

2024



LOS ANGELES COUNTY
**CONSUMER &
BUSINESS AFFAIRS**




LA COUNTY RENT REGISTRY USER GUIDE

PRESENTED BY

LOS ANGELES COUNTY DEPARTMENT OF
CONSUMER AND BUSINESS AFFAIRS
HOUSING AND TENANT PROTECTIONS BUREAU



 800.593.8222

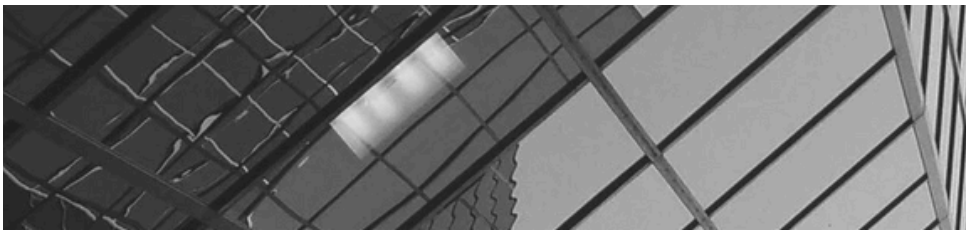
 rentregistry@dcba.lacounty.gov

 DCBA.LACOUNTY.GOV/RENTREGISTRY

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ABOUT THE LA COUNTY RENT REGISTRY USER GUIDE

The Los Angeles County Department of Consumer and Business Affairs (DCBA) launched the LA County 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. Rent Registry allows landlords and mobilehome park owners to provide required rental housing information in compliance with the County ordinances, report changes in tenancy, rental rates, and amenities, and pay annual registration fees for the administration and enforcement of the Rent Stabilization Program.

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

To learn more about the County's Rent Registry, visit <https://dcba.lacounty.gov/rentregistry>.

To register rental properties, please visit <https://www.rentregistry.dcba.lacounty.gov>.

For any questions or assistance, contact DCBA's Rent Stabilization Program:

Phone: (800) 593-8222

Email: rentregistry@dcba.lacounty.gov

In-person or Mail: Attn: Rent Stabilization Program

320 West Temple Street, Room G-10

Los Angeles, CA 90012

RENT REGISTRY CHECKLIST FOR FIRST TIME USERS

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What You Need to Create Your Account:

- An active email account
- Your property's Assessor Parcel Number (APN)*
- Your property's Personal Identification Number (PIN)*
- Tenant rental records

*Your property's APN and PIN can be found in the notification letter mailed to you. If you did not receive the letter, please contact DCBA for assistance.

Steps to Register Your Property:

- Create a Rent Registry Account**
 - Visit the Rent Registry website at www.rentregistry.dcba.lacounty.gov.
 - Enter your email and create a password.
 - Check your email for account confirmation and verify your username and password.
- Add your Rental Property**
 - Claim your rental property in the Rent Registry by entering your APN and PIN.
 - Update your contact information.
 - Name, phone number, email, and mailing address of property owner (required) and property manager (if you do not have a property manager, check the "Same as Owner" box)
- Enter Unit Information for Each Unit located on the Property**
 - Enter the property's unit information.
 - Unit number, type of occupant in the unit, amenities included with rent, rent amounts, date of occupancy, and dates and amounts of past rent increases.
 - Enter your tenant's information.
 - Contact information, if the tenant is a qualified tenant, and preferred language
- Request an Exemption (if applicable)**
 - Request an exemption for each applicable unit.
- Submit your Registration**
 - Ensure all information is correct before submitting. Once submitted, DCBA staff will review and approve or deny the registration.
- Pay Annual Registration Fees**
 - Once your registration is approved, you will be notified of a pending payment status. Access the system to start the payment process.

RENT REGISTRY CHECKLIST FOR RETURNING USERS

4

What You Need to Log In to Your Account:

- Your user name and password
- Tenant rental records

Steps to Register Your Property:

Log In to the Rent Registry

- Visit the Rent Registry website at www.rentregistry.dcba.lacounty.gov.
- Enter your email and password to log in.
- Check your email for account confirmation and verify your username and password.

Report changes

- Report changes to your property such as vacancies or new tenants.
- Update tenant information such as rent increases, changes in amenities contact information, if the tenant is a qualified tenant, and preferred language.
- Please add any new units on your rental property, if applicable.

Please note: If there are no changes to be reported, skip this step and proceed to "Submit Your Registration."

Request an Exemption (if applicable)

- Request an exemption for each applicable unit. Make sure to request required exemption before submitting registration.

Submit your Registration

- Ensure all information is correct before submitting. Once submitted, DCBA staff will review and approve or deny the Registration.

