

2026



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

TABLE OF CONTENTS

1

About the LA County Rent Registry User Guide	2
i. Rent Registry Checklist for First-Time Users	3
ii. Registry Checklist for Returning Users	4
iii. Accessing the Rent Registry	
Step 1: Visit the Rent Registry	5
Step 2: Log In	6
Step 3: Confirm Login and Landlord Information	6
iv. Adding a Property	
Step 1: Add Your Rental Property	7
Step 2: Enter APN and PIN	7
v. Registering Your Property	
Step 1: Update Primary Owner and Property Manager Information	8
Step 2: Small Property Landlord and Wildfire Impacted Properties	11
Step 3: Add Unit Information	12
Step 4: Edit Unit Information for an Ongoing Tenancy	15
Step 5: Report New Tenancy or Vacancy	16
Step 5: Requesting Unit Exemptions	18
Step 7: Submit Registration	20
vi. Paying Registration Fees	
Review Your Cart and Submit Payment	22
vii. Troubleshooting Guide	
Unable to Access the Rent Registry	25
Unable to Log In	25
Unable to Claim Property	25
Unable to Submit Property for Registration	25
Unable to Complete Payment Online	25
viii. Contact DCBA	26

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 [Mobilehome Rent Stabilization and Mobilehome Owner Protections Ordinance](#). the Rent Registry allows landlords and mobilehome park owners to submit required rental housing information, 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 in unincorporated Los Angeles County with the Rent Registry.

Learn more about Rent Registry at dcba.lacounty.gov/rentregistry.

Register rental properties at www.rentregistry.dcba.lacounty.gov.

For questions or assistance, contact:

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

Phone: (800) 593-8222

Email: rentregistry@dcba.lacounty.gov

Hours:

Phone: Monday-Friday, 8:00 a.m.-4:30 p.m.

In Person: Monday-Thursday, 8:30 a.m.-4:30 p.m.

RENT REGISTRY CHECKLIST FOR FIRST TIME USERS

3

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

*You can find your property's APN and PIN 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 message, then 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, mailing address of property owner (required), and property manager's information. 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.
 - Enter 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.
 - Enter tenant's contact information, qualified tenant status, 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**
 - After your registration is approved, you will receive a notification of pending payment status. Access the system to begin 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.

□ Report changes

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

PLEASE NOTE: If you have no changes to report, skip this step and proceed to **Submit Your Registration**.

□ Request an Exemption (if applicable)

- Make sure to request required exemptions 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.

