2021

COUNTY OF LOS ANGELES

RENT REGISTRY
User Guide

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

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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 dcba.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".
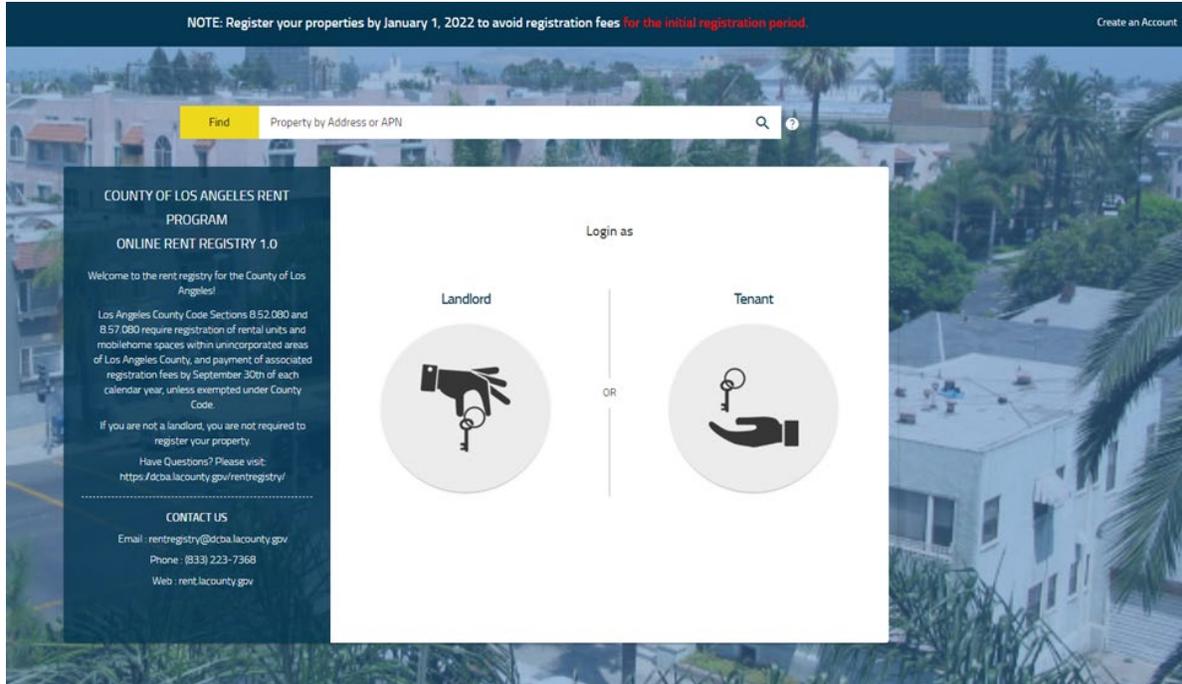
Step 2: Log In

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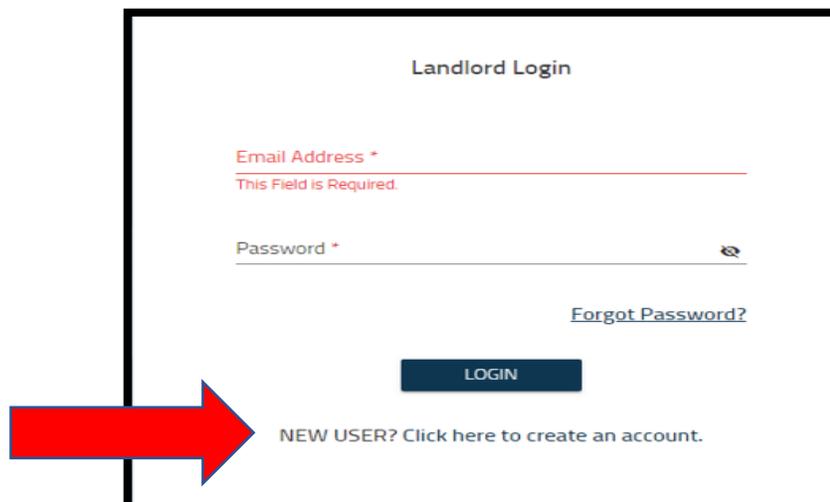
Please note: You will receive a confirmation email from rentregistry@dcba.lacounty.gov after creating your account.