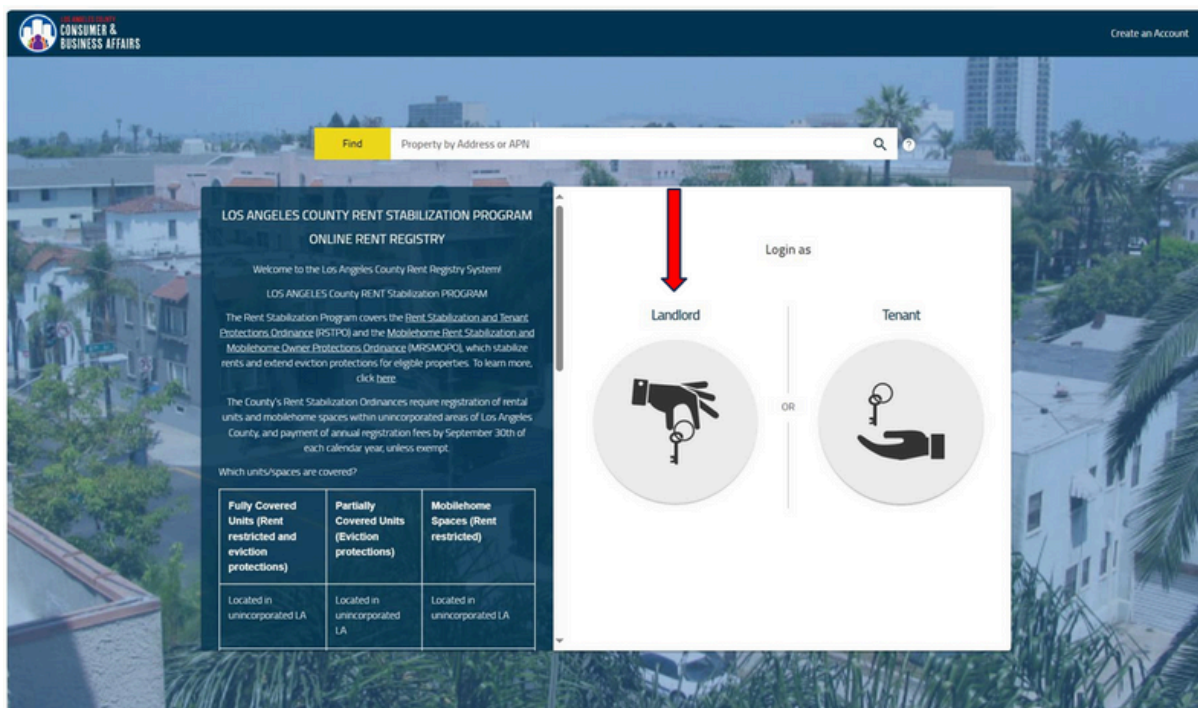
Pay Annual Registration Fees

- Once your registration is approved, you will be notified of a pending payment status. Enter the system to start the payment process.

ACCESSING THE RENT REGISTRY

STEP 1: VISIT THE REGISTRY WEBSITE

Visit the LA County Rent Registry website at www.rentregistry.dcba.lacounty.gov and click the icon under "Landlord."



Rent Registry Website

STEP 2: LOG IN

Returning Landlords: Enter your login information to access the registry.

First-Time Users: Landlords registering rental properties for the first time may proceed by clicking "NEW USER? Click here to create an account" below the LOGIN button. (see image below) *

Landlord Login

Email Address *
This Field is Required.

Password *
This Field is Required.

[Forgot Password?](#)

LOGIN

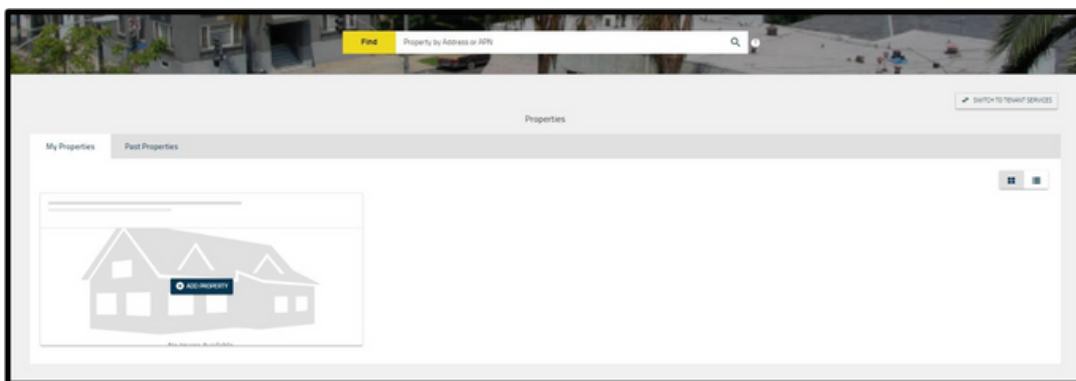
NEW USER? Click here to create an account.

[How to find my PIN?](#)

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

STEP 3: CONFIRM LOGIN AND LANDLORD INFORMATION

Once you are logged into the system, you will see the "Dashboard."



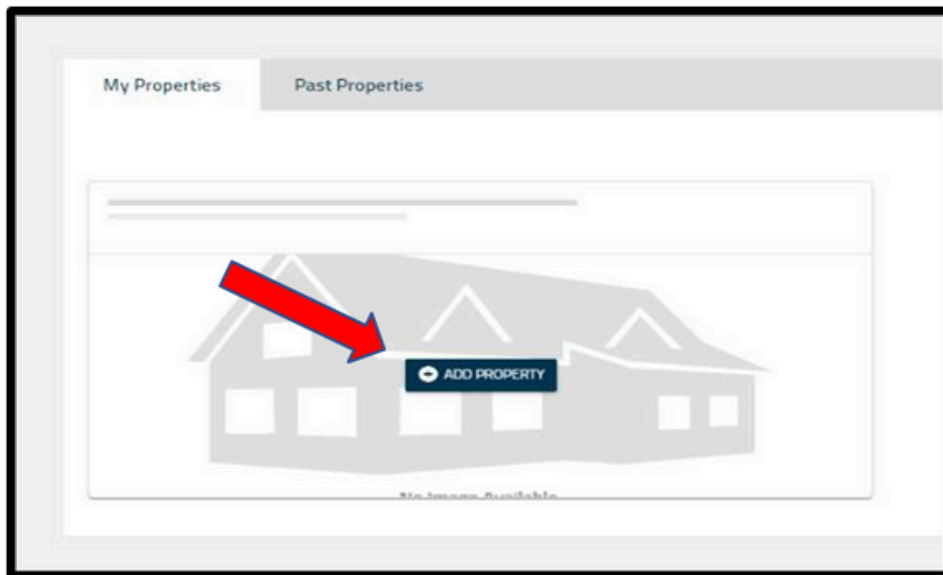
Returning Landlords: All properties that have been successfully added to your account will appear in the dashboard. You may add additional properties by following the instructions included in the following section, "Adding a Property."

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

ADDING A PROPERTY

STEP 1: ADD YOUR PROPERTY

To add a property, click the "ADD PROPERTY" button on your dashboard.



STEP 2: ENTER APN AND PIN

After clicking the "ADD PROPERTY" button, a pop-up window will ask you to enter the Assessor Parcel Number (APN) and Personal Identification Number (PIN) associated with your property. Can't find your PIN? Email us at rentregistry@dcba.lacounty.gov. Use the subject line "Need My PIN" and include your name and property address in the email. Our team will send you your PIN so you can complete the registration process. Be prepared to verify your property address and confirm ownership information.

