

City of Concord Rent Registry

Property Owner/Property Manager User Guide

Version 1.0

November 2024





Table of Contents

I received a letter from Concord Rent Registry Program.....	3
I am NOT the current property owner/I have sold my property. What should I do?	4
I have not yet claimed my property in the Rent Registry and have sold my property. What should I do?.....	4
I have already claimed my property and/or started to Register but have sold my property. What should I do?	4
I am the current property owner. What should I do?	7
Create a Login to the City of Concord Rent Registry Portal Website	7
I have created a login to the rent portal. How do I view/access my property?	10
I have added my property to my profile. How do I register?	14
Step 1: Add/Update Contact Information	15
Step 2: Property Site Address(es)	22
Step 3: Add Unit(s)	24
Step 4: Submit Unit Exemption(s).....	28
Step 5: Submit Property for Registration	31
Step 6: Pay the Registration Fees (if applicable)	33
I have added my property to my profile, but I should be completely Exempt from the registry. What should I do?	39
Step 1: Update Contact Information	40
Step 2: Determine Exemption Eligibility	47
Step 2A: Property Site Address(es)	48
Step 2B: Add Unit(s)	50
Step 3: Submit a Property Exemption Application	54
What Does My Property Status Mean?	57
There are changes to my Unit’s Occupancy Information. What should I do?	58
I need to report a tenancy termination. What should I do?	61
I need to file a fair return petition. What should I do?	63



I received a letter from Concord Rent Registry Program

You received a letter from the City of Concord Rent Registry Program because their records show that you own at least one rental dwelling unit that is subject to the new registration requirements.

The purpose of this user guide is to help you successfully complete registration of your property with the City of Concord Rent Registry Program.

In the first year of Registration, you will be required to ensure that the information related to your property is accurate, add units to help establish the inventory, claim exemptions as needed, enter tenant occupancy information for each unit, submit the property details, and pay fees, if applicable.

Once the property is registered, all changes to contact information, unit occupancies, monthly rents, etc., should be reported to the Concord Rent Registry Program through the Rent Registry website so the property information is always updated.

In future registration cycles, the unit inventory will already be established, so you will only be required to submit changes (i.e., occupancy changes, changes in rent, etc.), if any, and then confirm the property details by submitting the property for registration and paying any applicable fees.

The sections and steps listed below are aimed to guide you through this process, depending on the scenario that best relates to you and your situation. Refer to the Table of Contents to follow along with the guide and review the sections that relate to you.

I am NOT the current property owner/I have sold my property. What should I do?

This section below will describe the steps you can take if you have sold your property and are no longer the Owner. Find the scenario that best fits your needs and follow along.

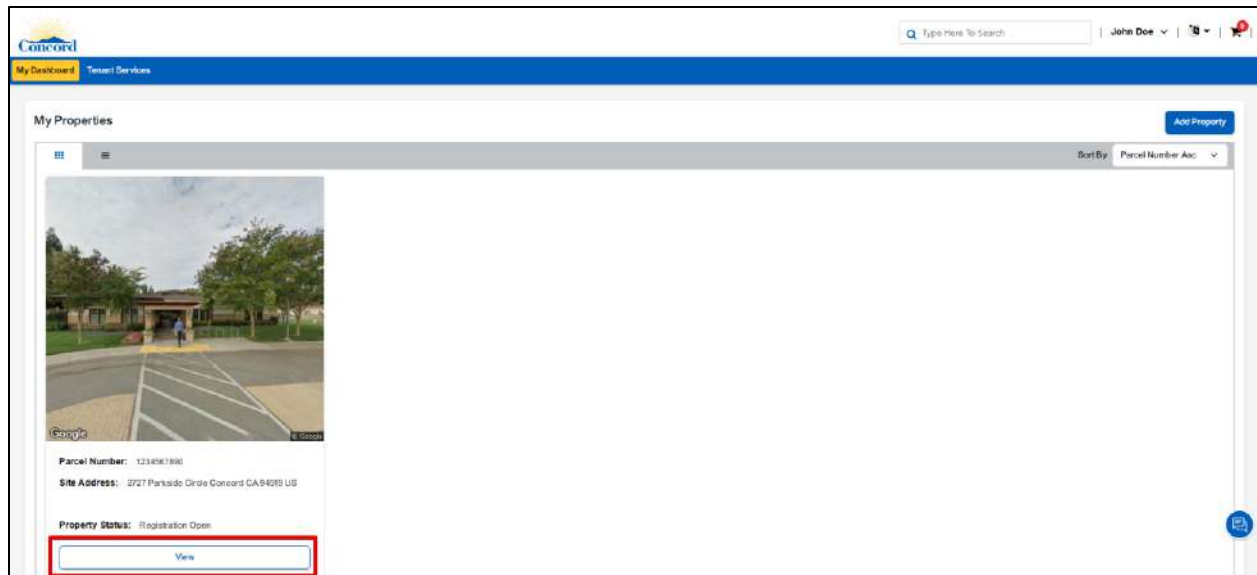
I have not yet claimed my property in the Rent Registry and have sold my property. What should I do?

If you received a letter from the City of Concord Rent Registry Program requesting you to register your rental property and you are no longer the owner, please contact the department to inform them. You may be asked for additional details/information so the records can be updated.

I have already claimed my property and/or started to Register but have sold my property. What should I do?

If you have started the registration process (as described in the section below) and have since sold your property, follow the steps below to report this change of ownership to the City of Concord Rent Registry Program.

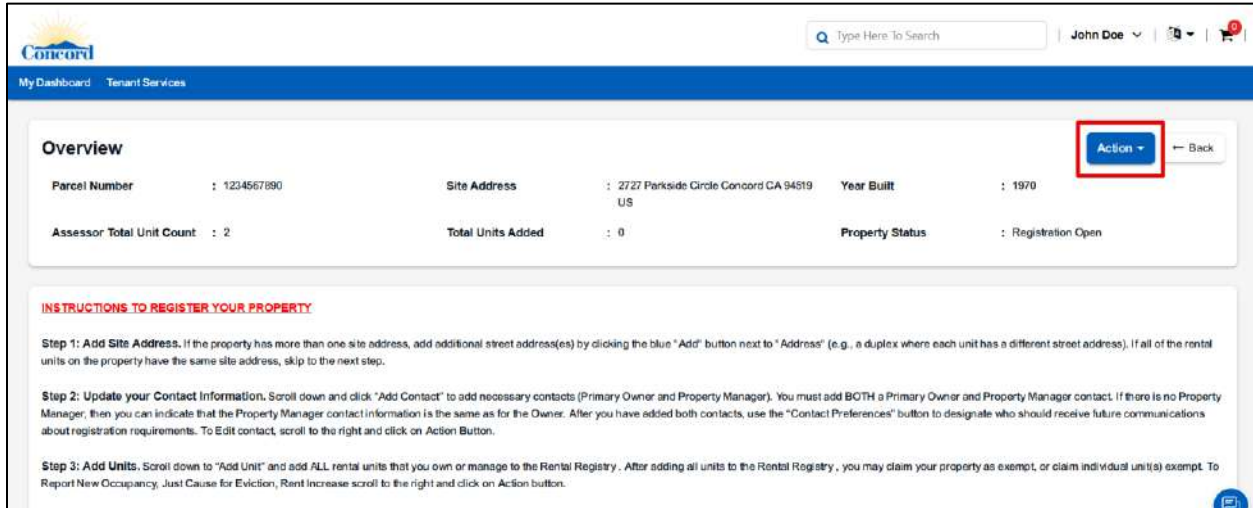
1. Go to your dashboard and click on the View button for the property which you have sold. The property details page will open.



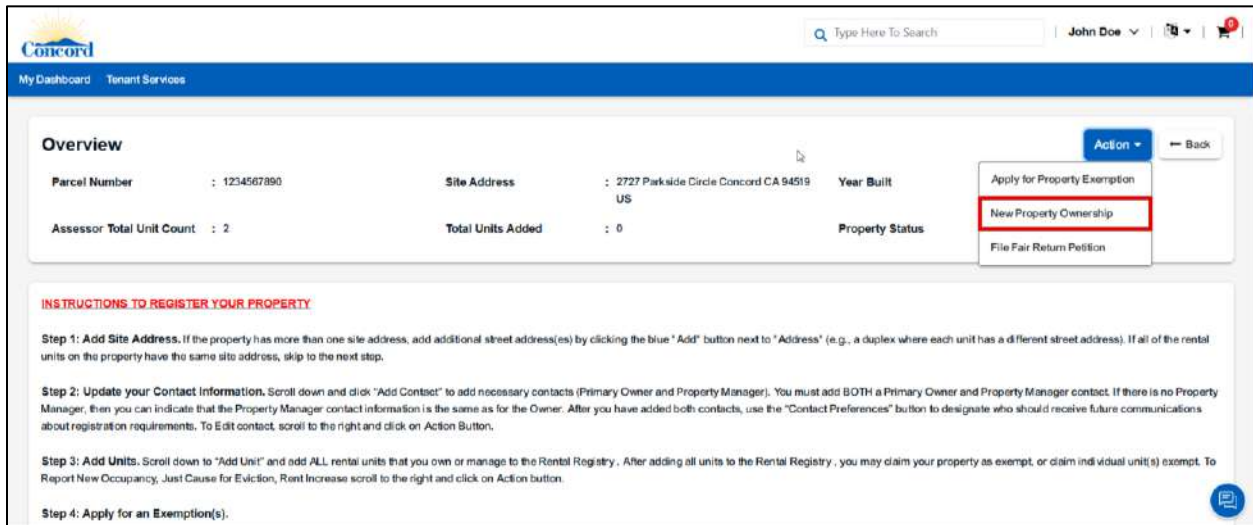
If you have any questions, contact the Concord Rent Registry Program. Note: Images may differ slightly from the application.



2. Click on the Blue Action button located towards the top right corner.



3. Select the option “New Property Ownership”. **Note:** The options available from the property action menu will vary depending on various factors. In this example, it is the only option.



- The New Property Ownership form will appear. Enter the date of ownership transfer. It is highly recommended that you include any information you may have about the new Owner.

- Enter the information and then submit your application.

Concord Rent Registry Program staff will review the submission and reach out to you with any questions. If this ownership change is approved, you will no longer see the property on your dashboard as you are no longer responsible for the property’s registration.

If you have any questions, contact the Concord Rent Registry Program. Note: Images may differ slightly from the application.



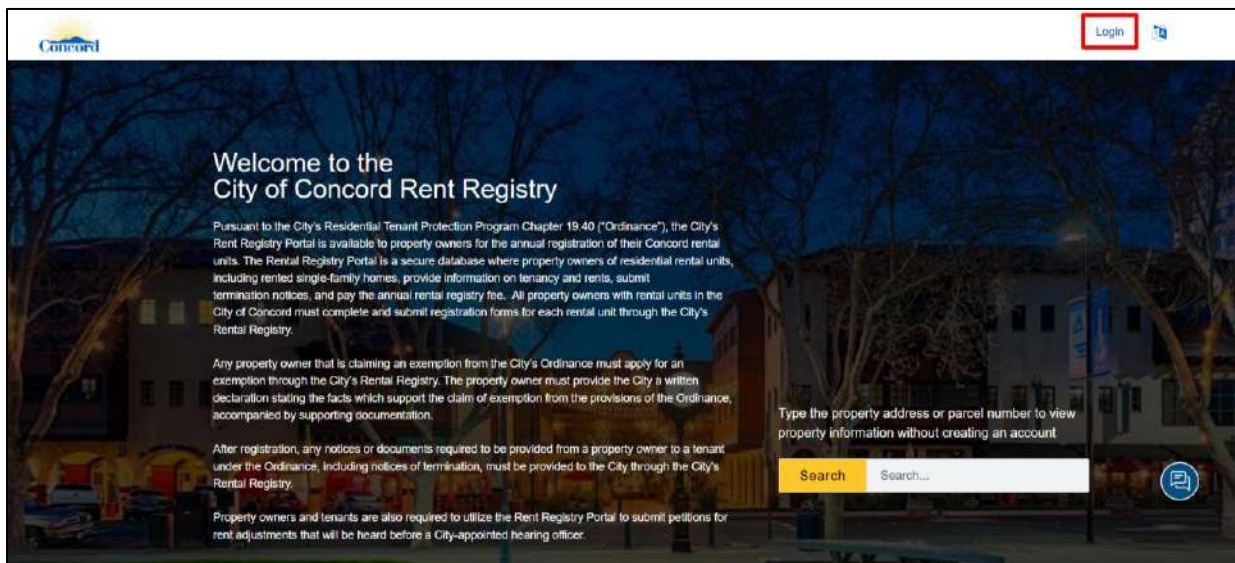
I am the current property owner. What should I do?

If you received a letter from the City of Concord Rent Registry Program requesting you to register your rental property and you are the current owner, then you, or a representative, are responsible for registering the property.