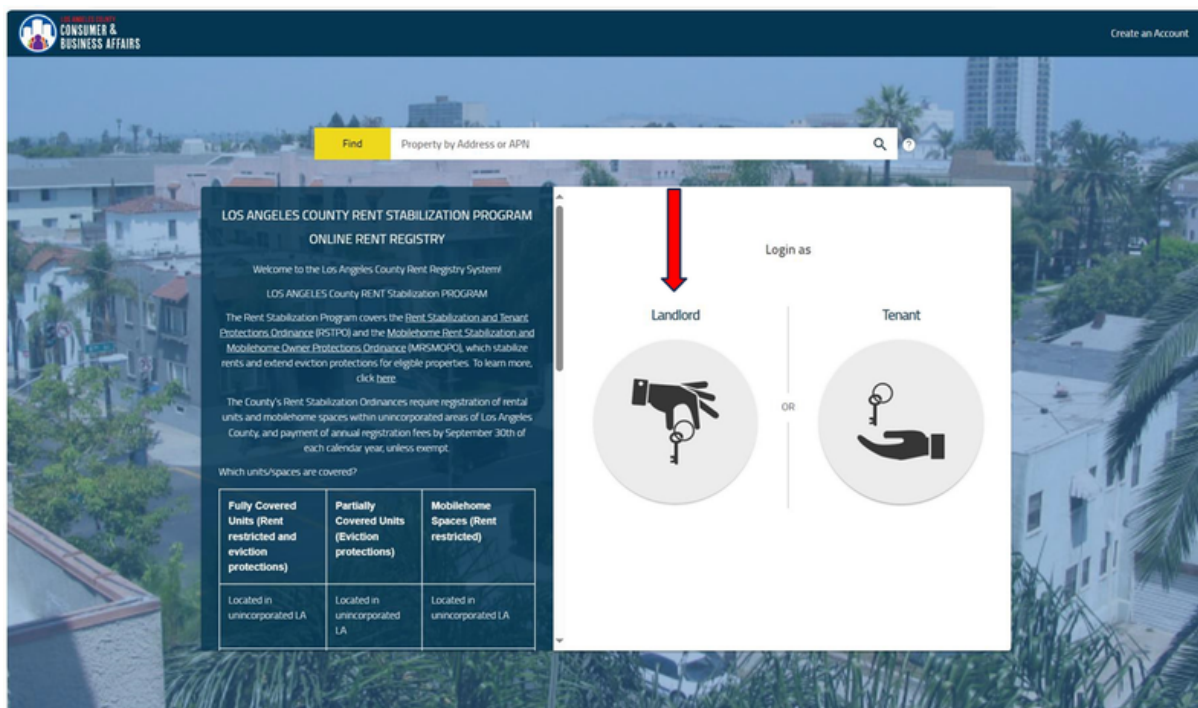
□ Pay Annual Registration Fees

- After your registration is approved, you will receive notification of pending payment status. Access the system to begin 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 Portal

STEP 2: LOG IN

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

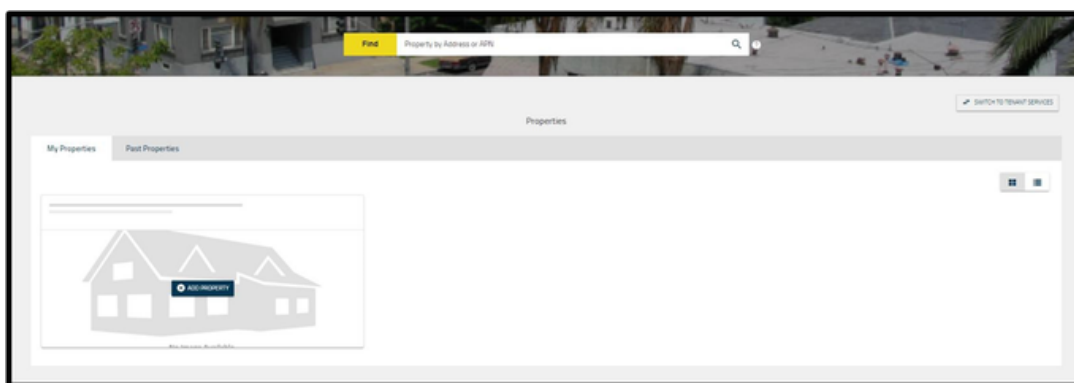
First-Time Users: If you are a landlord registering a rental property for the first time, click **NEW USER? Click here to create an account** below the LOGIN button. (see image below)*



***PLEASE NOTE:** After creating your account, you will receive a confirmation email from rentregistry@dcba.lacounty.gov

STEP 3: CONFIRM LOGIN AND LANDLORD INFORMATION

Once you log in, you will see the "Dashboard."



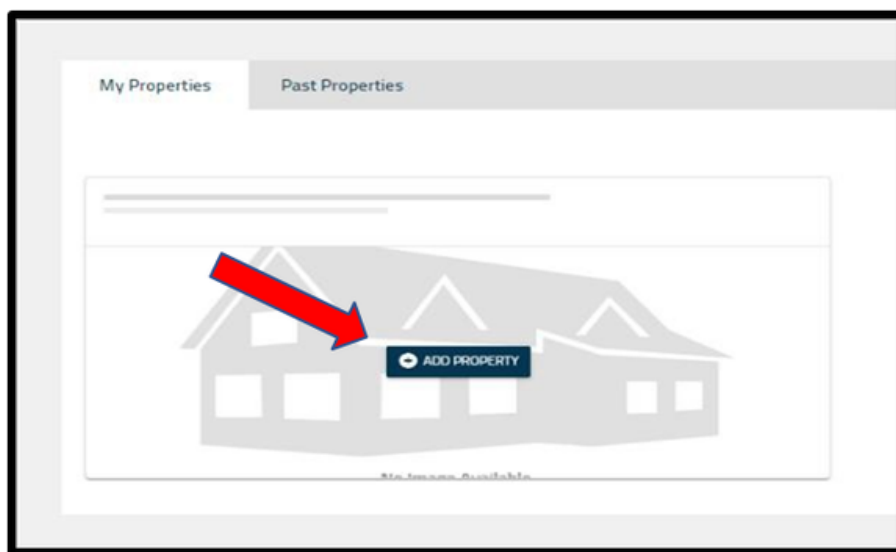
Returning Landlords: All properties that have been successfully added to your account will appear in the dashboard. You can add additional properties by following the instructions in the next section, **Adding a Property**.

