottom right of the page, there is a button labeled '+ ADD CONTACT'.

Both types of Contacts **must** be added to the APN to submit Exemptions, Amendments, and Registration. The Property Manager’s information can be the same as the Owner's, if you choose.

To add additional Owner Contact details, click on the “ADD CONTACT” button.

The Contact Detail pop-up page will open (shown below). From there, you can select from the available contact type.

Select “Owner” from the dropdown list to add an additional Owner or select “Property Manager” from the dropdown list to add the Property Manager contact details.



Select the “Is Primary” checkbox if you wish to make the Owner a Primary contact. Fill out all required fields in the Contact Details form and click ADD.

A screenshot of the 'Contact Details' form. The form is titled 'Contact Details' and has a 'Contact Type' dropdown menu set to 'Owner'. A red box highlights the 'Is Primary' checkbox, which is currently unchecked. Below the dropdown, there is a 'Profile' section with several fields: 'Organization name *', 'Owner Type *', 'First Name', 'Last Name', 'Preferred Language', 'Telephone Number *', 'Email *', and 'Would you like to receive e-statements in place of mailed notices? *'. There are also radio buttons for 'Yes' and 'No' for the e-statements question. At the bottom, there is a 'Mailing Address' section with fields for 'Street Address *', 'Apt/Unit Name', and 'City *'. The form has 'CANCEL' and 'ADD' buttons at the bottom right.

Once you have entered the required information, you can add the “Property Manager” contact information. If the Property Manager is the same as the Primary Contact check “Same as Owner” and the information will populate automatically.

Contact Details

Contact Type
Property Manager Same as Owner

Profile

Organization name Property Manager Type *

Please provide the Property Manager Name:

First Name ? Last Name ?

Preferred Language ? ▼ Telephone Number *

Email * Would you like the property manager to receive registration and payment notifications ? *

Yes No

Mailing Address

Street Address * Apt/Unit Name ?

City * State * ▼

Zip Code *

Step 2: Add Unit Information

On the “Property Details” page, click the “Add Unit” button and the following pop-up will appear. Enter the required information. Additional options may appear depending on the selected Occupant Type.

Edit Unit

Unit Name (e.g. UNIT # 1,A-101 or APT 22 etc.) *	<input type="checkbox"/> No Unit Name	Occupant Type *
1		Tenant
Number of Bedrooms *		Start Date of Tenancy *
1		1/1/2000
Base Rent *		Current Rent *
1000		1050
Enter rent charged on 9/11/18. If current tenancy began after 9/11/18, enter rent charged on start date.		
Date of Last Rent Increase *		
1/1/2021		
Occupants Include *:		
<input type="checkbox"/> Terminal Illness	<input type="checkbox"/> At least 62 years of age	<input type="checkbox"/> Person With a Disability
<input checked="" type="checkbox"/> Unsure/Unknown	<input type="checkbox"/> None / Not Applicable	<input type="checkbox"/> Low Income
<input type="checkbox"/> Children under 18		
Housing Services Included in the Base Rent *:		
Do not include housing services or amenities that are identified (a) in a separate written agreement between the landlord and the tenant, or (b) specifically within the rental agreement itself but the landlord and tenant have agreed in the rental agreement that the amount is not to be included in the Base Rent. The Rent Program will presume that housing services not identified in (a) or (b) in the prior sentence will be included in the Base Rent.		
<input type="checkbox"/> Gas	<input type="checkbox"/> Storage	<input type="checkbox"/> Water
<input type="checkbox"/> Pets	<input type="checkbox"/> Laundry	<input type="checkbox"/> Gym / Pool
<input type="checkbox"/> Refuse / Recycling	<input type="checkbox"/> Other	<input type="checkbox"/> None / Not Applicable
<input type="checkbox"/> Electric	<input checked="" type="checkbox"/> Parking	
Tenant Information ?		
Tenant 1		
Tenant First Name *	Tenant Last Name *	
JOhn	Dow	
Tenant Preferred Language		
English		
<input type="button" value="+ ADD PHONE"/>		
<input type="button" value="+ ADD EMAIL"/>		

You will need to ensure all the information you enter is true and correct - including the amount of rent charged on either September 11, 2018 for rental units and February 13th, 2018 for mobilehome spaces, or at the beginning of the tenancy if it began after these dates.