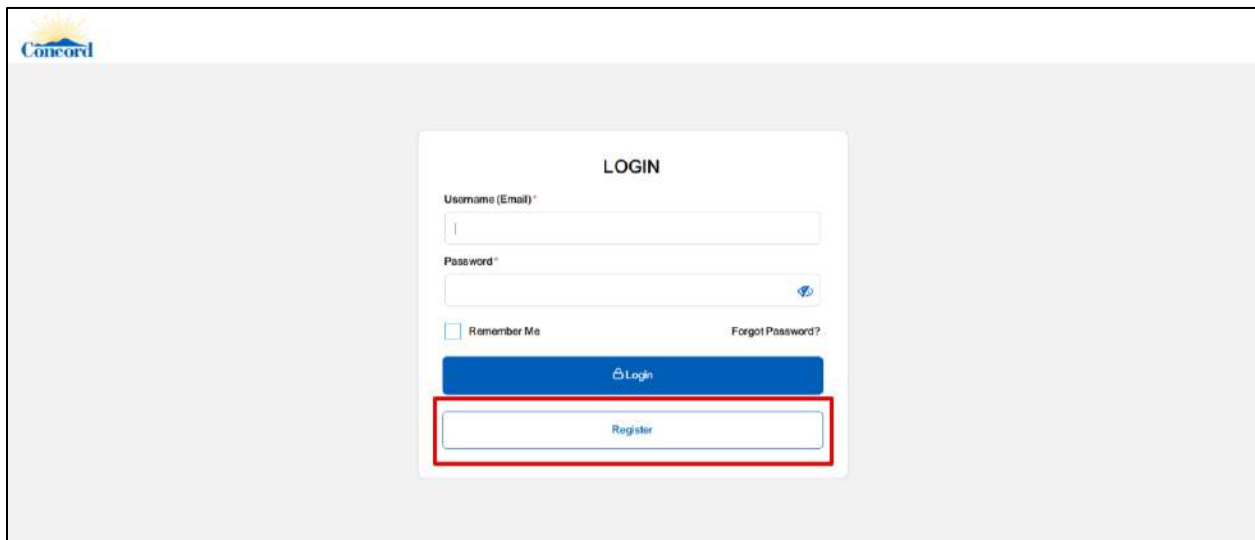
Create a Login to the City of Concord Rent Registry Portal Website

To register your property, you will need to create a login for the Rent Registry Portal. The steps to complete this process are listed below.

1. Open your web browser and go to <https://rentregistry.cityofconcord.org/>
2. Click on the 'Login' link on the top right corner of the page.

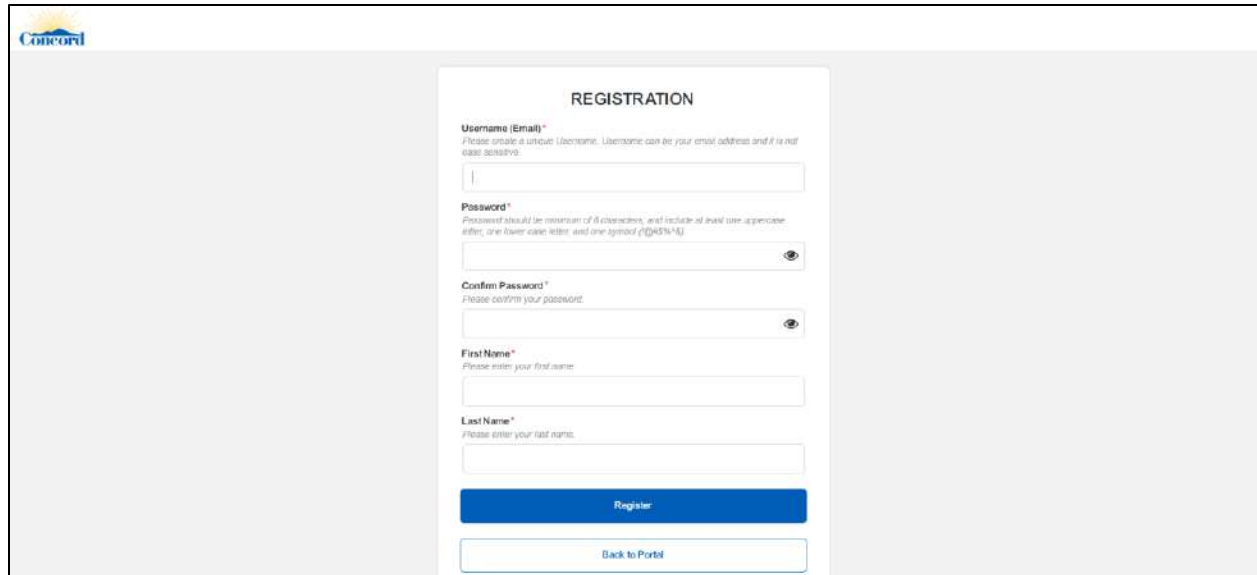


3. Click on the Register button to create a login to the Rent Registry Program website.



The screenshot shows a web page with the Concord logo in the top left corner. The main content is a white box titled "LOGIN". Inside the box, there are two input fields: "Username (Email)*" and "Password*", each with a small eye icon to its right. Below the password field is a checkbox labeled "Remember Me" and a link labeled "Forgot Password?". At the bottom of the box are two buttons: a blue "Login" button and a white "Register" button with a blue border. The "Register" button is highlighted with a red rectangular border.

4. Enter the following information to create your account:
 - **Username (Email Address)** – ensure you have access to this email address inbox as you will need to verify the email to set up your account.
 - **Password** - Password should be minimum of 6 characters, and include at least one uppercase letter, one lower case letter, and one symbol (e.g., !@#%&^)
 - **First Name**
 - **Last Name**

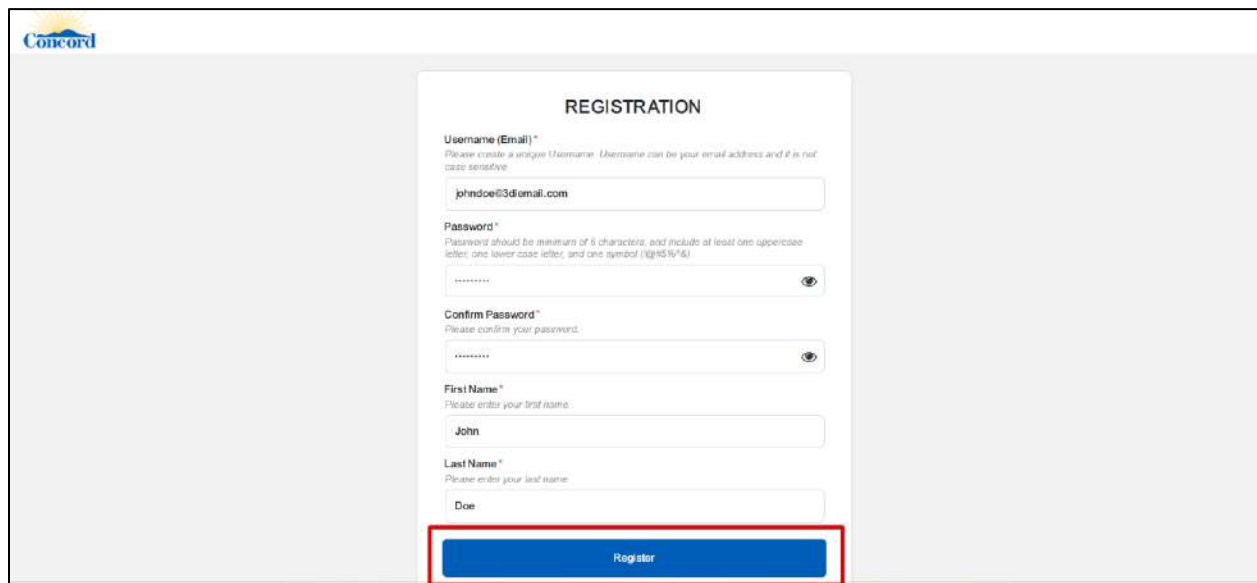


The screenshot shows a registration form titled "REGISTRATION" with the following fields and instructions:

- Username (Email)***: Please create a unique Username. Username can be your email address and it is not case sensitive.
- Password***: Password should be minimum of 8 characters, and include at least one uppercase letter, one lower case letter, and one symbol (@!\$%^&).
- Confirm Password***: Please confirm your password.
- First Name***: Please enter your first name.
- Last Name***: Please enter your last name.

Buttons: Register, Back to Portal

5. Click on the Register button to submit your account information.



The screenshot shows the registration form with the following filled fields:

- Username (Email)***: johndoe@3diemail.com
- Password***: [Redacted]
- Confirm Password***: [Redacted]
- First Name***: John
- Last Name***: Doe

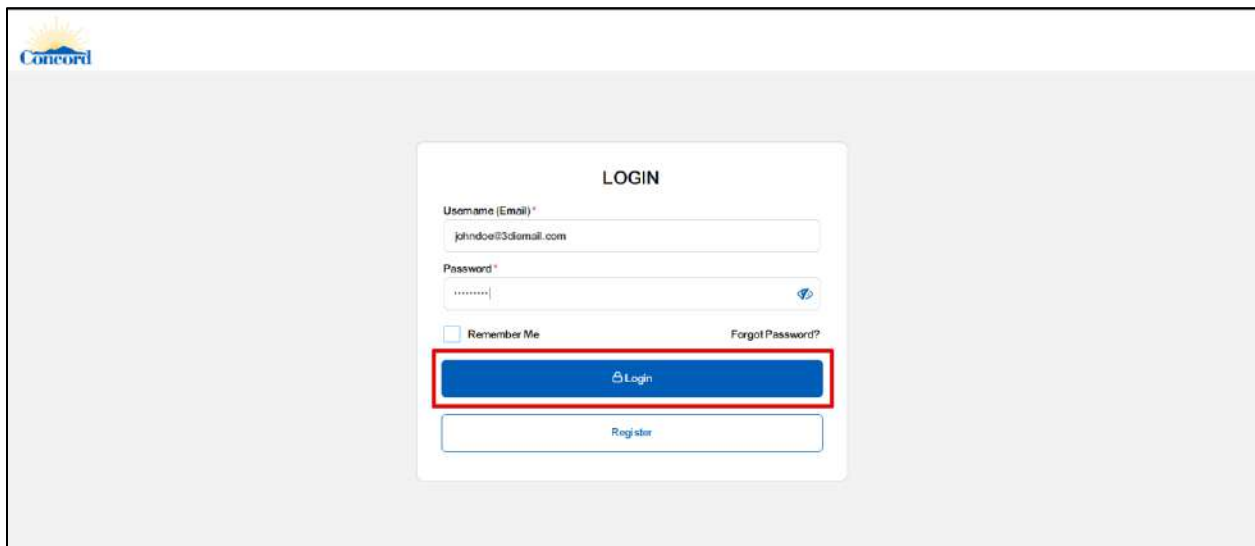
The "Register" button is highlighted with a red border.

6. The system will send an account verification email to the Username/Email Address you provided with an Activation Link. The account verification email should arrive within a few minutes; and the **activation link expires in 15 minutes**. Click on the activation link in the email to confirm your account and complete the account creation process. If you do not see the verification email in your inbox, please check your spam folder.

I have created a login to the rent portal. How do I view/access my property?

Now that you have created an account and activated it, you can login to the Rent Registry website. Once you login, you will be redirected to your dashboard. Your dashboard will be empty until you add your property to your profile. Follow the steps below to add your property. You will need to repeat this for every property you own.

1. Click on the 'Login' link on the top right corner of the page, enter your username and password, then click on the Login button.



The screenshot shows the login page of the Concord Rent Registry website. The page features the Concord logo in the top left corner. The main content area is a white box titled "LOGIN". Inside this box, there are two input fields: "Username (Email) *" with the value "johndoe@3diemail.com" and "Password *" with a masked password "*****". Below the password field is a "Remember Me" checkbox and a "Forgot Password?" link. A blue "Login" button is highlighted with a red border, and a "Register" button is located below it.

2. Retrieve the Registration Letter and click on the 'Add Property' button on the top right corner of your dashboard.



The screenshot shows the "My Properties" dashboard of the Concord Rent Registry website. The dashboard has a blue header with the Concord logo and a search bar. Below the header, there is a "My Properties" section with a table. The table is currently empty, showing "No Record". A blue "Add Property" button is highlighted with a red border in the top right corner of the table area. The dashboard also includes a "Tenant Services" link and a "Sort By" dropdown menu set to "Parcel Number Asc".