Step 2a: Confirm Initial Login and Landlord Information

Once you have logged into the system you will see the "Dashboard".
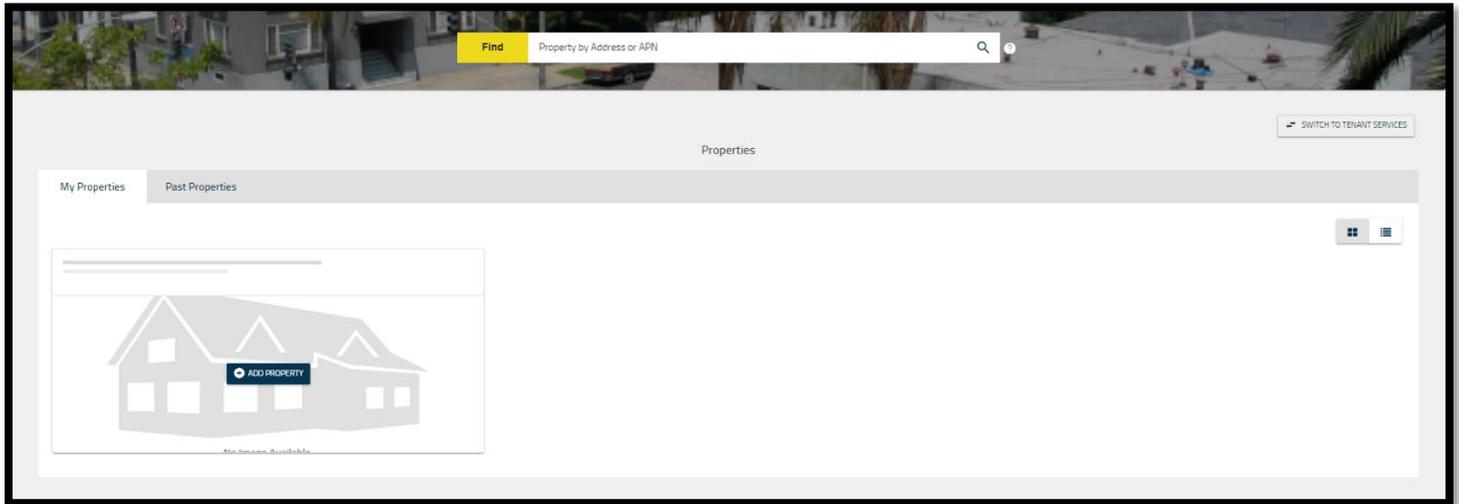
If this is your first time accessing the system, your dashboard will be empty as shown above.

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.
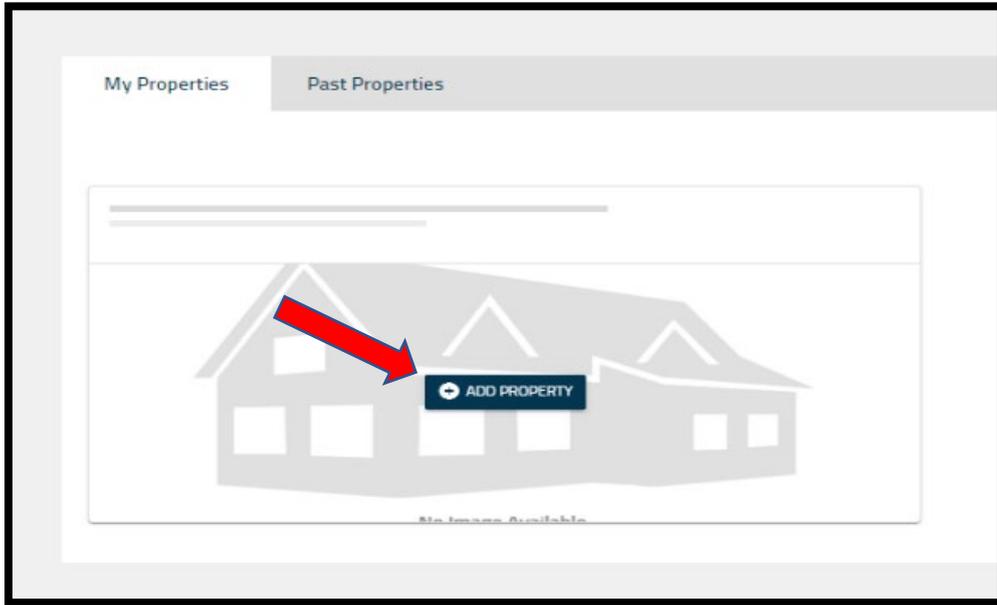
Step 1a: Enter APN and PIN Information