You must report any Housing Services that are included in the rent, or if the occupants fall into a qualified category. This includes persons who are disabled, terminally ill, low income, at least 62 years of age, or children under 18.

Fill out each required field. Once finished, click “Add Unit.”

Step 3: Request Unit Exemptions (if applicable)

Before submitting your registration, consider if the APN may qualify for an exemption (Property Exemption/Unit Exemptions). If you do not believe your property qualifies for an exemption, skip to step 4.

Exemption requests can only be made before submitting your registration. Below are some examples of qualifying exemptions:

- Unit is vacant and will remain vacant during the upcoming fiscal year.
- Unit is rented or leased to transient guest(s) for 30 consecutive days or less.
- Unit has a commercial use and is not used as a residential rental unit.
- Unit is occupied by a property manager and there is a written agreement with the landlord stating the property manager does not pay the full amount of rent that would otherwise be paid for a comparable rental unit on the property.
- Unit is Government-owned or specifically exempted under State or federal law or administrative regulation.

Visit DCBA’s website at dcba.lacounty.gov/rentregistry/ for a full list of properties that are subject to the rent registry requirements. You may also review the [Los Angeles County Rent Stabilization and Tenant Protections Ordinance](#) and [Mobilehome Rent Stabilization and Mobilehome Owner Protections Ordinance](#) to learn more about possible unit/property exemptions.

Unit Exemptions CANNOT be requested AFTER Registration is completed and need to be requested annually during registration. Please note, **you must submit an exemption request for each unit** that you believe is not subject to the registration fee for the registration period year. The appropriate documentation will need to be provided to the DCBA’s Rent Stabilization Program to consider the Exemption request.

To apply for an Exemption, click on the “ACTIONS” button next to the unit you believe qualifies for an exemption. Select the option “Apply for Exemption”.



Unit Name	Unit Fee Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type	More
1	Non-Exempt	3	\$2,000.00	\$2,000.00	06/01/21	06/01/21	Tena	ACTIONS
2	Non-Exempt	2	-	-	-	-	Own	

A pop-up will appear where you will need to identify the reason for the exemption, upload any documentation that substantiates the reason, agree to the declaration statement, and provide the Submitter's Information. Once all the required information is entered, click “SUBMIT”.

During the review of your request, a Unit Exemption or “UE” case will be created. You can find this in the Case History section at the bottom of the page. While DCBA staff reviews the request, you will be able to view the status, provide additional documentation, and communicate with DCBA staff.

Case History		
Case Id	Created on Entity	Case Type
<input type="text"/>	<input type="text"/>	<input type="text"/>
UE2020-21-245329	Unit: Unit A,8131 HOLMES AVE LOS ANGELES CA 90001-3438	Unit Exemption

Applying for a Unit Exemption does not guarantee it will be granted. Once submitted, DCBA staff will review each unit exemption request to confirm exemption eligibility and final approval or denial of the request.

Step 4: Prepare for Submission

Once the APN meets all the necessary requirements to be submitted for Registration (APN Contacts and Unit Details have been entered) a “REVIEW AND SUBMIT” button will appear at the bottom of the “Addresses” tab, as well as a “Complete Registration” link in the middle of the page.

2
Registration Open
G And D Chasworth Lic
G And D Chasworth Lic

[Click Here to Complete Registration](#)

19202 1/4 NE MALIBU AL, LOS ANGELES, CA 90503 + ADD UNIT

Unit Name	Unit Fee Status	Number of Bedrooms	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type	More
A	Non-Exempt	2	\$1,000.00	07/31/20	07/31/20	Tenant	ACTIONS ⌵ 👁

1 - 1 of 1 items

Case History 5 ⌵ Search

Case Id	Created on Entity	Case Type	Created Date	Last Modified	Case Status	Action
<input type="text"/>						
RR2020-21-66393	APN: 2006003001	Rent Registry	07/06/2020	07/31/2020	Registration Open	👁

1 - 1 of 1 items

REVIEW AND SUBMIT

Step 5: Submit Registration

Once you are ready to submit your registration you can either click the “Complete Registration” hyperlink or the “Review and Submit” button.