3. In the Add Property pop up, you will need to enter the following:
 - **Property Contact Type** – indicate if you are the Owner, Manager, or Authorized Representative of the property.
 - **Parcel Number** – you can find this in the Registration Letter
 - **Pin** - you can find this in the Registration Letter

Add Property

Property Contact Type*

Select

Parcel Number*

Parcel Number

Pin*

Enter Pin

Add

Cancel

CITY OF CONCORD
 CITY OF CONCORD - RENT REGISTRY PROGRAM
 1950 PARKSIDE DRIVE (M/S 10A)
 CONCORD, CALIFORNIA 94519

JERRY SMITH
 601 SOUTH VERMONT AVENUE
 LOS ANGELES CA 90005

Property Address: 2761 Grant Street Concord CA 94520 US

Parcel # / Account #: Test1707

PIN: 411386

Billing Period: 7/1/2024 - 6/30/2025

CITY OF CONCORD
 CITY OF CONCORD - HOUSING DIVISION
 1950 PARKSIDE DRIVE
 CONCORD, CALIFORNIA 94519

3DI
 200 LIBERTY STREET
 MANHATTAN NEW YORK NY 10006

Property Address: 2118 Mount Diablo Street Concord CA 94520 US

Parcel # / Account #: Cord02

PIN: 937841

Billing Period: 7/1/2024 - 6/30/2025

December 2024

Dear 3DI,

Effective April 19, 2024, the City of Concord adopted an amendment to City Municipal Code 19.40 Residential Tenant Protection Program to increase “just cause” eviction protections, expand the City’s rent registry, and establish a rent stabilization program (“Ordinance”). Under the Ordinance, the City shall maintain a rental registry and all landlords with rental units in the City of Concord shall complete and submit





4. Enter the necessary information and click on the 'Add' button.

Add Property

Property Contact Type*

Parcel Number*

Pin*

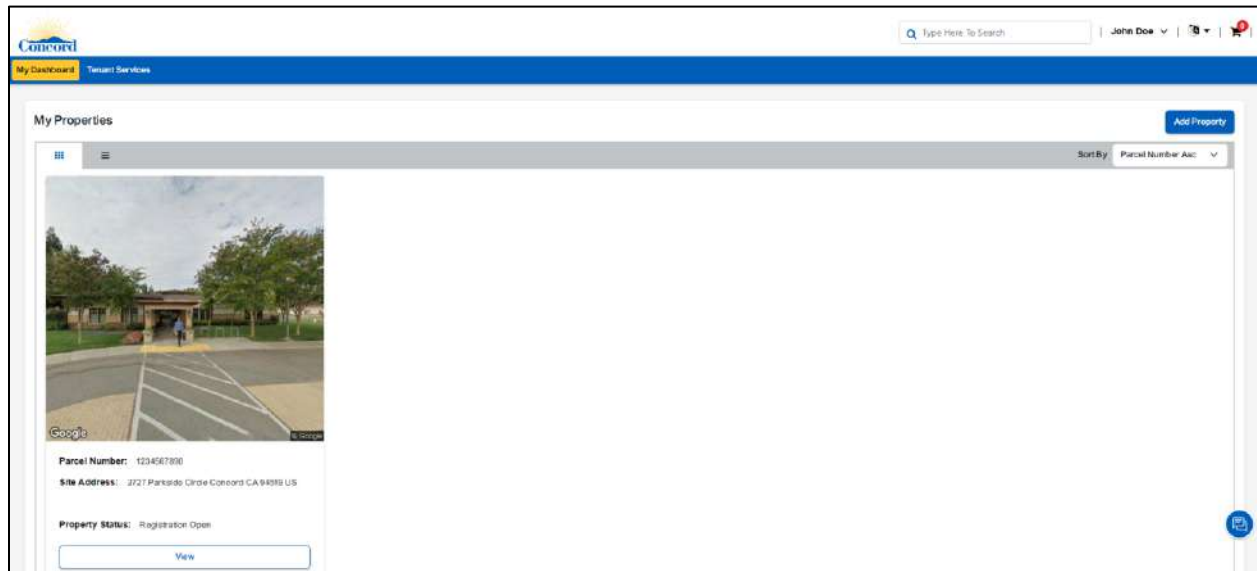
Add

CITY OF CONCORD
 CITY OF CONCORD - RENT REGISTRY PROGRAM
 1950 PARKSIDE DRIVE (M/S 10A)
 CONCORD, CALIFORNIA 94519

JERRY SMITH
 601 SOUTH VERMONT AVENUE
 LOS ANGELES CA 90005

Property Address: 2761 Grant Street Concord CA 94520 US
Parcel # / Account #: Test1707
PIN: 411386
Billing Period: 7/1/2024 - 6/30/2025

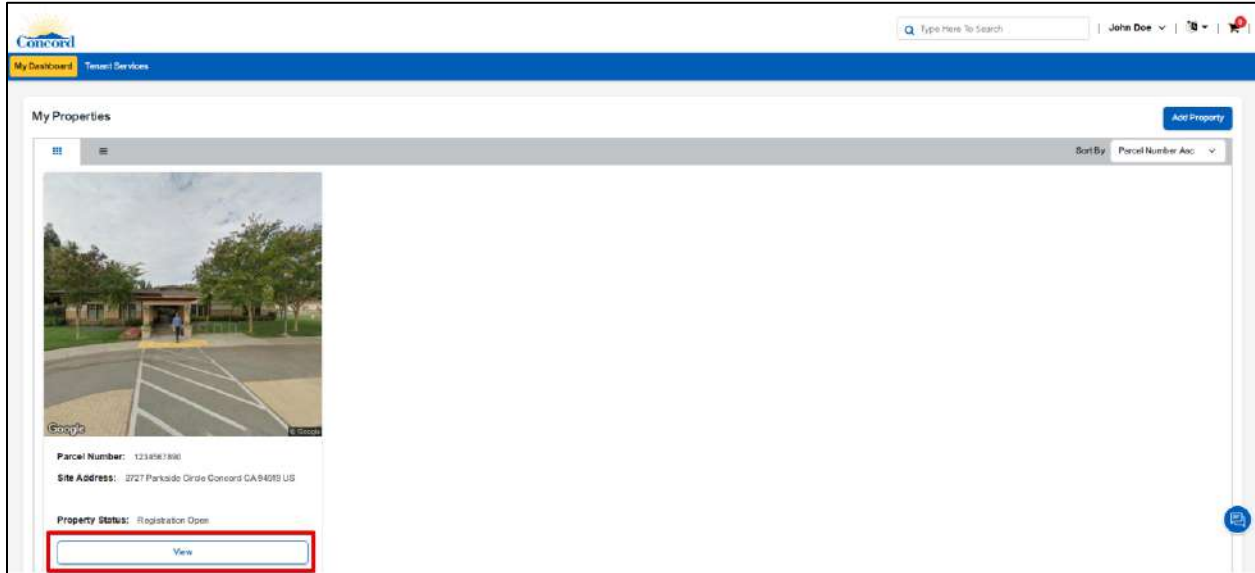
5. Your property will appear on your dashboard as shown below. Repeat these steps for each property that you are required to register.



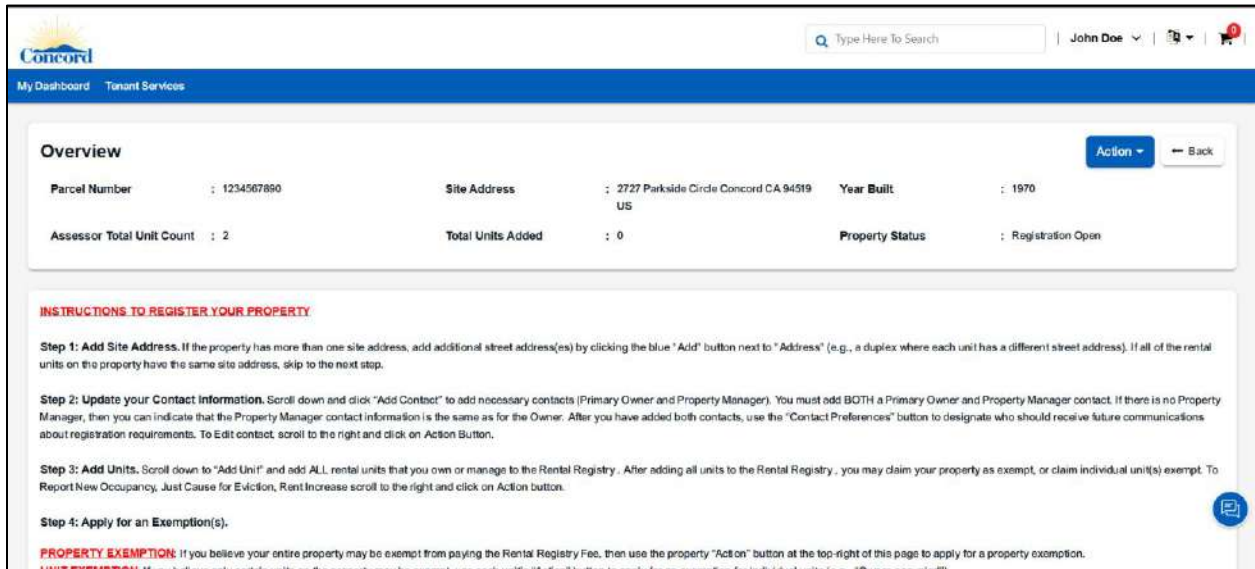


I have added my property to my profile. How do I register?

Now that you have added your property to your profile, you will need to complete the Registration process. Click on the View button to begin the registration process.



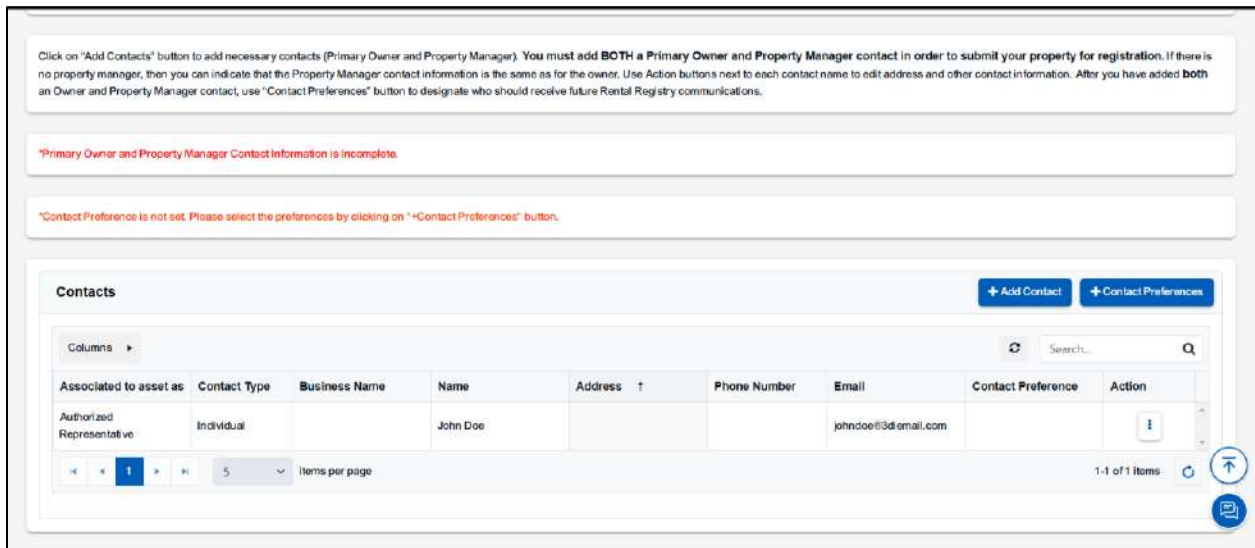
The property details page will open. The page is separated into different sections, where each section displays different information as part of the registration process.



Step 1: Add/Update Contact Information

The first step to registering your property is to add/update the property contacts. It is required that each property contains at least one (1) Primary Owner contact, one (1) Property Manager contact, and a Billing Contact. This section will describe how to add/update this information.

1. Scroll down to the Contacts area. You will be able to manage the property contacts from this section. If you see any red text messaging as shown in the image below, you will need to make some modifications to the Contact(s) listed in the Contacts table.



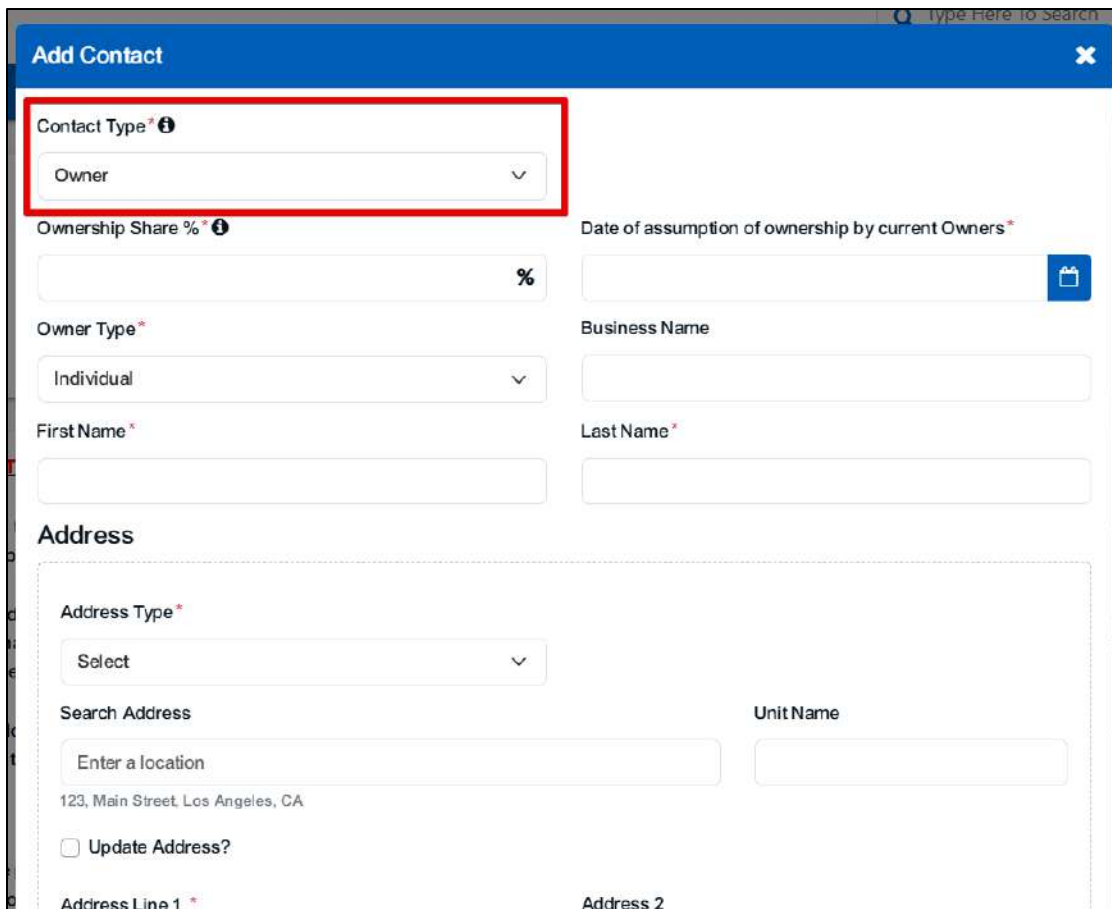
2. Review the Type of Contact associated with the property. Refer to the first column as highlighted below.