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.

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).

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).

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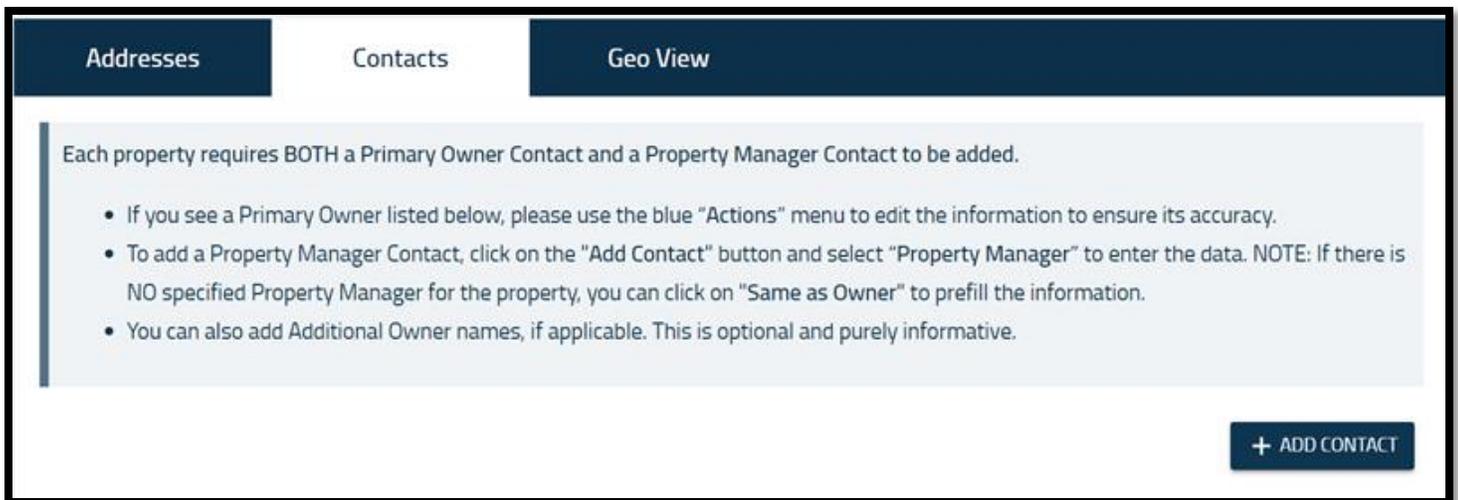
Both types of Contacts **must** be added to the APN to submit Exemptions, Amendments, and Registration. The Property Manager's information can be the same as the Owner's, if you choose.

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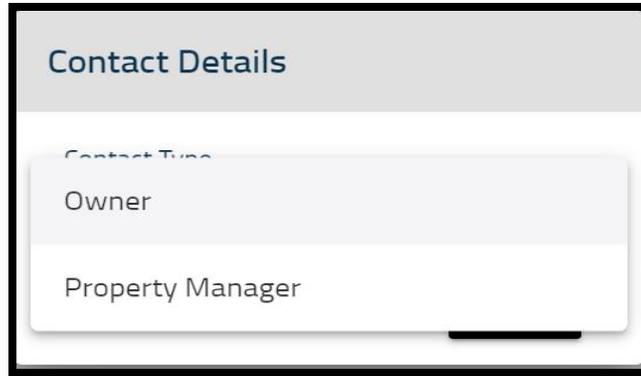
Select the "Is Primary" checkbox if you wish to make the Owner a Primary contact. Fill out all required fields in the Contact Details form and click ADD.