 A screenshot of a web form titled "Add Property". The form is divided into two columns. The left column has a "Find APN" section with an "APN *" input field and a "PIN Number *" input field with a small eye icon to its right. Below these fields are two buttons: "RESET" and "VERIFY". The "VERIFY" button is highlighted with a red box. The right column has a "Help" section with 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 (800) 593-8222 or email rentregistry@dcba.lacounty.gov." Below the help text is a link: "How do I find the unique PIN?". At the bottom right of the form are two buttons: "CANCEL" and "SUBMIT". The "SUBMIT" button is highlighted with a red box.

After entering the required information, click "VERIFY" to confirm the APN and PIN are correct for the property address. If they are correct, click "SUBMIT."

To add additional properties, repeat these steps beginning with clicking the "ADD PROPERTY" button.

REGISTERING YOUR PROPERTY

Landlords are required to register rental properties beginning July 1 of every year. To avoid late fees, annual registration should be completed by September 30. The dashboard will indicate if your property is ready for registration. If it is ready, the APN status will read "Registration Open" (see below).



No Image Available

APN
[Redacted]

Address
[Redacted]

Total Units
2

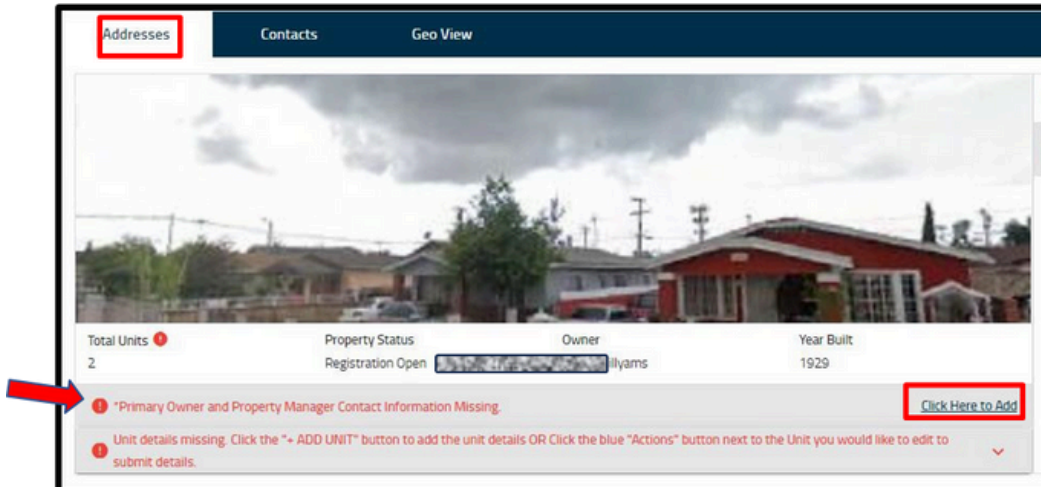
APN Status
Registration Open

Open

Click "Open" to continue.

STEP 1: UPDATE PRIMARY OWNER AND PROPERTY MANAGER INFORMATION

If property owner information is missing, update it by clicking "Click Here to Add" or by selecting the "Contacts" tab (see below).



Addresses | Contacts | Geo View

Total Units 2

Property Status Registration Open

Owner [Redacted] yams

Year Built 1929

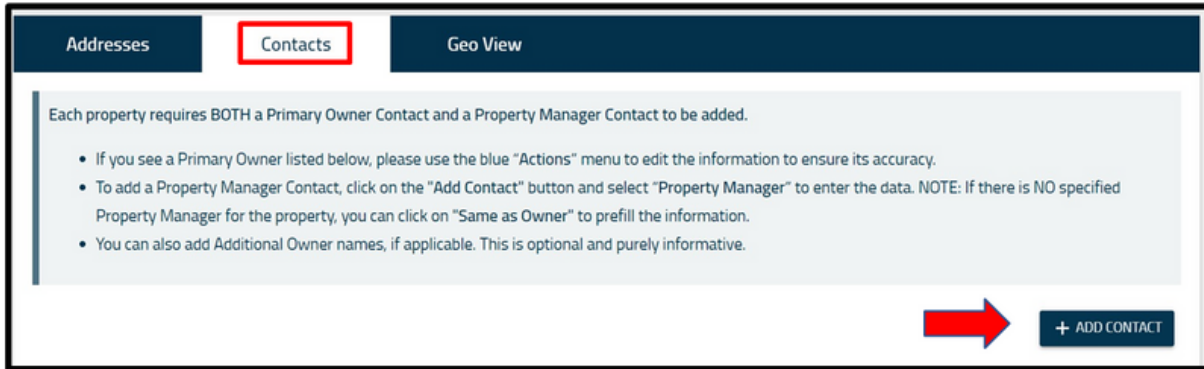
*Primary Owner and Property Manager Contact Information Missing

Click Here to Add

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.

Click "+ADD CONTACT" on the new page that appears and add the required information. You can also edit the existing contact by clicking "ACTIONS" and then "Edit." Each property is required to have **BOTH** of the following contact types:

- Owner Contact Information
- Property Manager Contact Information

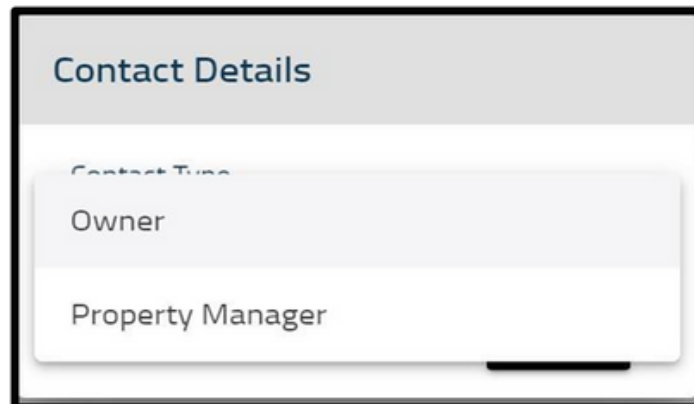


Both types of contacts **must** be added to the APN to submit exemptions, amendments, and registration. The property manager information can be the same as the owner.