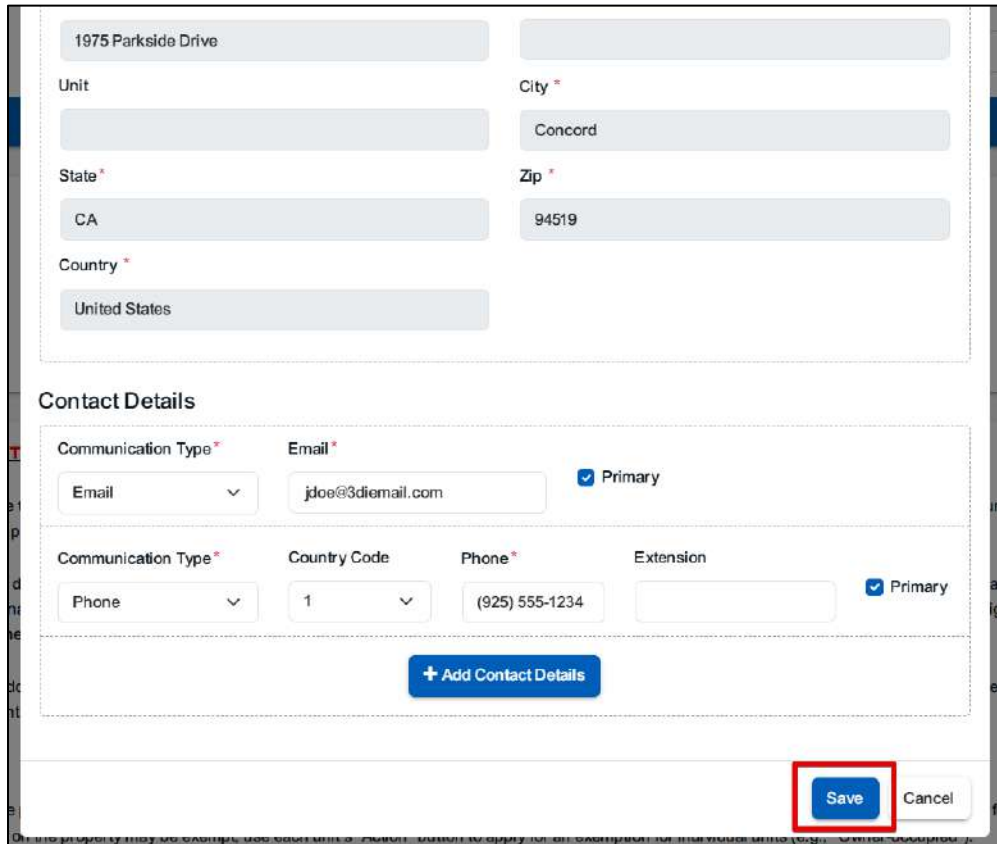
- If the contact is NOT listed as an “Owner”, then you will need to click on the “Add Contact” button to add an Owner Contact. **Note:** If an Owner contact already exists, you can skip to number 7 in this section.



- The Add Contact pop up will appear. Select the **Contact Type** from the drop-down list as “Owner”.



5. Add the required information and then Save the contact. The required fields will contain a red asterisk (*).



1975 Parkside Drive

Unit: [] City*: Concord

State*: CA Zip*: 94519

Country*: United States

Contact Details

Communication Type*: Email Email*: jdoe@3diemail.com Primary

Communication Type*: Phone Country Code: 1 Phone*: (925) 555-1234 Extension: [] Primary

[+ Add Contact Details](#)

Save Cancel

6. The contacts table will be updated with the newly added Owner contact.

*Primary Owner and Property Manager Contact information is incomplete.

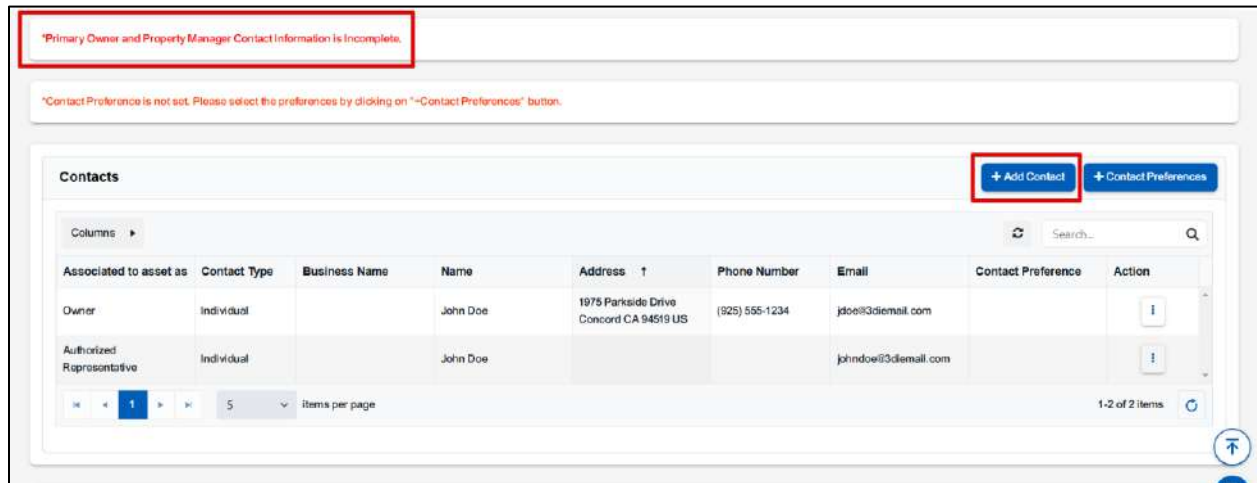
*Contact Preference is not set. Please select the preferences by clicking on "+Contact Preferences" button.

Contacts [+ Add Contact](#) [+ Contact Preferences](#)

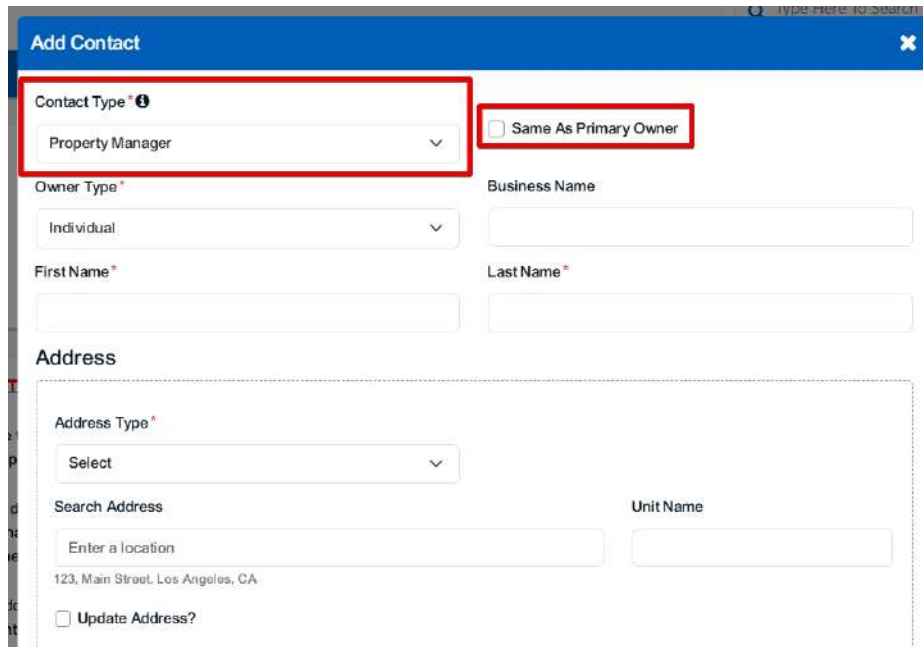
Associated to asset as	Contact Type	Business Name	Name	Address ↑	Phone Number	Email	Contact Preference	Action
Owner	Individual		John Doe	1975 Parkside Drive Concord CA 94519 US	(925) 555-1234	jdoe@3diemail.com		[i]
Authorized Representative	Individual		John Doe			johndoe@3diemail.com		[i]

1-2 of 2 items

- If you have an Owner contact, either because you have just added it or because it already existed, you may still be seeing a red error message as shown below. You will need to add a Property Manager contact to the property. Click on the Add Contact button.

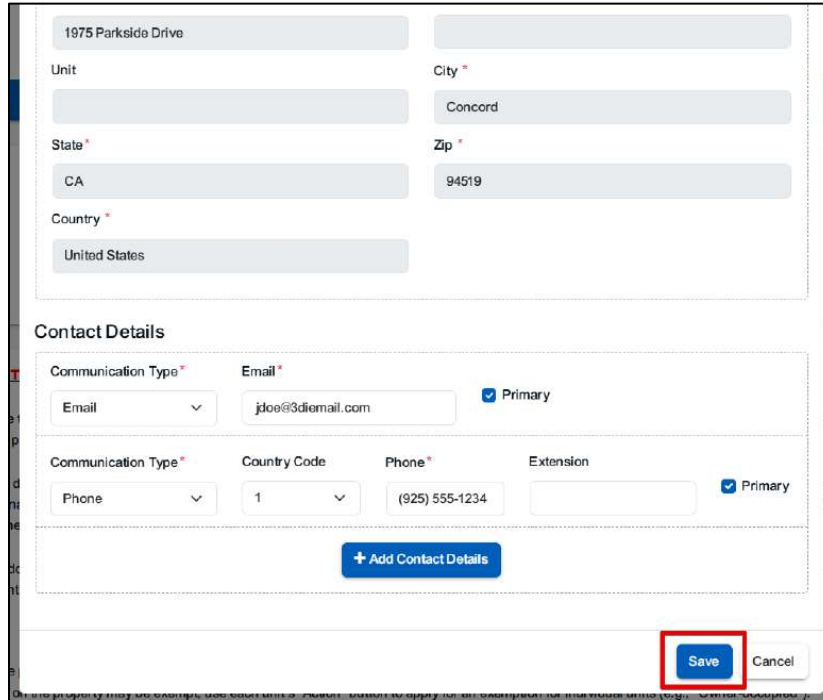


- The Add Contact pop up will appear. Select the **Contact Type** from the drop-down list as "Property Manager". If the property manager and property owner are the same, you can check the "Same As Primary Owner" box to prefill the information. If the property manager and property owner are not the same, you will need to enter all the required fields. Note: If you do select the checkbox, additional fields may be required before you can save.



The screenshot shows the "Add Contact" pop-up form. A red box highlights the "Contact Type" dropdown menu, which is set to "Property Manager". Another red box highlights the "Same As Primary Owner" checkbox, which is currently unchecked. The form includes fields for "Owner Type" (set to "Individual"), "Business Name", "First Name", "Last Name", "Address Type" (set to "Select"), "Search Address" (with a placeholder "Enter a location" and a sample address "123, Main Street, Los Angeles, CA"), and "Unit Name". There is also an "Update Address?" checkbox.

- Enter all the required information, including Phone Number and Email, and then Save the contact. The required fields will contain a red asterisk (*).



1975 Parkside Drive

Unit: [] City*: Concord

State*: CA Zip*: 94519

Country*: United States

Contact Details

Communication Type*: Email Email: jdoe@3diemail.com Primary

Communication Type*: Phone Country Code: 1 Phone*: (925) 555-1234 Extension: [] Primary

+ Add Contact Details

Save Cancel

- The contacts table will be updated; however, it may be possible that you are still seeing an error message regarding the contacts. This may be due to the contact preferences not being set. Click on the “Contact Preferences” button as shown below.

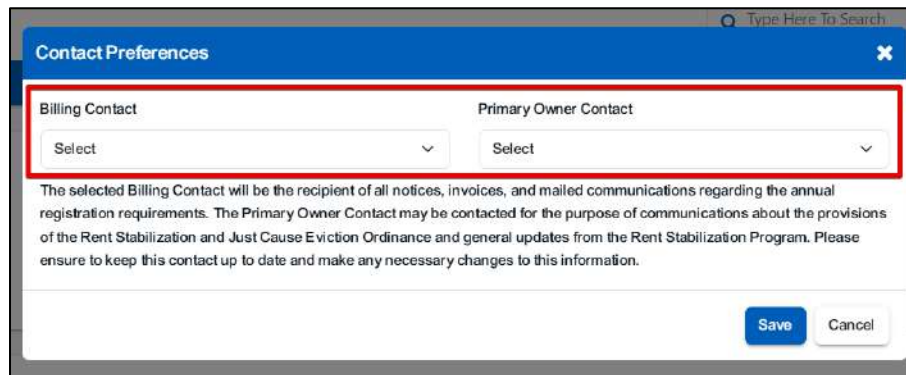
*Contact Preference is not set. Please select the preference by clicking on "+Contact Preferences" button.