First-time Users: If this is your first time using 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 you click the **ADD PROPERTY** button, a pop-up window will prompt you to enter the Assessor Parcel Number (APN) and Personal Identification Number (PIN) associated with your property. Can't find your PIN? Email rentregistry@dcba.lacounty.gov with 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 section 'Find APN' with a text input field labeled 'APN *'. Below this is another text input field labeled 'PIN Number *' with a small eye icon to its right. At the bottom of the left column are two buttons: 'RESET' and 'VERIFY'. The 'VERIFY' button is highlighted with a red rectangular 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 rectangular box.

After you enter the required information, click **VERIFY** to confirm that the APN and PIN match the property address. If the information is correct, click **SUBMIT**.

To add additional properties, repeat these steps, starting by clicking **ADD PROPERTY**.

REGISTERING YOUR PROPERTY

Landlords are required to register rental properties beginning **July 1** each year. To avoid late fees, complete annual registration by **September 30**. The dashboard will indicate when your property is ready for registration. If it is ready, the APN status will read **Registration Open** (see image below).

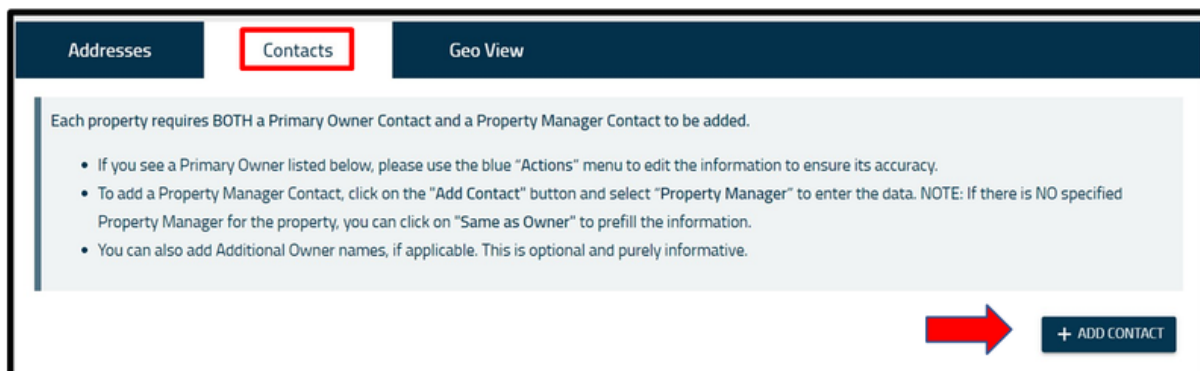
Click **Open** to continue.

STEP 1: UPDATE PRIMARY OWNER AND PROPERTY MANAGER INFORMATION

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

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

- Owner Contact Information
- Property Manager Contact Information

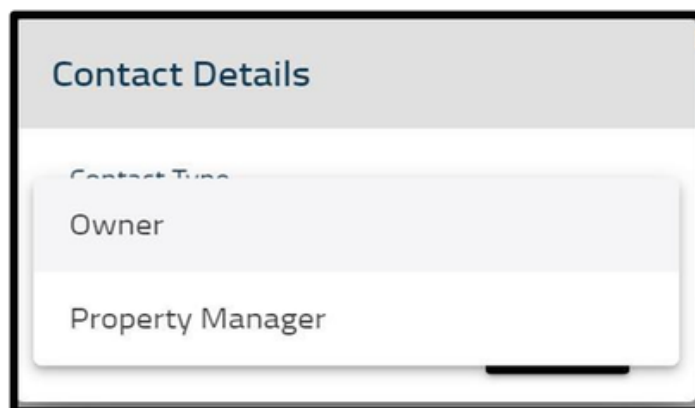


Both contact types **must** be added to the APN before you can submit exemptions, amendments, or registration. The property manager information may be the same as the owner.

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

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

Choose **Owner** from the dropdown list to add an additional owner, or select **Property Manager** to add the property manager's contact details.