To add additional owner contact details, click the "+ ADD CONTACT" button.

A pop-up window labeled "Contact Details" will open (shown below). From there, you can select from the available contact types.

Select "Owner" from the dropdown list to add an additional owner or select "Property Manager" to add the property manager contact details.



To make the owner a primary contact, select the "Is Primary" checkbox. Fill out all required fields in the "Contact Details" form and click "ADD."

Contact Details

Contact Type
Owner Is Primary

Profile

Organization name * Owner Type *

Please provide the new Owner's Name. If the owner is a Trust, LLC, Corporation or Partnership, provide name(s) of Trustee(s)/CEO/Managing Partner

First Name * Last Name *

Preferred Language * Telephone Number *

Email *

Would you like to receive e-statements in place of mailed notices? *
 Yes No

Would you like to sign-up for program e-newsletters? *
 Yes No

When was the property purchased? (Month/Year) *
 Month * Year *
 01 2021

Mailing Address

Street Address * Apt/Unit Name *

CANCEL ADD

After entering the owner information, 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 *

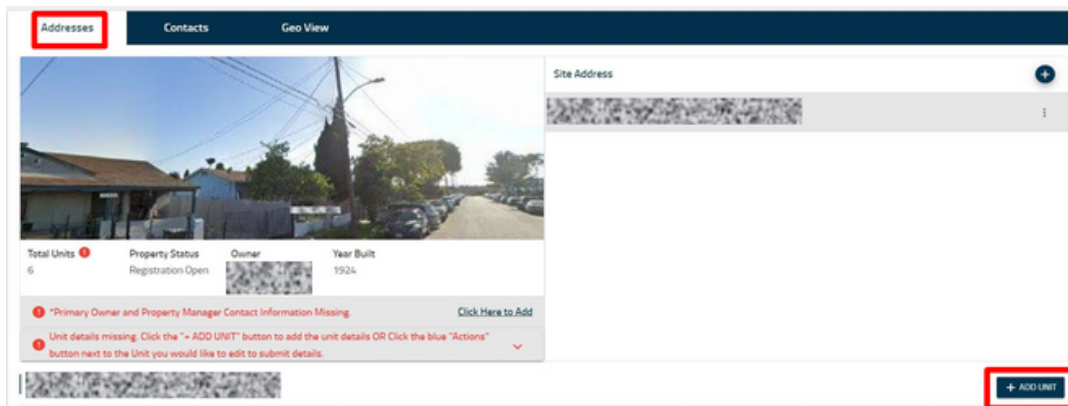
Zip Code *

CANCEL ADD

STEP 2: ADD UNIT INFORMATION

In this section, you will add the rental information for the property, this includes rental information for single family homes, apartments, multi-family units, condos, and rented rooms.

On the "Addresses" tab, click the "+ ADD UNIT" button.



The following pop-up window will appear for fully regulated properties; please enter the required information. Additional options may appear depending on the selected occupant type. For partially regulated properties, a similar version of the window will appear.

Tenant-occupied fully regulated unit example

Tenant-occupied partially regulated example

You will need to ensure all information entered is true and correct - including the base rent* amount.

***PLEASE NOTE:** Base Rent for a fully covered rental unit is rent charged on September 11, 2018, or start of tenancy, whichever is later. Base Rent for rent stabilized mobilehome spaces is rent charged on February 13, 2018, or start of tenancy, whichever is later.

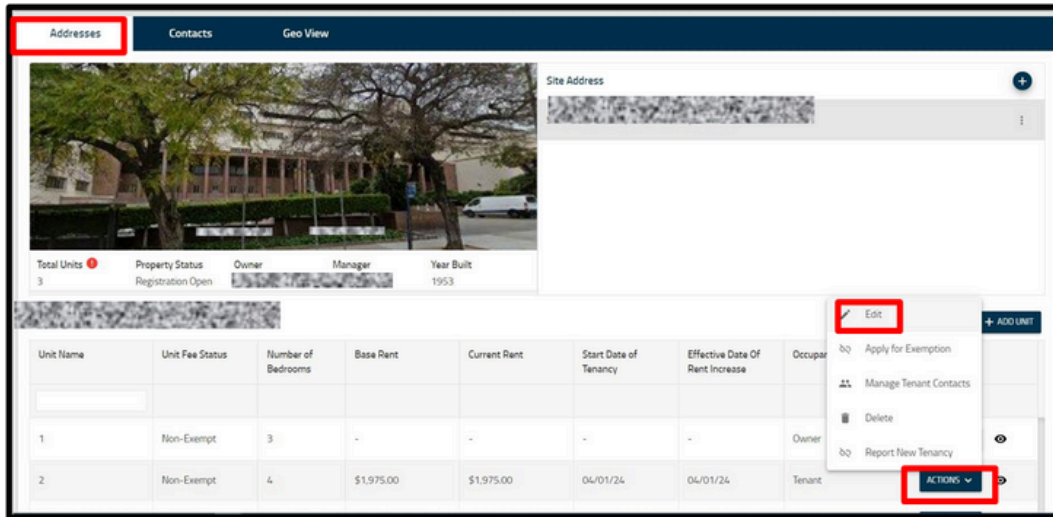
The chart below explains which units/spaces are subject to the County's protections and the coverage type:

Fully Covered Units (Rent restricted and eviction protections)	Partially Covered Units (Eviction protections only)	Mobilehome Spaces (Rent restricted)
Located in unincorporated LA County	Located in unincorporated LA County	Located in unincorporated LA County
Certificate of Occupancy (or its equivalent) issued on or before February 1, 1995	Most rental units, including Single Family Homes (SFH) & Condos, unless exempt	Constructed on or before January 1, 1990
Residential unit on a property with two (2) or more units		Containing recreation vehicles, in which the owners of such recreational vehicles have been residing on the mobilehome space for nine (9) or more consecutive months
Mobilehomes offered for rent by the owner of the mobilehome regardless of the date of the certificate of occupancy or equivalent permit		Month-to-month, short-term leases, or long-term leases entered into after February 13, 2020

STEP 3: EDIT UNIT INFORMATION FOR AN ONGOING TENANCY

If reporting a new tenancy or a vacancy, please go to Step 4: Report New Tenancy or Vacancy.