Contacts + Add Contact + Contact Preferences

Associated to asset as	Contact Type	Business Name	Name	Address †	Phone Number	Email	Contact Preference	Action
Owner	Individual		John Doe	1975 Parkside Drive Concord CA 94519 US	(925) 555-1234	jdoe@3diemail.com		[i]
Property Manager	Individual		John Doe	1975 Parkside Drive Concord CA 94519 US	(925) 555-1234	johndoe@3diemail.com		[i]
Authorized Representative	Individual		John Doe			johndoe@3diemail.com		[i]

1-3 of 3 items

11. The 'Contact Preferences' pop up will appear. Select the "Billing Contact" and the "Primary Owner Contact" from the dropdowns. These dropdowns will display all contacts that have been added to your property for you to choose from and the selections can be the same contact.



Contact Preferences [Close]

Billing Contact: Select

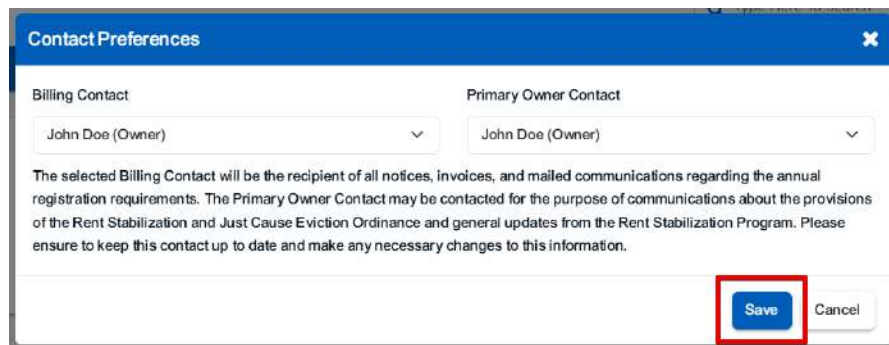
Primary Owner Contact: Select

The selected Billing Contact will be the recipient of all notices, invoices, and mailed communications regarding the annual registration requirements. The Primary Owner Contact may be contacted for the purpose of communications about the provisions of the Rent Stabilization and Just Cause Eviction Ordinance and general updates from the Rent Stabilization Program. Please ensure to keep this contact up to date and make any necessary changes to this information.

[Save] [Cancel]

Note: The selected Billing Contact and Primary Owner contact MUST have a mailing address; otherwise you will receive an error message. You can Edit the contact to add this information (or add a new contact) and then return to select your Contact Preferences.

12. Once you have made your selection, click on the Save button.



Contact Preferences [Close]

Billing Contact: John Doe (Owner)

Primary Owner Contact: John Doe (Owner)

The selected Billing Contact will be the recipient of all notices, invoices, and mailed communications regarding the annual registration requirements. The Primary Owner Contact may be contacted for the purpose of communications about the provisions of the Rent Stabilization and Just Cause Eviction Ordinance and general updates from the Rent Stabilization Program. Please ensure to keep this contact up to date and make any necessary changes to this information.

[Save] [Cancel]

13. The Contacts table will be updated. The error message for contacts should also have been removed.



Contacts + Add Contact + Contact Preferences

Columns Search...

Associated to asset as	Contact Type	Business Name	Name	Address ↑	Phone Number	Email	Contact Preference	Action
Owner	Individual		John Doe	1975 Parkside Drive Concord CA 94519 US	(925) 555-1234	jdoe@3diemail.com	Billing Contact, Primary Owner Contact	!
Property Manager	Individual		John Doe	1975 Parkside Drive Concord CA 94519 US	(925) 555-1234	johndoe@3diemail.com		!
Authorized Representative	Individual		John Doe			johndoe@3diemail.com		!

1-3 of 3 items

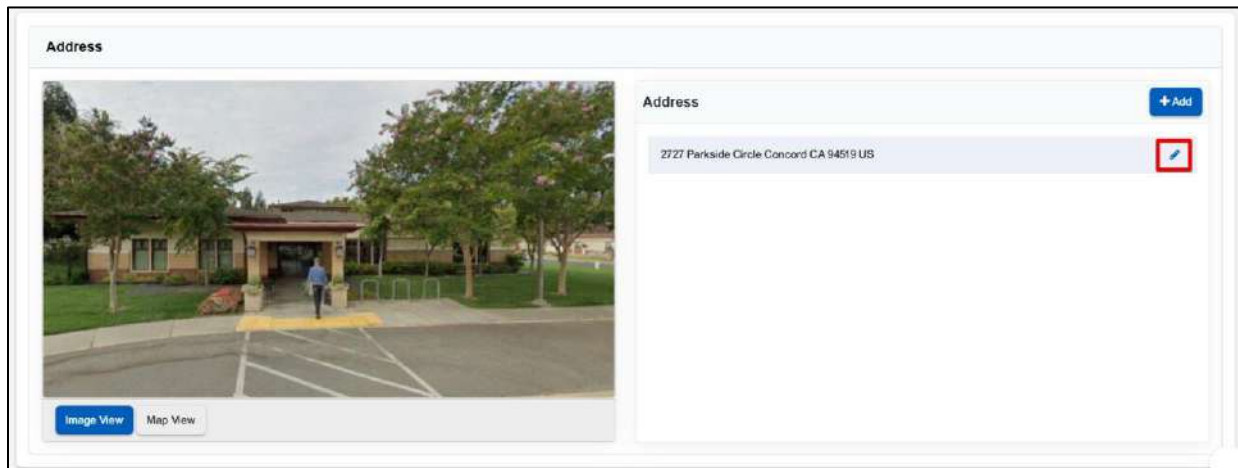


Step 2: Property Site Address(es)

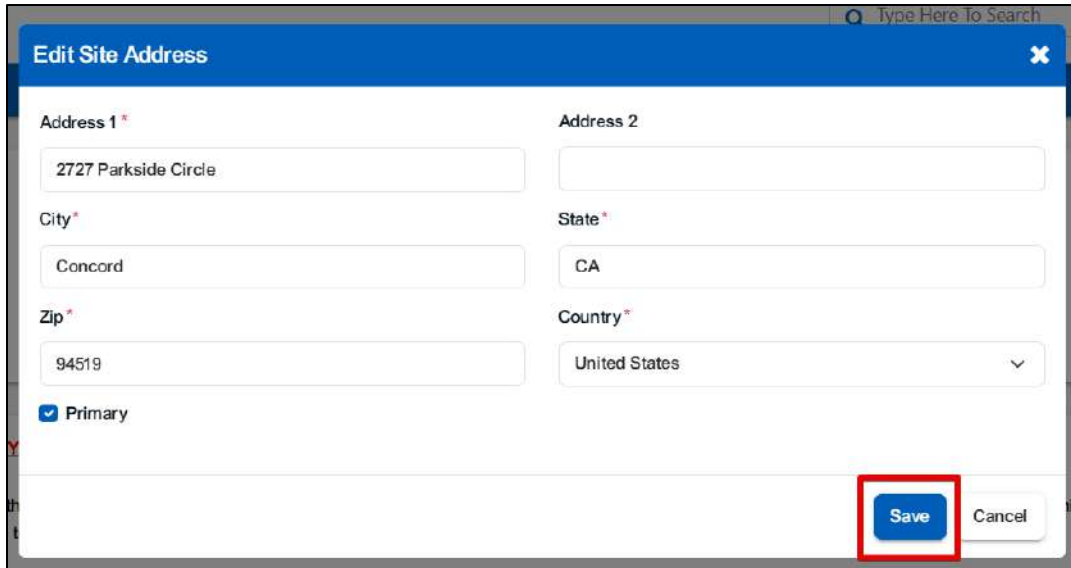
Your property will have only the primary site address (primary address for mailing) added to it. Some properties are large and may contain more than one site address. Please review the Address(es) associated with your property and follow the steps listed below if changes are required.

***Note:** The site address(es) will also be used as the unit's mailing address. You will be required to select the mailing address associated with each unit. Please ensure this data is accurate.

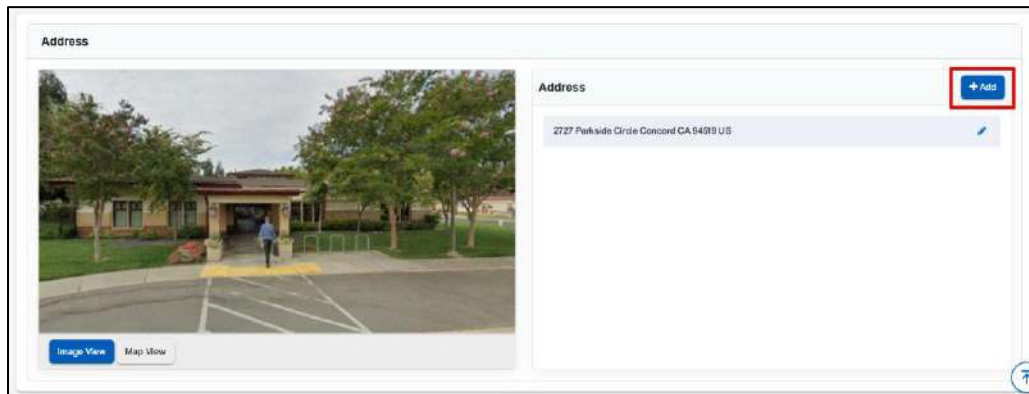
1. Scroll to the Address area. You will be able to manage the site addresses from this section. The Address listed on the property is the primary site address. Check to confirm the primary site address is correct. If it does not look accurate, click on the Edit icon next to the address to modify it, as shown below.



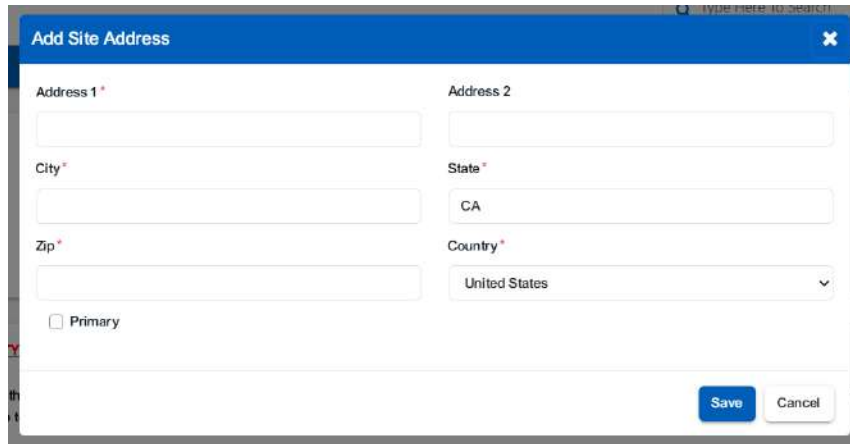
2. The 'Edit Site Address' pop up will appear. Modify the necessary information and save your changes.



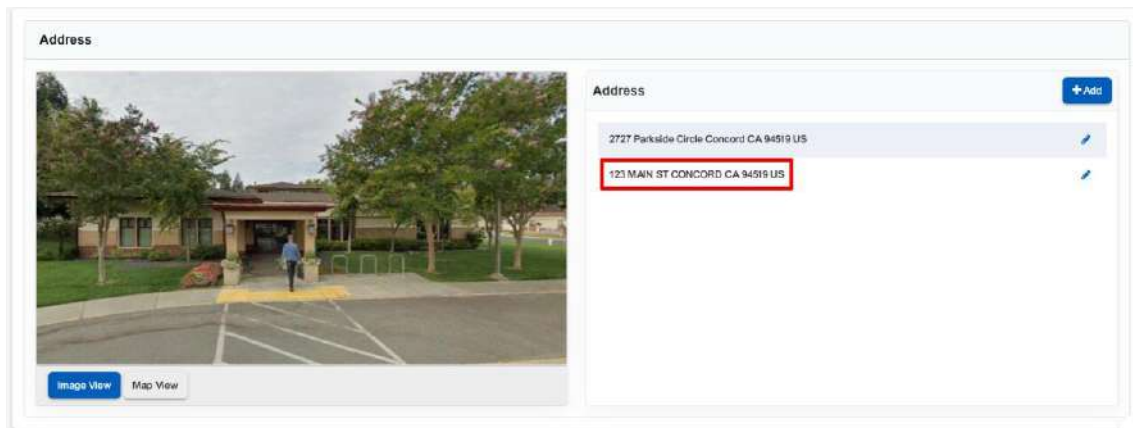
3. If a new site address needs to be added, click on the “Add” button.



4. The ‘Add Site Address’ pop up will appear. Enter the required information (Address Line 1, City, Zip) and save your changes.



- The Addresses section will be updated with the newly added site address. Repeat the step above, if needed, until all the site addresses associated with your property are added.