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 *

CANCEL   ADD

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.

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 ⌄ ✎ Edit ⊗ Apply for Exemption
2	Non-Exempt	2	-	-	-	-	Own	👥 Manage Tenant Contacts

⏮ ◀ **1** ▶ ⏭   1 - 2 of 2 items

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.

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.

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.

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.

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.

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.
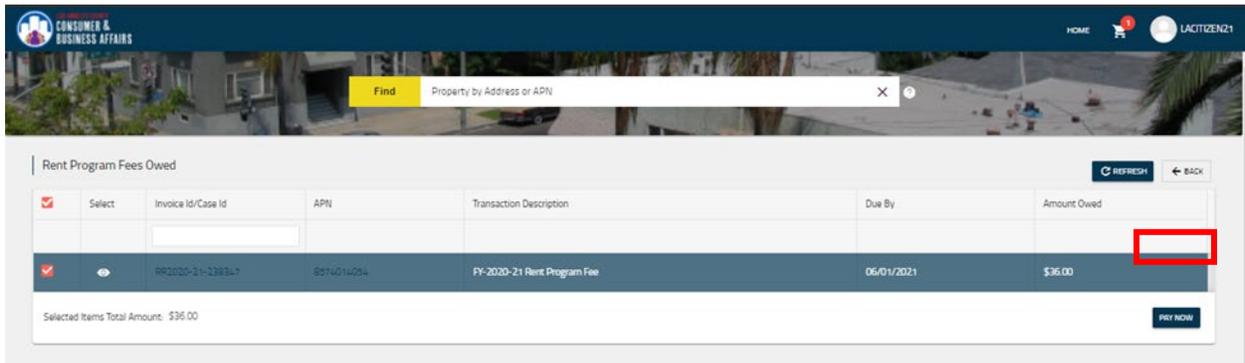
A new page will appear where you can enter your payment information. Enter your Credit Card details in the fields.
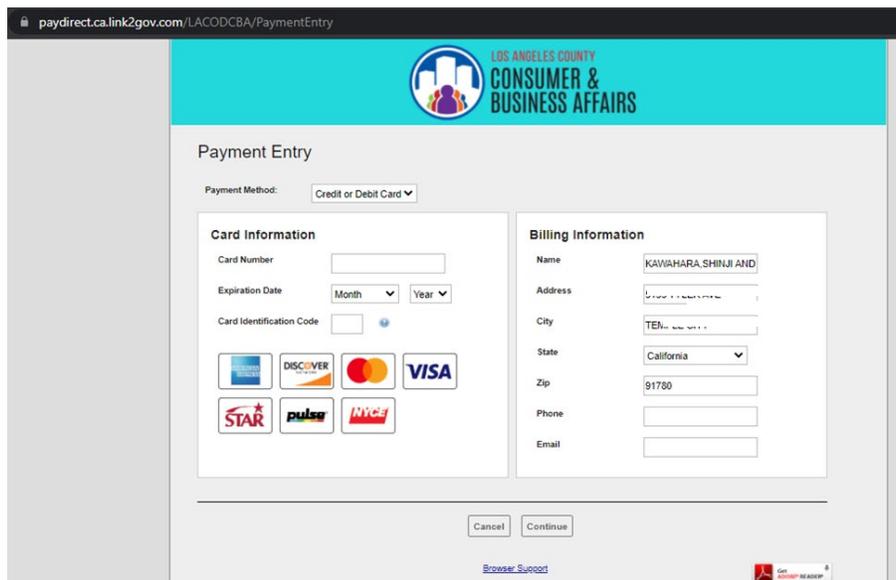
Click on the "Continue" button to move forward with your payment.

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.

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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.

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

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