To update a unit, on the “Addresses” tab click the “ACTIONS” button, then select “Edit.”



After updating the unit information, click the “Update” button.

Edit Unit

Unit Name (e.g. UNIT # 1,A-101 or APT 22 etc.) *
 2 No Unit Name

Number of Bedrooms *
 4

Current Rent *
 1975

Effective Date Of Rent Increase
 4/1/2024

Occupant type *
 Tenant

Base Rent *
 1975

Enter rent charged on 9/11/18. If current tenancy began after 9/11/18, enter rent charged on start date.
 Start Date of Tenancy *
 4/1/2024

Was there a Rent Increase imposed in the 07/01/2023-06/30/2024?
 Yes No

Was there a Rent Increase imposed in the 07/01/2024-06/30/2025?
 Yes No

Security Deposit *
 2500

Occupants Include *:

Terminal Illness Person With a Disability Unsure/Unknown
 None / Not Applicable At least 62 years of age Low Income
 Children under 18

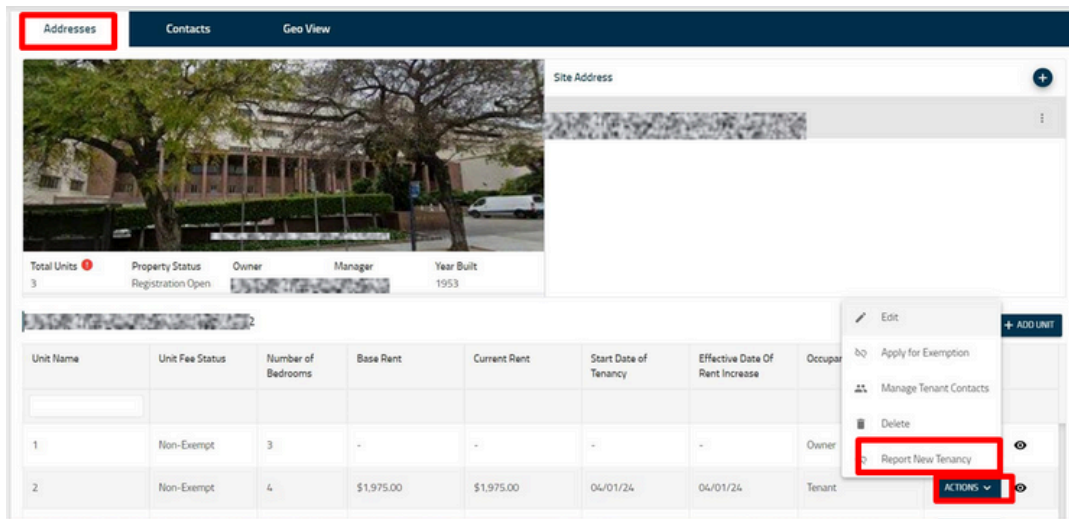
Housing Services Included in the Base Rent *:

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.

CANCEL **UPDATE**

STEP 4: REPORT A NEW TENANCY OR VACANCY

On the “Addresses” tab click the “ACTIONS” button for the specific unit then click “Report New Tenancy.”



Click “Reason of Change.”

Report New Tenancy

APN: [REDACTED]
UNIT NAME: 5

What is the reason for the change in tenancy?
Reason of Change *
This Field is Required.

What is the new tenant occupant type?
 Occupant Type *

Declaration Statement

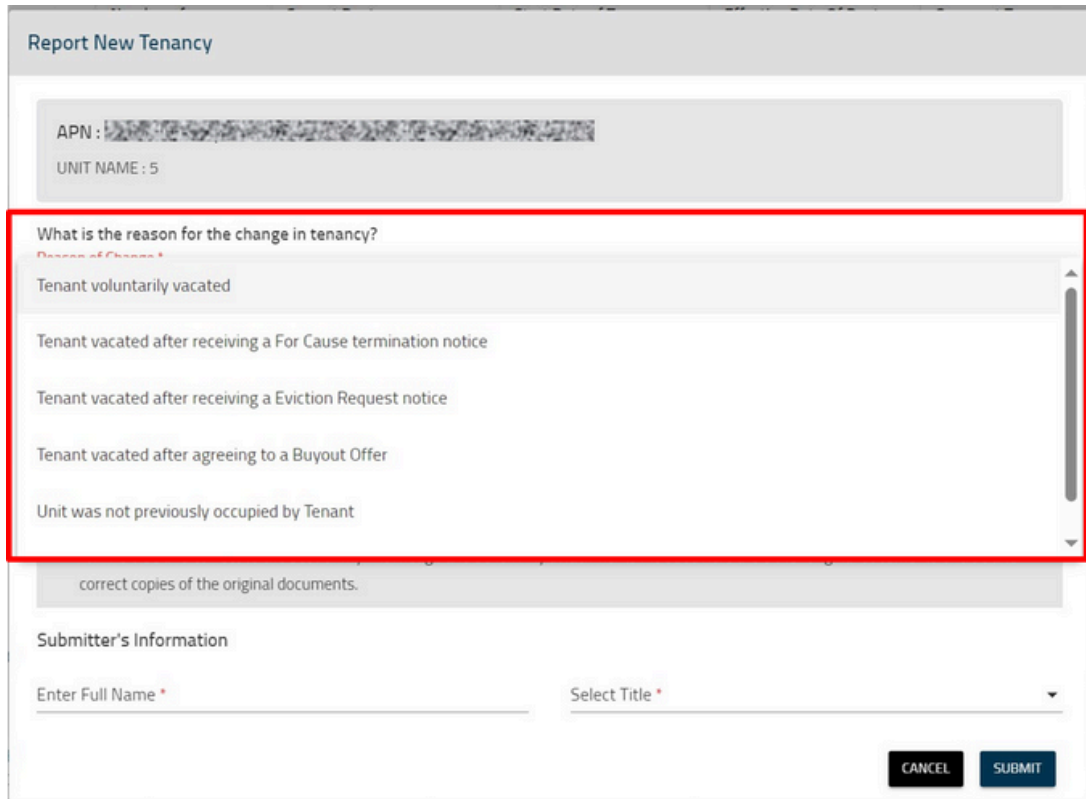
By checking this box, I declare under penalty of perjury under the laws of the State of California that the information I have provided in this form is true and correct to the best of my knowledge and belief. Any attachments included here are either original documents or true and correct copies of the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