2 Registration Open G And D Chasworth Lic G And D Chasworth Lic

[Click Here to Complete Registration](#)

19202 1/4 NE MALIBU AL, LOS ANGELES, CA 90503 + ADD UNIT

Unit Name	Unit Fee Status	Number of Bedrooms	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type	More
A	Non-Exempt	2	\$1,000.00	07/31/20	07/31/20	Tenant	ACTIONS ⌵ 👁

1 - 1 of 1 items

Case History

Case Id	Created on Entity	Case Type	Created Date	Last Modified	Case Status	Action
RR2020-21-66393	APN: 2006003001	Rent Registry	07/06/2020	07/31/2020	Registration Open	👁

1 - 1 of 1 items

REVIEW AND SUBMIT

A new page will be displayed which shows the APN details as they have been entered. The Owner and Property Manager Contact details, Unit Details, and Case History will be displayed for review before the information officially submitted. If everything looks correct, click the “Submit” button. The pop-up below will appear that you will need to review and complete.

Submit Registration

Please Take Note: You must submit an exemption request for each unit that you believe is not subject to the program fee for the upcoming fiscal year. The annual program fee is based on your registration statement and you cannot apply for an exemption from the fee after registration is submitted.

Submitted Exemption Requests

By checking this box, I understand that all unit exemption(s) and property exemption requests must be submitted prior to completing registration.

This Field is Required.

1 Unit Exemption(s) 1 Property Exemption(s)

[Click here](#) to return to the home screen to submit an exemption request. For information on how to apply for an exemption, please review the user guide.

Declaration Statement

By checking this box, I declare under penalty of perjury under the laws of the State of California that the information I have provided in this form is true and correct to the best of my knowledge and belief. Any attachments included here are either original documents or true and correct copies of the original documents.

This Field is Required.

Enter Full Name * Select Title * ⌵

CANCEL **SUBMIT**

You are required to read and agree to the Declaration Statements and provide your information.

After you click the “Submit” button a new pop-up will appear stating that the registration was successfully submitted. The status of the registration will change to “Pending Staff Review.”

DCBA staff will review your submission for any errors. If no errors are found, your registration status will change to “Pending Payment.” Once this status appears, you will be able to enter the system to pay your registration fees.

Please check your email and the registry for this update to ensure you make the required payment ahead of the registration deadline.

V. Paying Registration Fees

Review Your Cart and Submit Payment

Please note that registration fees are waived for properties registered by April 30, 2022 for the initial registration period.

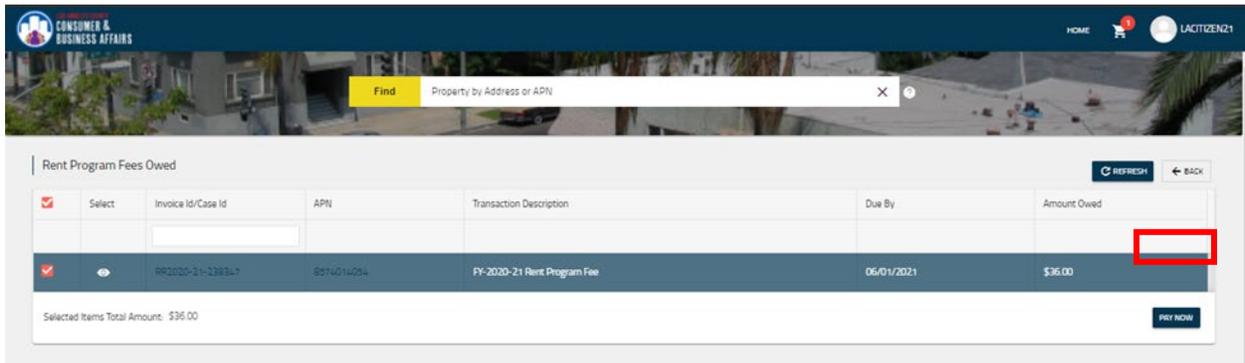
Once staff has approved the registration, the status of APN will change to “Payment Pending”. If you are viewing the Property Details of a Property that is ready to accept online payment, you will see the “Pay Now” button enabled.

However, if you have multiple properties and are not sure which ones are ready, you can click on the Shopping Cart icon in the header. In this example, we will click on the Shopping Cart icon.