Step 3: Add Unit(s)

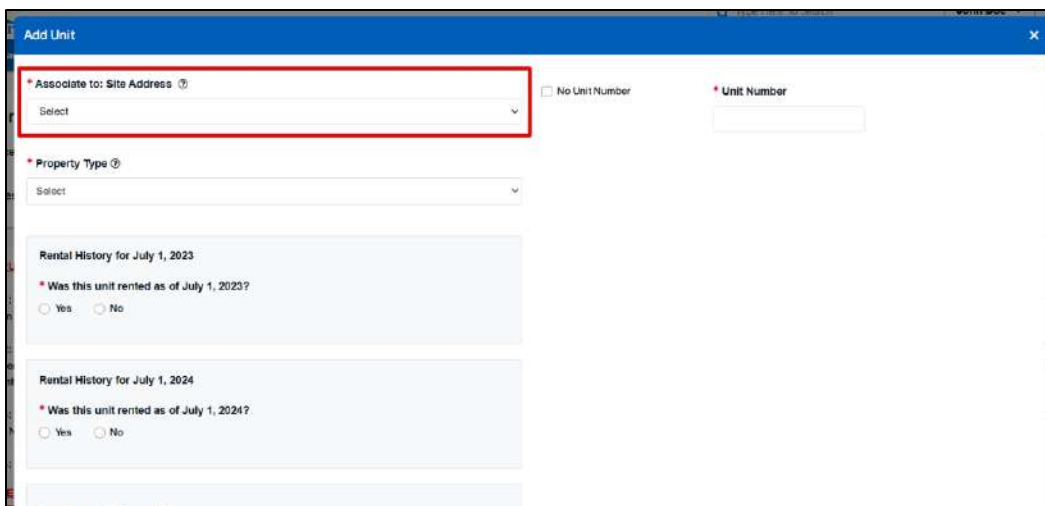
You now need to add units to your property so you can provide details regarding the occupancies of these units. Adding units is an activity that you will only need to complete in the first year of registration. Once the inventory of units is established on your property, you will only need to provide updates to the occupancies and rents of those units moving forward. Follow the steps listed below to add unit(s) to your property.

***Note:** Not every unit field will be explained in this guide. If you have specific questions, contact the Concord Rent Registry Program.

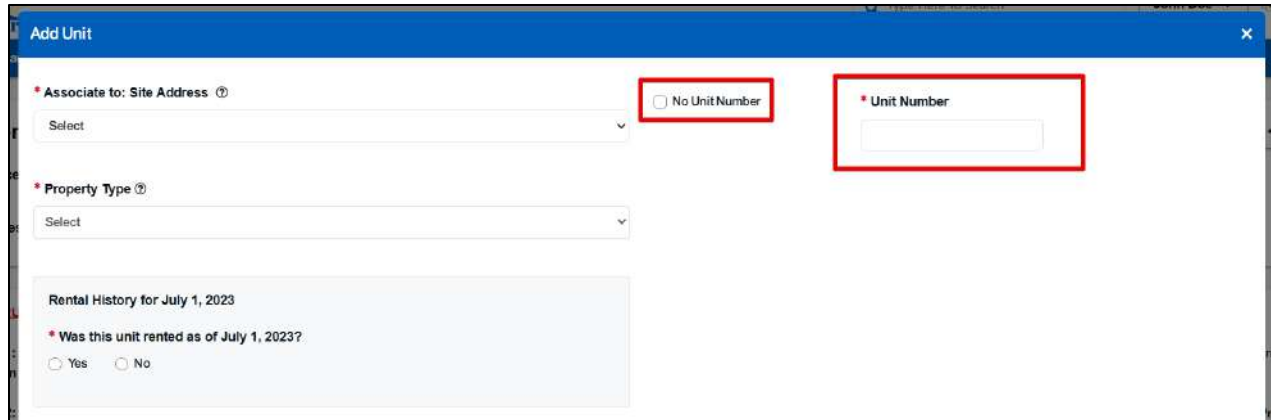
- Scroll down to the Unit Inventory area. Click on the “Add Unit” button to begin adding a unit to your property.



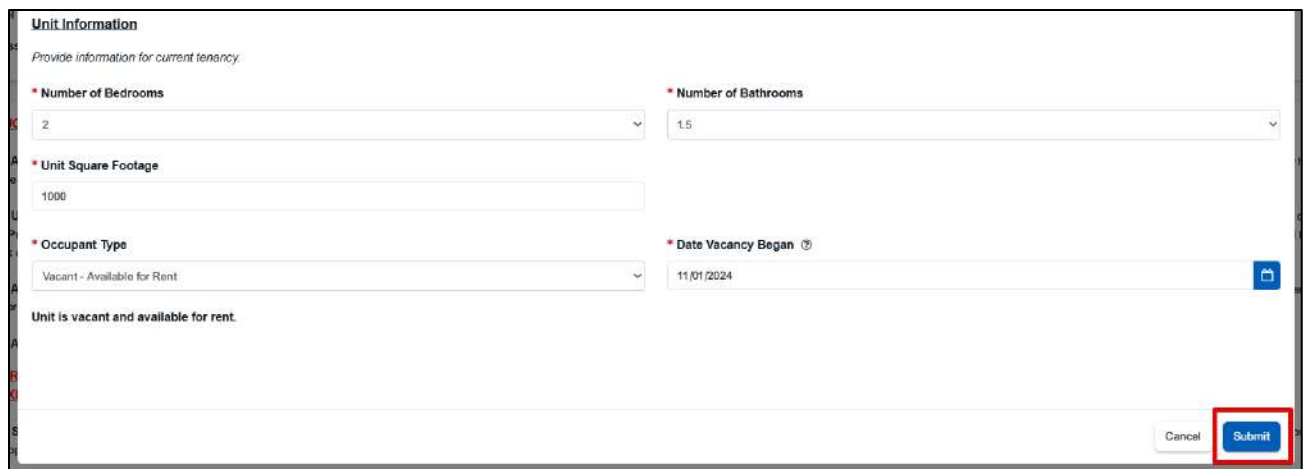
2. Select the Unit's Site Address from the dropdown as shown below. This dropdown will contain all the added property site addresses. If you realize an address is missing, you can close this window and add it in the 'Address' section of the property page. The selected address should be part of the unit's mailing address.



3. Next, we need to know the name of the unit. This, too, should be part of the unit's mailing address. If the unit does not have a specified name, click the 'No Unit Number' checkbox. This would indicate that the unit's mailing address is the same as the site address.



4. Enter the required fields listed in the pop up to continue adding the unit to your property. Note that some field selections may require you to provide more information. The required fields will contain a red asterisk (*). The form cannot be saved until all required fields are completed. Once all the required information is entered, click on the “Submit” button.



5. The Unit Inventory table will be updated. Each unit that is added will have its own three-dot action menu. If you made any error in the entry, you could use the action menu to select the ‘Edit’ option and correct the details. Repeat these steps to add all the units on your property.



Unit Inventory

[+ Add Unit](#)

Columns ▾ [Export to Excel](#) [Refresh](#) Search...

Drag a column header and drop it here to group by that column

Unit Site Address	Unit Number ↑	Status	Occupancy Type	Initial Rent	Current Rent	Occupancy Start Date	Date of Most Recent Rent Increase	Action
2727 Parkside Circle Concord CA 94519 US	1	Non-Exempt	Vacant - Available for Rent			11/01/2024		i

1-1 of 1 items





Step 4: Submit Unit Exemption(s)

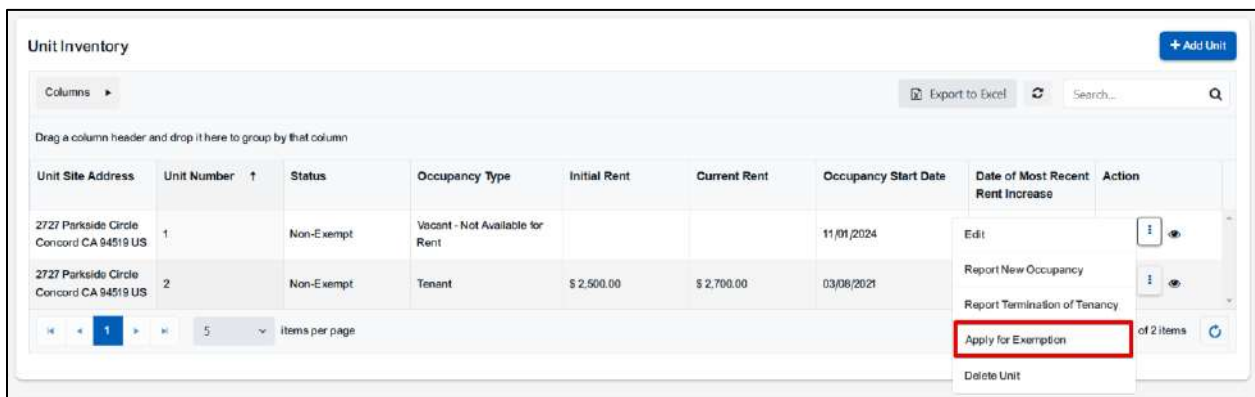
It is possible that one or more of your units may qualify for an Exemption from the fees. You can reference the ordinance to see if you qualify. If you believe one (or more) of your Units should be exempt, you can follow the steps listed below to submit your request to Staff for review. If you do not have any exemptions to claim, you can skip to the next section.

***Note:** Not every field will be explained in this guide. If you have specific questions, contact the Concord Rent Registry Program.

1. Scroll down to the Unit Inventory area. Each unit listed has a three-dot action menu. Click on the action menu for the unit which you believe qualifies for an exemption.



2. Select 'Apply for Exemption'.





- The unit exemption application form will appear. Select the Exemption reason. You may be required to provide comments and/or documentation to support your claim. Failure to provide adequate support may result in the denial of your claim. Enter the required fields and then submit your application.

Apply for Exemption
✕

Instructions

Certain rental units are exempt from some or all of the provisions of the Rent Stabilization and Just Cause Eviction Ordinance. Further, certain units are exempt from paying the Rental Registry Fee. Please submit this form for any unit at the property that qualifies as an exempt unit for the fiscal year based on the reasons listed below. If you have any questions on whether your unit is exempt, please contact the Rent Stabilization Program.

*** Exemption Reason**

- Accessory Dwelling Unit
- Affordable/Subsidized Housing Unit
- Unit is fully Owner-Occupied and does not meet the definition of a rental unit
- Unit is occupied rent-free and does not meet the definition of a rental unit
- Unit is vacant and unavailable for rent for the entire fiscal year and does not meet the definition of a rental unit

*** Date of Exemption** ⓘ

MM/DD/YYYY 📅

Comments

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.

- The Unit status will change to “Applied for Exemption” upon successful submission. You can repeat these steps as needed if you have additional exemption claims to submit for review.

Unit Inventory
+ Add Unit

Columns ▾
Export to Excel
🔄
Search...

Drag a column header and drop it here to group by that column

Unit Site Address	Unit Number ↑	Status	Occupancy Type	Initial Rent	Current Rent	Occupancy Start Date	Date of Most Recent Rent Increase	Action
2727 Parkside Circle Concord CA 94519 US	1	Applied for Exemption	Vacant - Not Available for Rent			11/01/2024		ⓘ 👁
2727 Parkside Circle Concord CA 94519 US	2	Non-Exempt	Tenant	\$ 2,500.00	\$ 2,700.00	03/08/2021	03/08/2024	ⓘ 👁

⏪ 1 ⏩
5 items per page
1-2 of 2 items





- You can also scroll down to the “My Cases” section to see any case submissions on your property.

Case Number	Created On Entity	Case Type	Created On	Updated Date	Status
UE2024-2457478	Unit: 1, 2727 Parkside Circle Concord CA 94519 US	Unit Exemption	11/08/2024 04:34 PM	11/08/2024 04:34 PM	Pending Review
RR2024-2457475	APN: 1234567890	Rental Registry	11/08/2024 01:06 PM	11/08/2024 01:06 PM	Registration Open

Note: If you would like to view the details of your case submission, you can click on the Case Number link to see the case details page. You will not be able to make modifications but can view the details of your submission. Some cases may not contain much information.