Submitter's Information

Enter Full Name * Select Title *

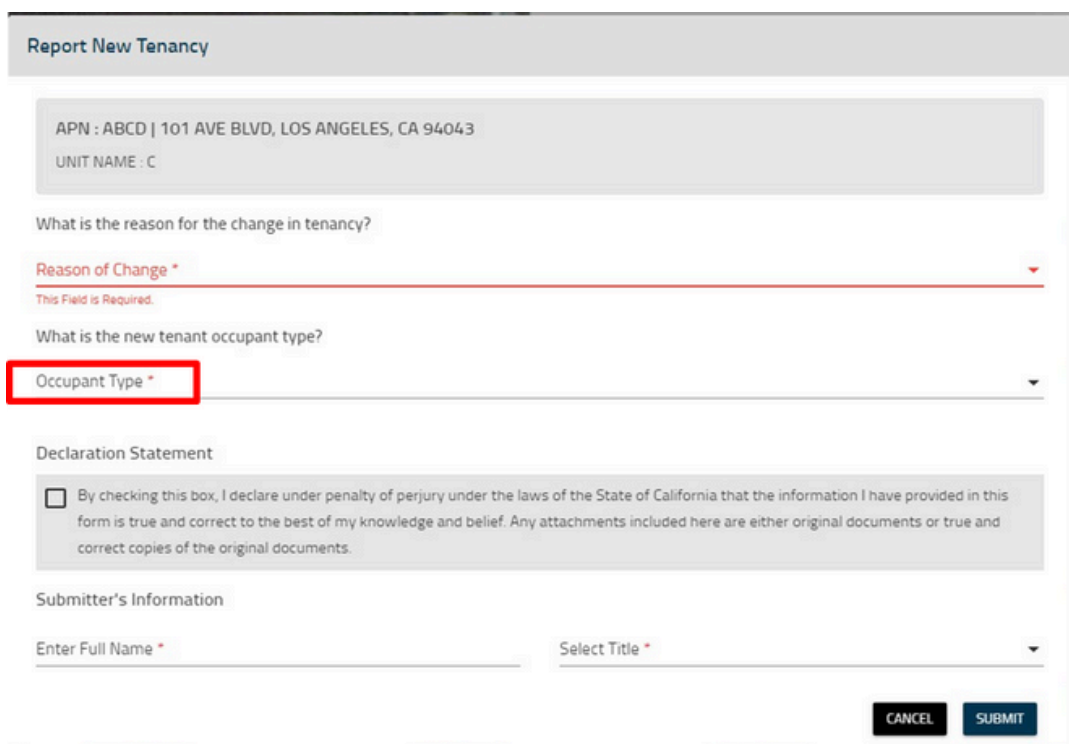
CANCEL
SUBMIT

Select a reason for the change in tenancy.



The screenshot shows the 'Report New Tenancy' form. At the top, there is a header 'Report New Tenancy'. Below it, there is a grey box containing 'APN : [REDACTED]' and 'UNIT NAME : 5'. A red box highlights a dropdown menu titled 'What is the reason for the change in tenancy?'. The dropdown menu is open, showing several options: 'Tenant voluntarily vacated', 'Tenant vacated after receiving a For Cause termination notice', 'Tenant vacated after receiving a Eviction Request notice', 'Tenant vacated after agreeing to a Buyout Offer', and 'Unit was not previously occupied by Tenant'. Below the dropdown, there is a text input field with the placeholder 'correct copies of the original documents.'. Underneath that is the 'Submitter's Information' section, which includes a text input field for 'Enter Full Name *' and a dropdown menu for 'Select Title *'. At the bottom right, there are two buttons: 'CANCEL' and 'SUBMIT'.

Click "Occupant Type."



The screenshot shows the 'Report New Tenancy' form. At the top, there is a header 'Report New Tenancy'. Below it, there is a grey box containing 'APN : ABCD | 101 AVE BLVD, LOS ANGELES, CA 94043' and 'UNIT NAME : C'. Below that, there is a dropdown menu titled 'What is the reason for the change in tenancy?' with the selected option 'Reason of Change *'. Below this is another dropdown menu titled 'What is the new tenant occupant type?' with the selected option 'Occupant Type *'. Below the dropdowns, there is a 'Declaration Statement' section with a checkbox and the text: '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.'. Underneath that is the 'Submitter's Information' section, which includes a text input field for 'Enter Full Name *' and a dropdown menu for 'Select Title *'. At the bottom right, there are two buttons: 'CANCEL' and 'SUBMIT'.

Select an occupant type.

Manager
Tenant
Non-Residential Commercial
Vacant
Owner

Complete the remaining required sections then click "Submit."

STEP 5: REQUESTING UNIT EXEMPTIONS

Not all rental units and mobilehome spaces are subject to the RSTPO and MRSMOPO registration fee requirements. To see if your unit or mobile home space may be exempt, you may refer to the [RSTPO](#) or the [MRSMOPO](#), respectively.

Exemption requests can only be made BEFORE submitting your registration. If exemptions do not apply to your property, skip to step 6.

Below are some examples of qualifying exemptions:

- Unit is vacant and will remain vacant during the whole of the upcoming registration period of October 1 through September 30.
- 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.
- Unit has a certificate of occupancy or equivalent permit issued after February 1, 1995.

Unit exemptions cannot be requested AFTER registration is completed. Unit exemptions MUST be requested each year during the registration period. Please note: **You must submit a separate exemption request for each unit.** Supporting documents will be required and must be accompanied with your request for an exemption.