To make the owner a primary contact, select the **Is Primary** checkbox. Complete all required fields in the **Contact Details** form, then 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 you enter the owner information, add the property manager's 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 *

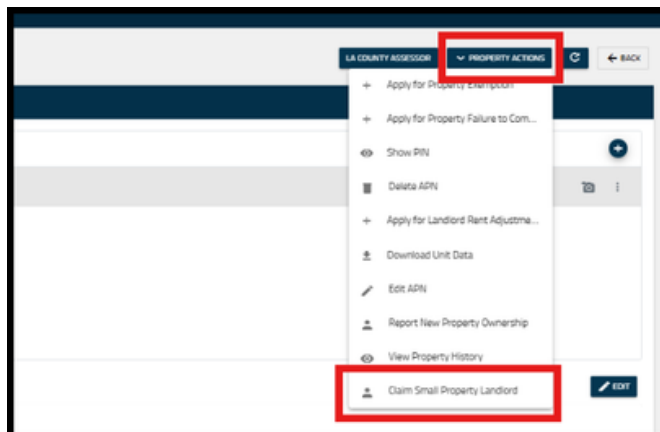
City * State *

Zip Code *

CANCEL **ADD**

STEP 2: SMALL PROPERTY LANDLORD AND WILDFIRE IMPACTED PROPERTIES

To answer whether the property owner is a *small property landlord*, click the **PROPERTY ACTION** button and select **Claim Small Property Landlord**.



You will answer **YES** or **NO**. If you select YES, a larger window with options will appear. Select all options that apply.

Claim Small Property Landlord

Is small property landlord ? *

☒ Yes ☐ No

If yes, please complete the following certification section: *

I, the Landlord, certify that I: (Check all that apply) *

☐ Qualify for and receive a Homeowners' Property Tax Exemption for the property on which the subject Rental Unit is located

☐ Have an ownership interest or beneficial interest in or control, only one (1) Rental Property with no more than ten (10) Rental Units

☐ Have an ownership interest or beneficial interest in or control, no more than three (3) Rental Properties with a combined total of no more than ten (10) Rental Units, including any Rental Properties outside of Los Angeles County

☐ By checking this box, I, the Landlord, certify that I am not any of the following: *

(1) A real estate investment trust, as defined in Internal Revenue Code section 856.

(2) A corporation.

(3) A limited liability company in which at least one (1) member is, or is controlled by, a corporation.

(4) A partnership in which at least one (1) partner is, or is controlled by, a corporation.

0% Document upload will begin when the user clicks the SUBMIT button below.

Declaration Statement

☐ By checking this box, I declare, under penalty of perjury, that the above information is true and correct to the best of my knowledge. I understand if I do not meet the requirements of this application, it may be denied.

Submitter's Information

Enter Full Name *

Select Title *

Complete the remaining required sections, then click **Submit**.

Next, answer the question, "Have you been impacted by the recent wildfires in Los Angeles County" by clicking **EDIT**.

A pop-up window will appear. Make your selection, then click **SUBMIT**.

STEP 3: ADD UNIT INFORMATION

In this section, you will add the rental information for the property, including details 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; 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.

Example: Tenant-occupied fully regulated unit

Example: Tenant-occupied partially regulated

You must ensure all information entered is true and correct, including the base rent* amount.

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

Base Rent for rent stabilized mobilehome spaces is the rent charged on February 13, 2018, or the start of tenancy, whichever is later.

Some units will include an extra question when you add a tenant-occupied, fully covered unit. Select **Yes** if the unit meets the definition of a luxury unit.

The chart below explains which units/spaces are subject to the County's protections and their 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) was issued on or before February 1, 1995	Most rental units, including Single Family Homes (SFH) and Condos, unless exempt	Constructed on or before January 1, 1990
Residential unit on a property with two (2) or more units		Contains recreation vehicles whose owners 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 4: EDIT UNIT INFORMATION FOR AN ONGOING TENANCY

If you are reporting a new tenancy or a vacancy, please go to **Step 5: Report New Tenancy**.

To update a unit, go to the **Addresses** tab, click **ACTIONS**, and select **Update Unit Information**.

After you update the unit information, click **Submit**.

Update Unit Information

APN: _____

UNIT NAME: _____

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

Number of Bedrooms *
2

Base Rent
4500

Current Rent
4600

Effective Date Of Rent Increase
6/1/2024

Was there a Rent Increase imposed in the 07/01/2022-06/30/2023?
☐ Yes ☒ No

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

New Rent Following the Rent Increase
4600

Rent Increase Percentage
4

Effective Date Of Rent Increase
6/1/2024

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

Was there a Rent Increase imposed in the 07/01/2025-06/30/2026?
☐ Yes ☒ No

Security Deposit *
1000

Does The Property Have One or More Luxury Units ? *
☒ Yes ☐ No

Luxury Unit according to LACC Section 8.52.030 (R) means a Fully Covered Rental Unit That Meet All Of The Following Criteria :

- Has two (2) bedrooms or less;
- Is located within a single structure that contains at least twenty-five (25) or more dwelling units; and
- As of September 11, 2018, Landlord received at least four thousand dollars (\$4,000) per month in rent.