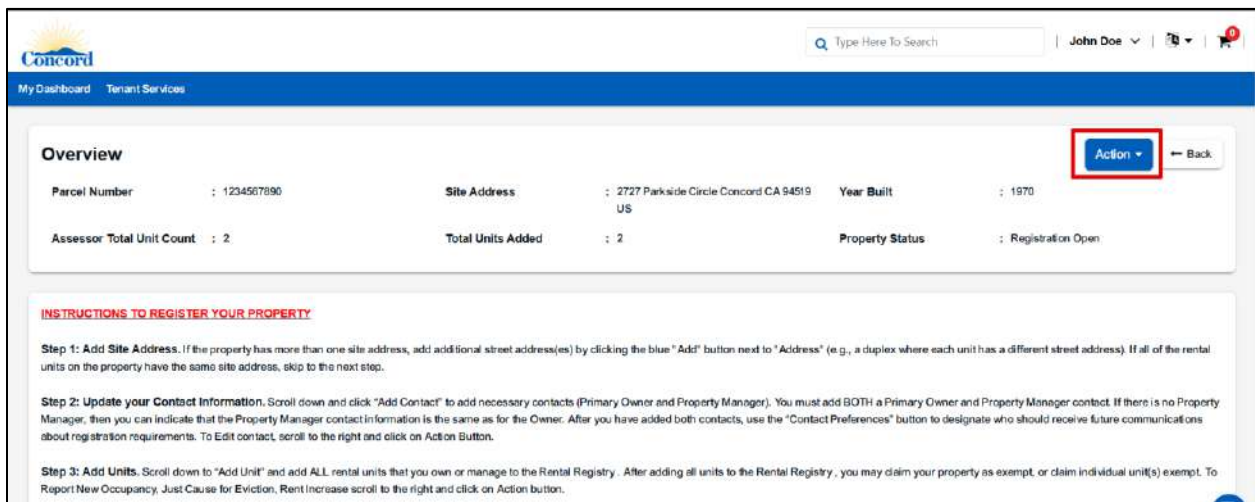
Step 5: Submit Property for Registration

Before you submit your property for Registration, double check the following:

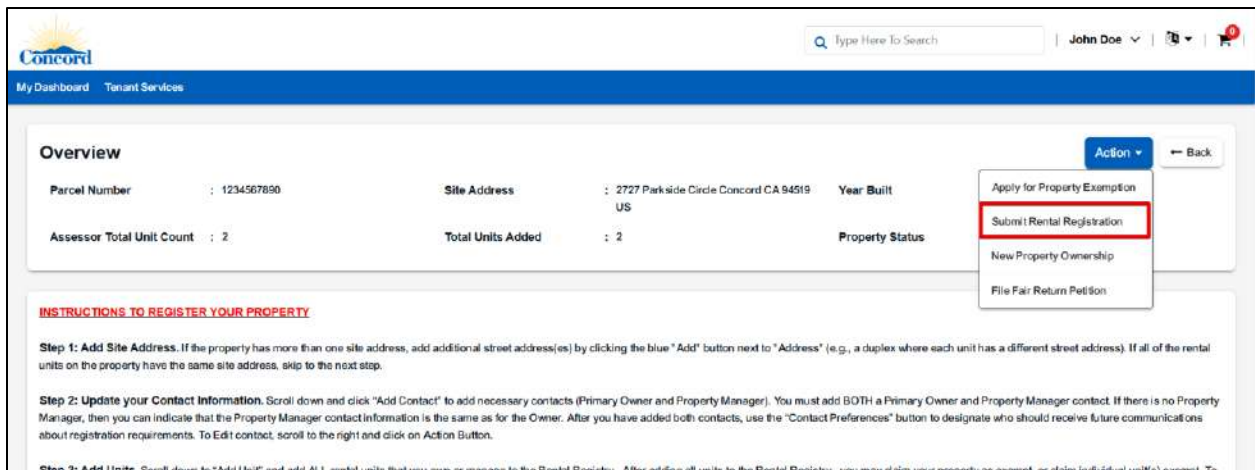
- Property Contacts are accurate (Contacts section)
- All Units are added (Unit Inventory Section)
 - Unit Mailing Addresses are accurate.
 - Unit Details provided are accurate.
 - Unit Exemptions are applied for, as needed (My Cases section or the Unit’s Status)

If the information looks accurate, follow the steps listed below to complete your property registration for the fiscal year.

1. Scroll to the top of the property page. Click on the blue “Action” button.



2. Select the option for “Submit Rental Registration”.

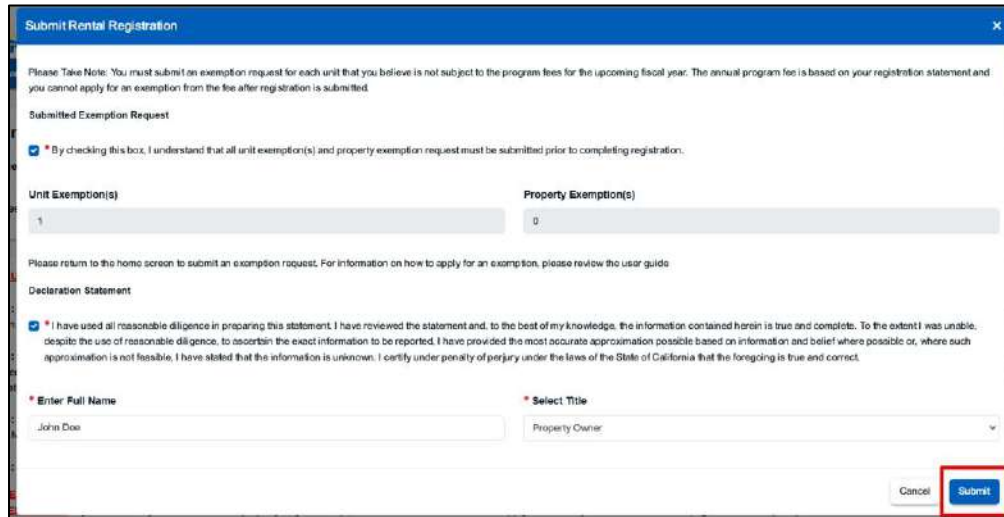


If you have any questions, contact the Concord Rent Registry Program. Note: Images may differ slightly from the application.

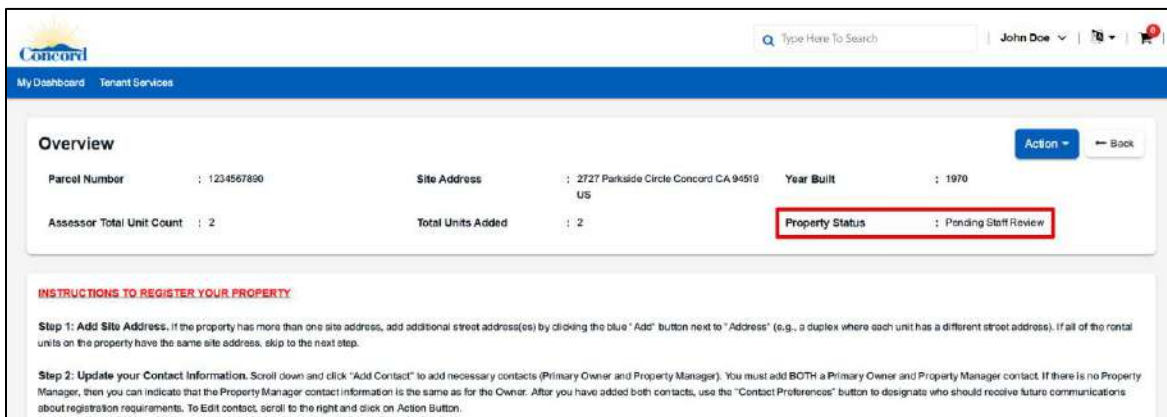


3. Read the text in the ‘Submit Rent Registration’ pop up. You will be asked to confirm that you have applied for exemptions and that you are submitting the information to the best of your knowledge under the penalty of perjury.

4. Once you have confirmed the information, click on “Submit” to complete the registration submission of your property. **Note:** Your registration will not be deemed as completed until any/all applicable fees are paid.



5. Your property status will be updated accordingly. It may require review from Staff (‘Pending Staff Review’ or ‘Unit Discrepancy’); it may require a payment (‘Payment Pending’); or you may not be required to take any further action (‘Registration Completed’).



Overview			
Parcel Number	: 1234567890	Site Address	: 2727 Parkside Circle Concord CA 94519 US
Assessor Total Unit Count	: 2	Total Units Added	: 2
		Year Built	: 1970
		Property Status	: Pending Staff Review

INSTRUCTIONS TO REGISTER YOUR PROPERTY

Step 1: Add Site Address. If the property has more than one site address, add additional street address(es) by clicking the blue “Add” button next to “Address” (e.g., a duplex where each unit has a different street address). If all of the rental units on the property have the same site address, skip to the next step.

Step 2: Update your Contact Information. Scroll down and click “Add Contact” to add necessary contacts (Primary Owner and Property Manager). You must add BOTH a Primary Owner and Property Manager contact. If there is no Property Manager, then you can indicate that the Property Manager contact information is the same as for the Owner. After you have added both contacts, use the “Contact Preferences” button to designate who should receive future communications about registration requirements. To Edit contact, scroll to the right and click on Action button.

If your property does NOT move to ‘Payment Pending’ status right away, you can click on ‘My Dashboard’ at the top left of the page to return to your dashboard to view/register your other

properties. Repeat these steps for any other properties you may be required to register. If your property does move to “Payment Pending” follow the steps in the next section of this document.

Step 6: Pay the Registration Fees (if applicable)

If you have at least one unit in the Non-Exempt status, you will be required to pay a fee. Once you submit your property for Registration, the system will perform a number of checks and update the status accordingly. Your property status may move directly to “Payment Pending” or to another status that requires Staff review of the submission. You will have an opportunity to pay for your Registration Fees while the property is in the “Payment Pending” status.



Once the property is in the “Payment Pending” status, the shopping cart icon on the top right corner will appear with a numerical count to demonstrate how many properties are payable from your profile.



If you require an Invoice, you can scroll down to the Documents section the use the three-dot action menu to view (and then download) your invoice for the property as shown below.

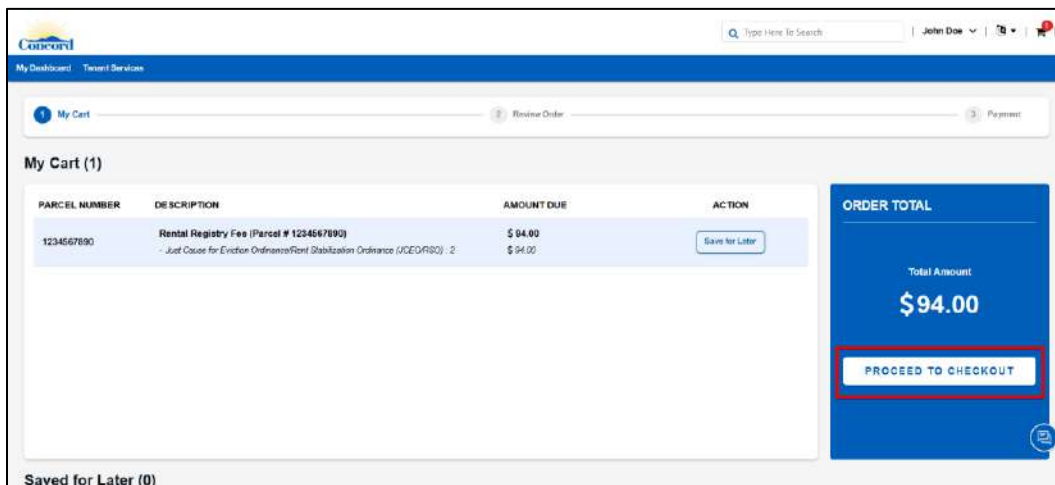


Follow the steps below to process your payment online for your Registration Fees.

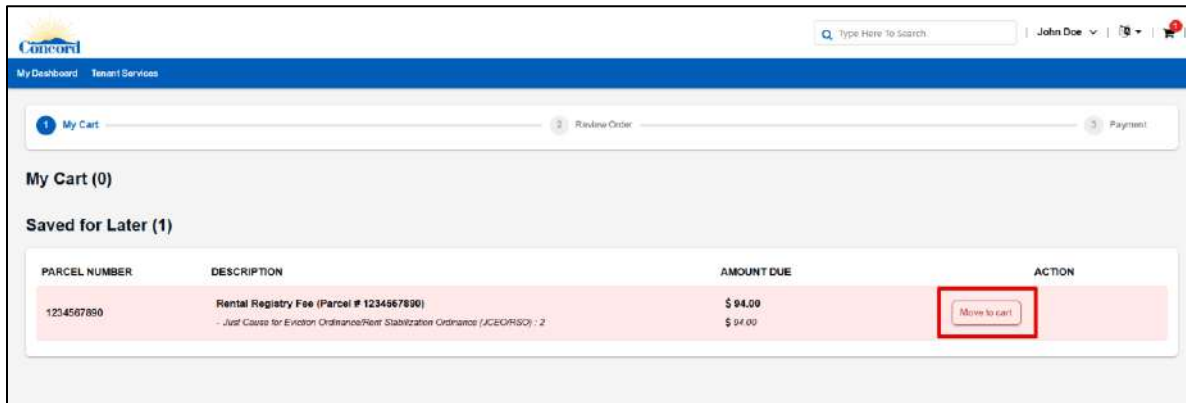
1. Click on the Shopping Cart icon on the top right corner.