To apply for an exemption, go to the "Addresses" tab. Then, click the "ACTIONS" button next to the unit you believe qualifies for an exemption and select the option "Apply for Exemption" from the dropdown menu.

The screenshot shows a software interface with a table of units. A dropdown menu is open over the table, with the 'Apply for Exemption' option highlighted in red. The table has the following columns: Unit Name, Unit Fee Status, Number of Bedrooms, Base Rent, Current Rent, Start Date of Tenancy, Effective Date Of Rent Increase, and Occupancy. The first row shows Unit 1 with 3 bedrooms, a base rent of \$1,975.00, and a current rent of \$1,975.00. The second row shows Unit 2 with 4 bedrooms, a base rent of \$1,975.00, and a current rent of \$1,975.00. The dropdown menu includes options: Edit, Apply for Exemption (highlighted), Manage Tenant Contacts, Delete, Report New Tenancy, and ACTIONS (highlighted).

Select the appropriate unit exemption reason from the list provided, upload any supporting documentation, acknowledge the declaration statement, and provide the Submitter's Information. Once all required information is entered, click "SUBMIT."

Apply for Unit Exemption

***Instructions :**
 Certain units may be exempt from registration fees. Please complete the information below if you believe this unit qualifies for an exemption for this registration period and select the reason for the request from the list below. You must submit documentation supporting your exemption claim along with this form. DCBA staff will review the request and any required supporting documentation before making a determination.

Select Reason for Unit Exemption*

- Unit is occupied by Property Owner, no Tenant in Dwelling Unit.
- Unit is vacant and will remain vacant for the registration period (October 1 to September 30).
- Unit is occupied by a property manager and there is a written agreement with the landlord under which 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 has a commercial use and is not used for residential purposes.
- Unit is an accommodation which the County or another public agency or authority owns or operates, or which is specifically exempted under the State or federal law or administrative regulation.
- Unit is an accommodation in a hospital, convent, monastery, asylum, facility managed by bona fide educational institution for student occupancy, or a facility licensed by the state to provide medical care.
- Unit is occupied by Transient Guests for which the County's Treasurer and Tax Collector has received or is entitled to receive payment of transient occupancy tax pursuant to County Code, Chapter 4.72.
- Unit is a mobilehome space that meets the exemption requirements of the mobilehome Residency Law, or is otherwise expressly exempt under State or federal law.
- Unit is a mobilehome space owned, managed, or operated by a government agency.
- Unit is a newly constructed mobilehome space which was initially held out for rent on or after January 1, 1990.
- Unit is a room in a single-family residence, condominium, or stock cooperative where the Landlord owns the residence and shares kitchen or bath facilities with the Tenant and where the Landlord or Landlord's Family Member also occupies a Dwelling Unit in the residence as his or her principal residence.
- Unit has certificate of occupancy or equivalent permit issued after February 1, 1995.
- Unit is alienable and separate from the title of any other dwelling unit, including single family residences and condominiums.
- Unit is an Accessory Dwelling Units (ADU) built/occupied after February 1, 1995.

Upload Document Document upload will begin when the user clicks the SUBMIT button below.

Browse for File

CANCEL **SUBMIT**

During the review of your request, a Unit Exemption (UE) case will be created. The UE can be found in the “Case History” section at the bottom of the page. While DCBA staff is reviewing your request, you will be able to view the status. During this time, you also have the option to submit additional documentation to support your unit exemption request(s) by mail, email, fax, or by dropping it off in person.

Case Id	Created on Entity	Case Type
UE2020-21-245	Unit: Unit A, LOS ANGELES CA 90001-1405	Unit Exemption

Applying for a Unit Exemption does not guarantee approval. Once submitted, DCBA staff will review each UE request and either approve or deny your request.

STEP 5: SUBMIT REGISTRATION

Once the APN meets all necessary requirements to be submitted for registration, a "Review and Submit" button will appear at the bottom of the "Addresses" tab.

Unit Name	Unit Fee Status	Number of Bedrooms	Current Rent	Start Date of Tenancy	Effective Date Of Rent Increase	Occupant Type	More
	Non-Exempt	3	\$2,200.00	06/01/24	06/01/24	Tenant	ACTIONS

Case Id	Created on Entity	Case Type	Created Date	Last Modified	Case Status	Action
RR2024-25	APN	Rent Registry	06/14/2024	07/18/2024	Registration Open	

A new page will be displayed for review. This page includes the entered APN details , along with contact information for the owner and property manager, unit details, and case history. Before officially submitting the information, you will have the opportunity to review all the details. After clicking “Submit,” a final pop-up will appear allowing you to review one last time and complete the submission process.

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 acknowledge and agree to the “Declaration Statement” and provide your name and title.

After clicking "SUBMIT," a window will appear confirming that your registration has been successfully submitted.

DCBA staff will review your submission for any discrepancies. If none are found, your registration status will change from “Pending Staff Review” to "Payment Pending." Once this status appears, you can pay your registration fees through the system.

If the status has changed to “Registration Denied” or “Unit Discrepancy,” corrections or edits are required to complete registration.

- **Registration Open** – This property has not been submitted for registration.
- **Pending Staff Review** – Property has been submitted for registration and is not yet complete. DCBA staff must review reported information.
- **Payment Pending** – Registration fees can now be paid online, by mail, or in person.
- **Payment Received/Registration Completed** – This is the final step for the registration cycle. No further action is required for the current registration.
- **Unit Discrepancy** – This status appears when the number of units submitted for registration does not match Los Angeles County property records. For example, County records reflect the property has 4-units, but the registration information entered reflects 5-units. Please contact DCBA for assistance to resolve this issue.
- **Registration Denied** – Registration may be denied for several reasons including missing exemptions, units, or unit information, among other discrepancies.

To stay informed about your registration status and ensure you make the required payment or corrections BEFORE the registration deadline, regularly check your email and the rent registry for updates.