Occupants Include *:

☐ Terminal Illness ☐ Person With a Disability ☐ At least 63 years of age

SUBMIT

STEP 5: REPORT A NEW TENANCY OR VACANCY

On the **Addresses** tab click **ACTIONS** for the specific unit, then select **Report New Tenancy**.

The screenshot shows the 'Addresses' tab selected. Below the tab, there is a photo of a building and a table with unit information. The table has columns: Unit Name, Unit Fee Status, Number of Bedrooms, Base Rent, Current Rent, Start Date of Tenancy, Effective Date of Rent Increase, and Occupancy. Unit 1 is highlighted. An 'ACTIONS' dropdown menu is open for Unit 1, with 'Report New Tenancy' highlighted by a red box.

Unit Name	Unit Fee Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Effective Date of Rent Increase	Occupancy
1	Non-Exempt	3	-	-	-	-	Owner
2	Non-Exempt	4	\$1,975.00	\$1,975.00	04/01/24	04/01/24	Tenant

Click **Reason of Change**.

The screenshot shows the 'Report New Tenancy' form. The form has fields for APN, UNIT NAME, Reason of Change, Occupant Type, Declaration Statement, and Submitter's Information. The 'Reason of Change' field is highlighted with a red box.

Report New Tenancy

APN : [REDACTED]
UNIT NAME : 1

What is the reason for the change in tenancy?
Reason of Change *

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.

Report New Tenancy

APN [REDACTED]
UNIT NAME : 1

What is the reason for the change in tenancy?

- 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
- Unit was not previously occupied by Tenant

correct copies of the original documents.

Submitter's Information

Enter Full Name *
Select Title *

CANCEL SUBMIT

Click **Occupant Type**.

What is the new tenant occupant type?

Occupant Type *

This Field is Required

Select and occupant type.

Manager

Non-Residential Commercial

Tenant

Owner

Vacant

Complete the remaining required sections then click **Submit**.

STEP 6: REQUESTING UNIT EXEMPTIONS

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

Exemptions can only be requested BEFORE submitting your registration. If exemptions **do not apply** to your property, skip to step 7.

Examples of qualifying exemptions include:

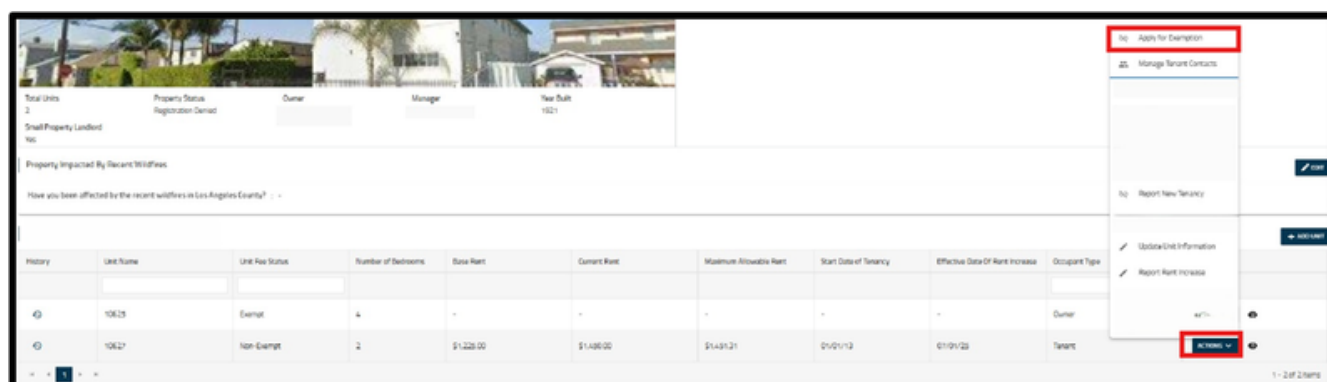
- Unit is occupied by the Property Owner or Qualified Family Member, and no Tenant occupies the Unit.
- Unit is vacant and will remain vacant for the registration period (October 1 to September 30).
- Unit is occupied by a property manager who has a written agreement with the landlord stating the property manager does not pay the full amount of rent that would otherwise be paid for a comparable rental unit on the property.
- Unit has a commercial or other non-residential use and is not used as a residential rental unit.
- Unit is government-owned or specifically exempt under State or federal law or administrative regulation.
- Unit is rented or leased to transient guests for 30 consecutive days or less.
- Unit has a Certificate of Occupancy or equivalent permit issued after February 1, 1995.