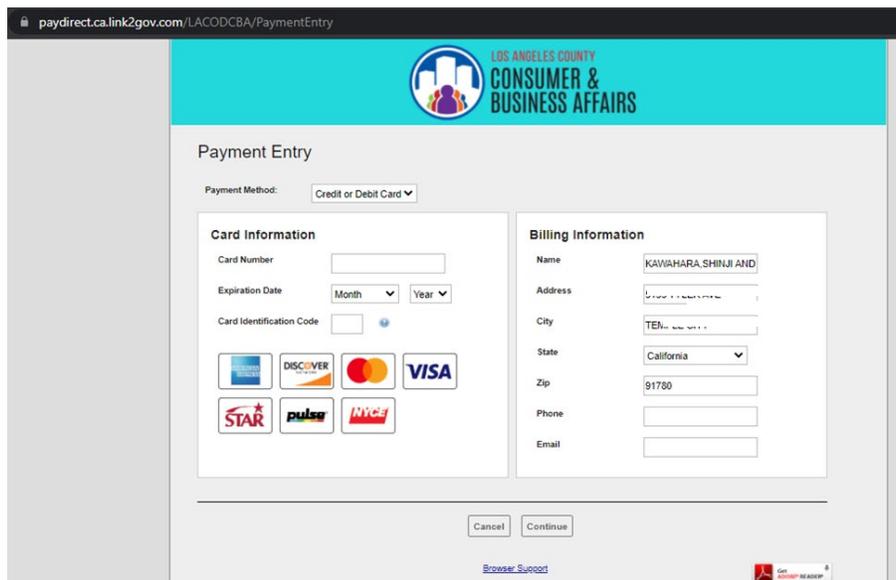
The screenshot shows the LA County Assessor's website interface. At the top, there is a navigation bar with the logo for 'CONSUMER & BUSINESS AFFAIRS' and a shopping cart icon highlighted with a red box. Below the navigation bar is a search bar with the text 'Find Property by Address or APN'. The main content area displays property details for APN 91780-3673, including the address '5423 TEMPLE AVE TEMPLE CITY CA 91780-3673' and 'Total Units: 1 | Regulation Type: Partially Regulated'. There are buttons for 'LA COUNTY ASSESSOR', 'PROPERTY ACTIONS', and 'BACK'. The 'Addresses' tab is selected, showing a map and a table of property details. A 'My Cart' sidebar on the right shows a case ID 'RR2020-21-238347' due by June 1, 2021, with a total amount of \$36.00. A 'PAY NOW' button is visible at the bottom of the cart. The footer contains copyright information and links for 'About Us', 'Privacy Policy', 'Contact Us', and 'LACOUNTY.GOV'.

Unit Name	Unit Fee Status	Number of Bedrooms	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type
UNIT 1

On the Shopping Cart page, you will see all Properties that are ready for Online Payment listed in a table format. Each row will have a “View” icon and a “Pay Now” button. You can pay for one property at a time.



A new page will appear where you can enter your payment information. Enter your Credit Card details in the fields.



Click on the “Continue” button to move forward with your payment.

Review the information for accuracy. If everything looks good, click on the “Process Payment” button. If you need to make corrections, click on the Go Back/Edit link; or if you need to cancel the processing of the online payment, click on the Cancel link.

If your payment is successful, you will see a Transaction Successful page pop up with the payment details along with a button to Download Receipt.

Transaction Successful!

Rental Property : [REDACTED]

Payment Method : CREDITCARD VISA-8291	Units Fees	\$30.00
Date Payment Received : Tue Jul 06 14:25:55 PDT 2021	Late Fees	\$6.00
Receipt Number : 00000377	Total Paid	\$36.00
	Balance Due	\$0.00

Transaction Summary

Transaction Id	Transaction Description	Total Paid
2d0fe96f-7b4b-462f-8449-f01bf427f873	RR2020-21-238347	\$37.49

[DOWNLOAD RECEIPT](#) [RETURN](#)

Click on the “Return” button when you are finished. You will be redirected to your Dashboard. If you have paid for all the Properties, then the Shopping Cart icon will disappear.

Registration is complete when all required information has been successfully submitted and registration fees have been paid.

COUNTY OF LOS ANGELES

Department of Consumer and Business Affairs
Housing and Tenant Protections Division
Rent Stabilization Program
320 West Temple Street, Room G-10
Los Angeles, CA, 90012

Phone: (800) 593-8222

Email: RentRegistry@dcba.lacounty.gov