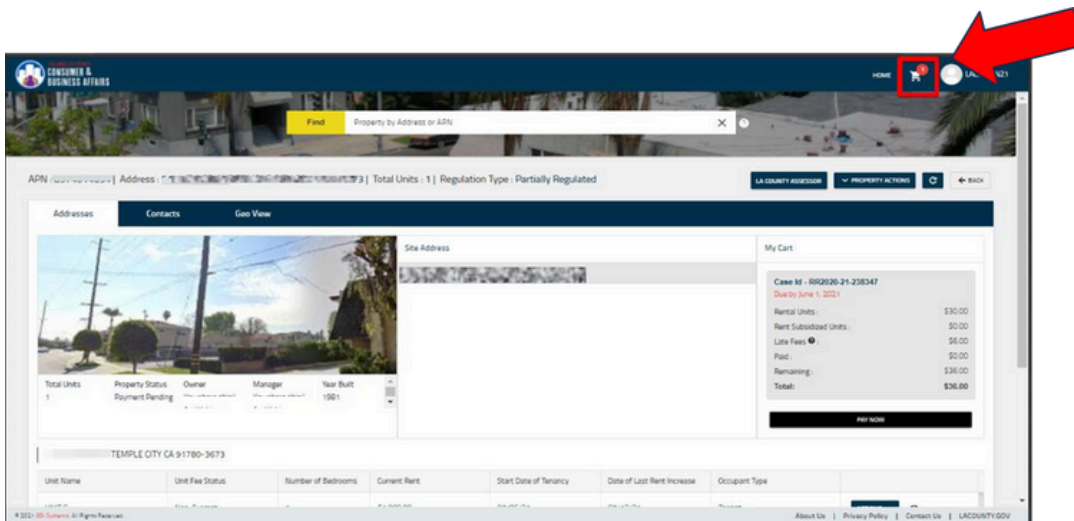
PAYING REGISTRATION FEES

REVIEW YOUR CART AND SUBMIT PAYMENT

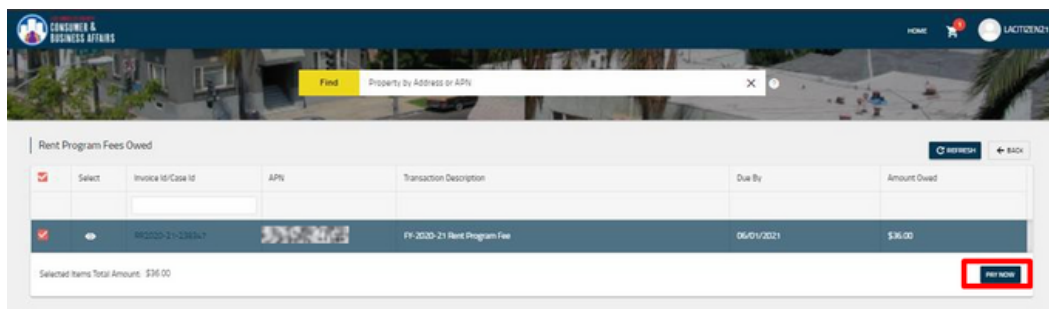
The deadline for annual registration and payment of registration fees is **September 30**. Registration or registration payments submitted after this date may be subject to a **10% late fee**.

Once staff has approved the registration, the status of the APN will change to "Payment Pending." If you are viewing property details through the "Addresses" tab 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 for online payment, click the shopping cart icon in the top right corner of the page (see image below).



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, a combination, or all your properties at once by selecting or unselecting the checkbox to the left of each property.



A new page will appear where you will enter your payment information. Enter your credit card or e-check details in the appropriate fields.

Click "Continue" to proceed with your payment.

Review the information for accuracy and verify that the name and billing address match the selected payment method. When ready, click the "Process Payment" button. If you need to make any corrections, click "Go Back/Edit link". If you need to cancel processing of the online payment, click "Cancel."

If your payment is processed successfully, a "Transaction Successful" page will pop-up displaying the payment details and a button to "Download Receipt."

Transaction Id	Transaction Description	Total Paid
21-00000377	RR2020-21-00000377	\$37.49

Click the "Return" button when you are finished. You will be redirected to your dashboard. If you have paid for all the properties, the shopping cart icon will disappear.

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

TROUBLESHOOTING GUIDE

UNABLE TO ACCESS THE RENT REGISTRY

- Make sure the website address is complete: <https://www.rentregistry.dcba.lacounty.gov/>
- Try different browsers
- Clear out your internet cookies and cache

UNABLE TO LOG IN

- User account has not been verified
 - Check your email inbox and junk mail folders for the verification email.
- Forgot password
 - Click on icon below Landlord on the homepage, then click “Forgot Password?”

UNABLE TO CLAIM PROPERTY

- Please check the Los Angeles County Annual Rental Registration Notice sent by DCBA to verify that the APN and PIN entered in the Rent Registry match.
- Property does not need to be claimed every year.
- A property can only be added to one account at a time.
 - We recommend checking your records or contacting your property management company to verify if this property has already been added to a user account.
 - If you are a new owner and the property was previously claimed by a previous owner, please contact DCBA for assistance.

UNABLE TO SUBMIT PROPERTY FOR REGISTRATION

- Please make sure that all required contact information for the property owner and property manager has been added.
- Please make sure that all required tenant information has been added.

UNABLE TO COMPLETE PAYMENT ONLINE

- Please make sure that the name and billing address are accurate.
- If a payment attempt fails, please try again after waiting at least 10 - 15 minutes.

Still Need Help? Please contact DCBA's Rent Stabilization Program:

Phone: (800) 593-8222

Email: rentregistry@dcba.lacounty.gov

In-person or Mail: Attn: Rent Stabilization Program

320 West Temple Street, Room G-10

Los Angeles, CA 90012

In-Person Office Hours: Monday through Thursday 8:30 a.m. to 4:30 p.m.

Phone Hours: Monday through Friday 8:30 a.m. to 4:30 p.m.

CONTACT DCBA

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



800.593.8222



rentregistry@dcba.lacounty.gov



DCBA.LACOUNTY.GOV/RENTREGISTRY



LOS ANGELES COUNTY
**CONSUMER &
BUSINESS AFFAIRS**