Unit exemptions cannot be requested AFTER registration is completed. You must request unit exemptions each year during the registration period.

Please note: You must submit a separate exemption request for **each unit**.

Supporting documents are required and must be submitted with your exemption request.

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, then select **Apply for Exemption** from the dropdown menu.



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, the system will create a Unit Exemption (UE) case. You can find the UE in the **Case History** section at the bottom of the page. While DCBA staff reviews your request, you will be able to view its status. During this time, you may also submit additional documentation to support your unit exemption request(s) by mail, email, fax, or in person.

Case History		
Case Id	Created on Entity	Case Type
UE2020-21-2451	Unit: Unit A, 11111 LOS ANGELES CA 90001-11111	Unit Exemption

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

STEP 7: SUBMIT REGISTRATION

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

The screenshot displays the registration interface. At the top, there's a table for unit details with columns: Unit Name, Unit Fee Status, Number of Bedrooms, Current Rent, Start Date of Tenancy, Effective Date Of Rent Increase, Occupant Type, and More. Below this is a 'Case History' section with columns: Case Id, Created on Entity, Case Type, Created Date, Last Modified, Case Status, and Action. A red box highlights the 'REVIEW AND SUBMIT' button at the bottom right of the interface.

A new page will appear for review. This page includes the APN details you entered, along with contact information for the owner and property manager, unit details, and case history. Before you officially submit the information, you will have an opportunity to review all details. After you click **Submit**, a final pop-up will appear allowing you to review the information one last time before completing the submission process.

The 'Submit Registration' pop-up form contains the following sections:

- Submitted Exemption Requests:** A checkbox labeled 'By checking this box, I understand that all unit exemption(s) and property exemption requests must be submitted prior to completing registration.' Below it, there are two buttons: '1 Unit Exemption(s)' and '1 Property Exemption(s)'. A red message states 'This Field is Required.' A link 'Click here' is provided to return to the home screen to submit an exemption request.
- Declaration Statement:** A checkbox labeled '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.' Below it, a red message states 'This Field is Required.'
- Form Fields:** 'Enter Full Name *' and 'Select Title *'.
- Buttons:** 'CANCEL' and 'SUBMIT'.

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

After you click **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**, you must make corrections or edits to complete registration.

Registration Status Definitions:

- **Registration Open:** The property has not been submitted for registration.
- **Pending Staff Review:** Property has been submitted for registration but 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 does not match Los Angeles County property records. For example, County records may show the property has 4 units, but the registration information entered shows 5 units. Please contact DCBA for assistance to resolve this issue.
- **Registration Denied:** Registration may be denied for several reasons including missing exemptions, missing units, missing unit information, or other discrepancies. If your registration is denied, staff will provide the reason(s) for the denial. Review the message carefully, correct any errors, and resubmit your registration. After resubmission, the registration status will return to Pending Staff Review.

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

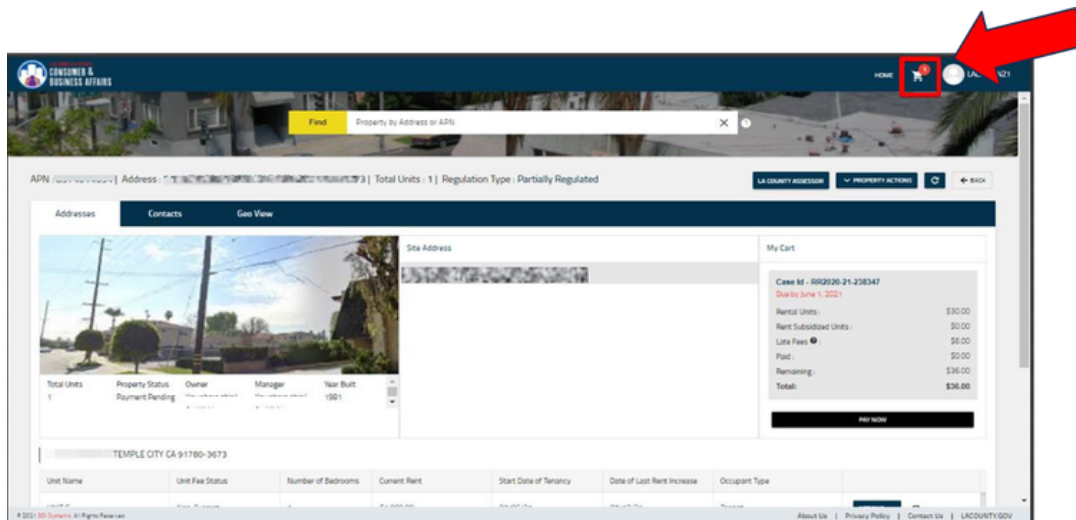
PAYING REGISTRATION FEES

REVIEW YOUR CART AND SUBMIT PAYMENT

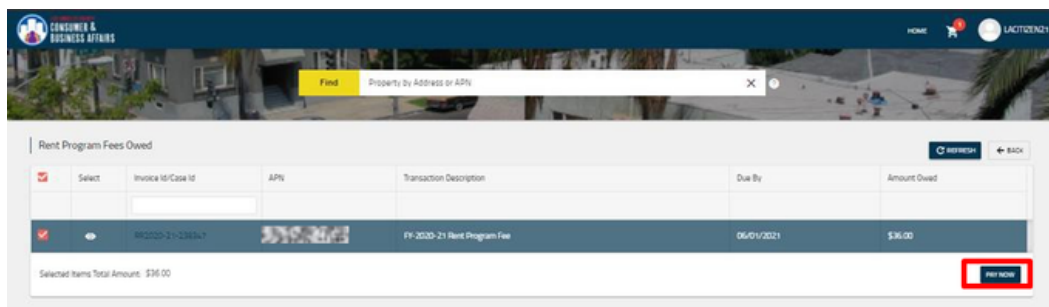
The deadline for annual registration and payment of registration fees is **September 30**. Registration or registration payments submitted after this date may be subject to a 10% late fee.

Once staff approves the registration, the APN status will change to **Payment Pending**. If you are viewing property details through the **Addresses** tab of a property that is ready for online payment, the **Pay Now** button will be enabled.

If you have multiple properties and are unsure 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. Each row includes a **View** icon and a **Pay Now** button. You can pay for one property, a combination of properties, or all properties at once by selecting or unselecting the checkbox to the left of each property.



A new page will then 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 you are ready, click the **Process Payment** button. If you need to make corrections, click **Go Back/Edit** link. If you need to cancel the online payment processing, click **Cancel**.

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

Transaction Id	Transaction Description	Total Paid
21- [REDACTED]	RR2020-21- [REDACTED]	\$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 you have submitted all required information and paid all registration fees.

TROUBLESHOOTING GUIDE

UNABLE TO ACCESS THE RENT REGISTRY

- Ensure that the website address is complete: <https://www.rentregistry.dcba.lacounty.gov/>
- Try using a different browser
- Clear your internet cookies and cache

UNABLE TO LOG IN

- Your user account has not been verified
 - Check your email inbox, junk or spam folders for the verification email
- Forgot password
 - Click the icon below Landlord on the homepage, then click **Forgot Password?**

UNABLE TO CLAIM PROPERTY

- Verify that the APN and PIN you entered in the Rent Registry match the information on the **Los Angeles County Annual Rental Registration Notice** sent by DCBA.
- Property does not need to be claimed every year.
- A property can only be added to one account at a time.
 - Check your records or contact your property management company to confirm whether the property has already been added to a user account.
 - If you are a new owner and the property was claimed by the previous owner, contact DCBA for assistance.

UNABLE TO SUBMIT PROPERTY FOR REGISTRATION

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

UNABLE TO COMPLETE PAYMENT ONLINE

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

Still Need Help? Please contact:

LA County Department of Consumer and Business Affairs

Rent Stabilization Program

320 West Temple Street, Room G-10
Los Angeles, CA 90012

Phone: (800) 593-8222

Email: rentregistry@dcba.lacounty.gov

Hours:

Phone: Monday-Friday, 8:00 a.m.-4:30 p.m.

In Person: Monday-Thursday, 8:30 a.m.-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 &
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Serving Los Angeles County Since 1976