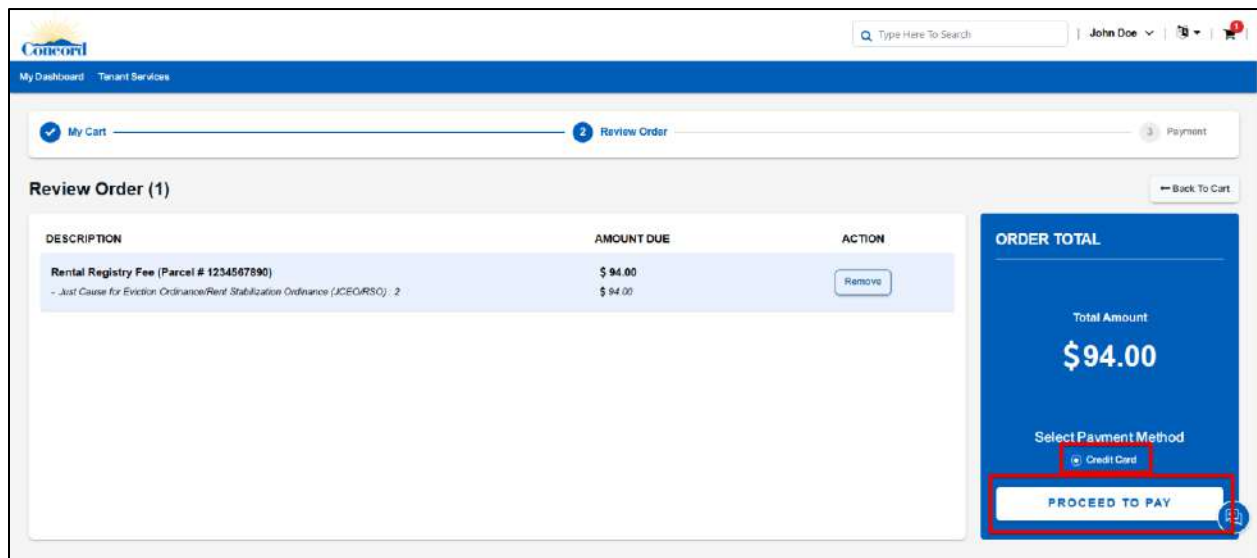
2. You can click on “Proceed to Checkout” if you are ready to pay for the property fees listed on the screen.



If there is more than one and you elect to pay for them separately, you can click on ‘Save for Later’ and the item will be moved to the ‘save for later’ list below on the screen. In the future, you will need to ‘move to cart’ to pay for the property.



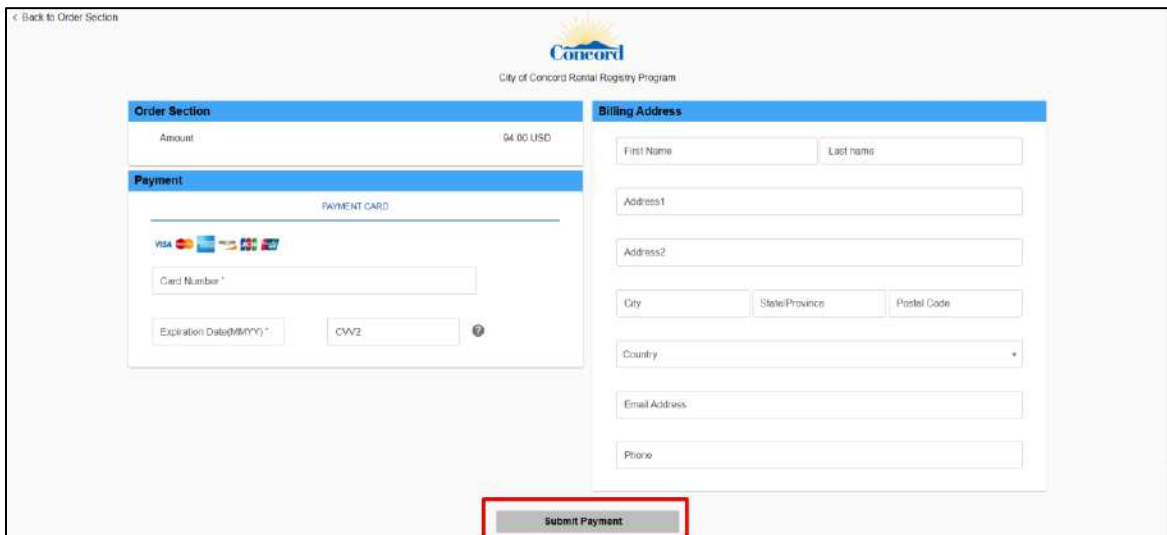
3. Once you have clicked on “Proceed to Checkout” you will need to click on the payment method and then “Proceed to Pay”. The payment screen will appear.



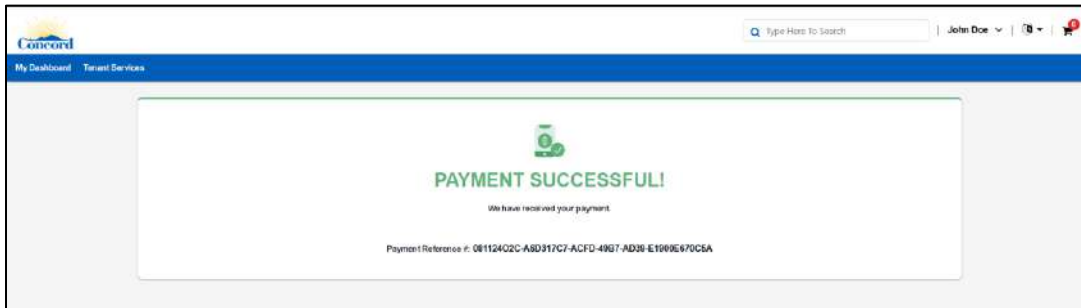
4. Click on ‘Checkout’.



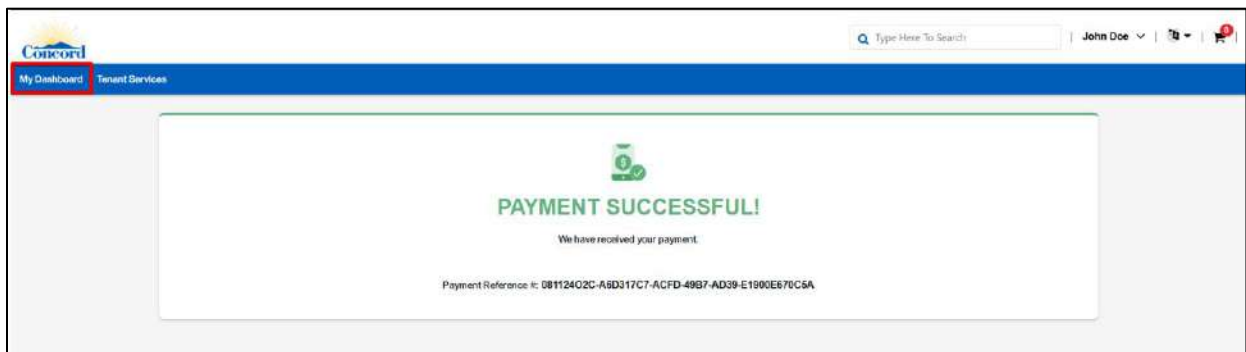
5. Enter the necessary payment information on the screen and click on 'Submit Payment'. It will be enabled once all the required payment information is entered.



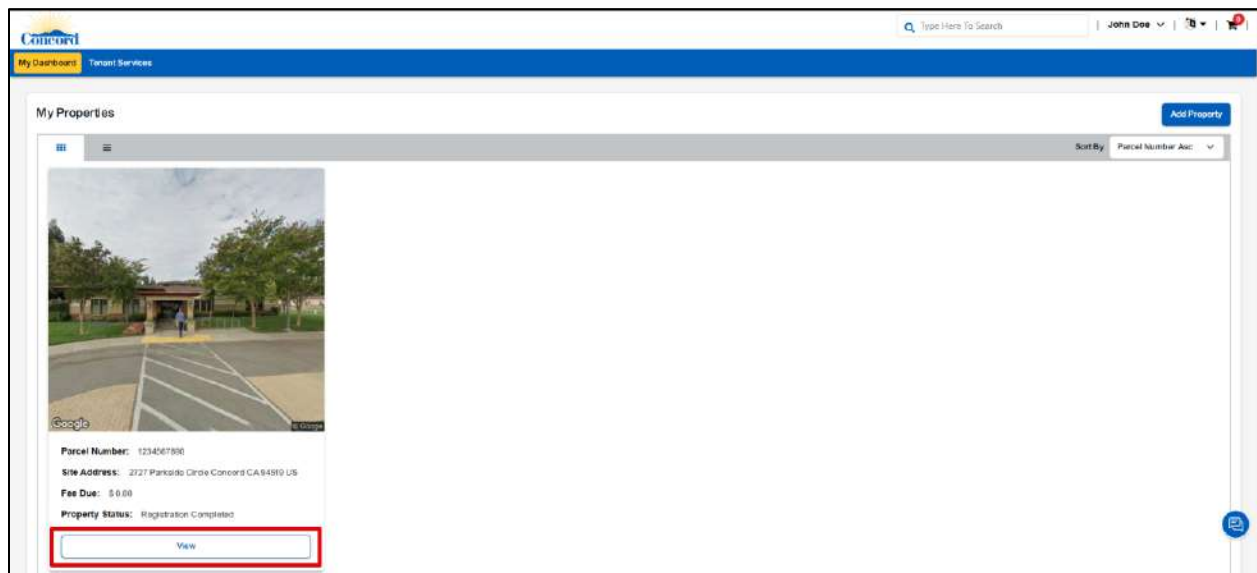
Once the payment is successful, you will see a confirmation page with a payment reference number. You may want to notate the number.



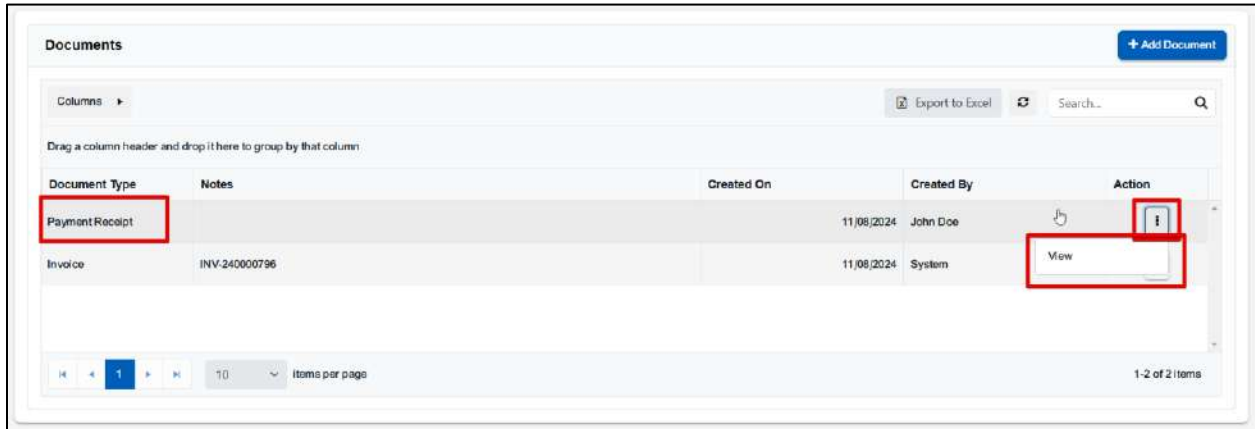
- To access the Payment Receipt, you can navigate back to the Property Details page by clicking on “My Dashboard”.



- Next click on the respective property where the payment was made to see the property details.

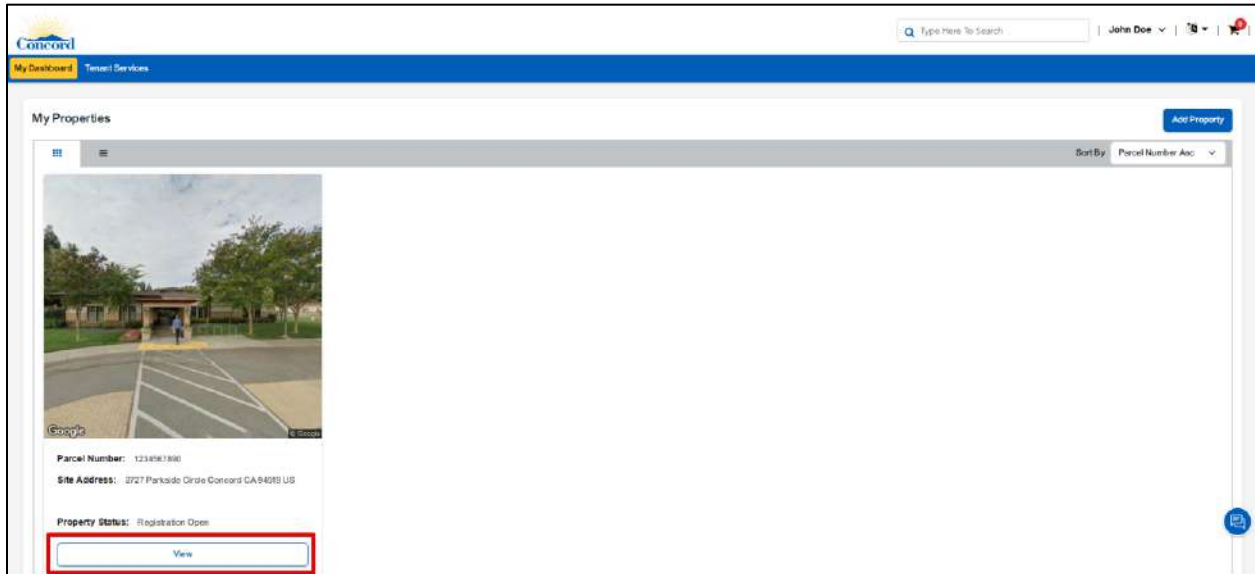


8. Scroll to the Documents section and use the three-dot action menu to download the payment receipt.

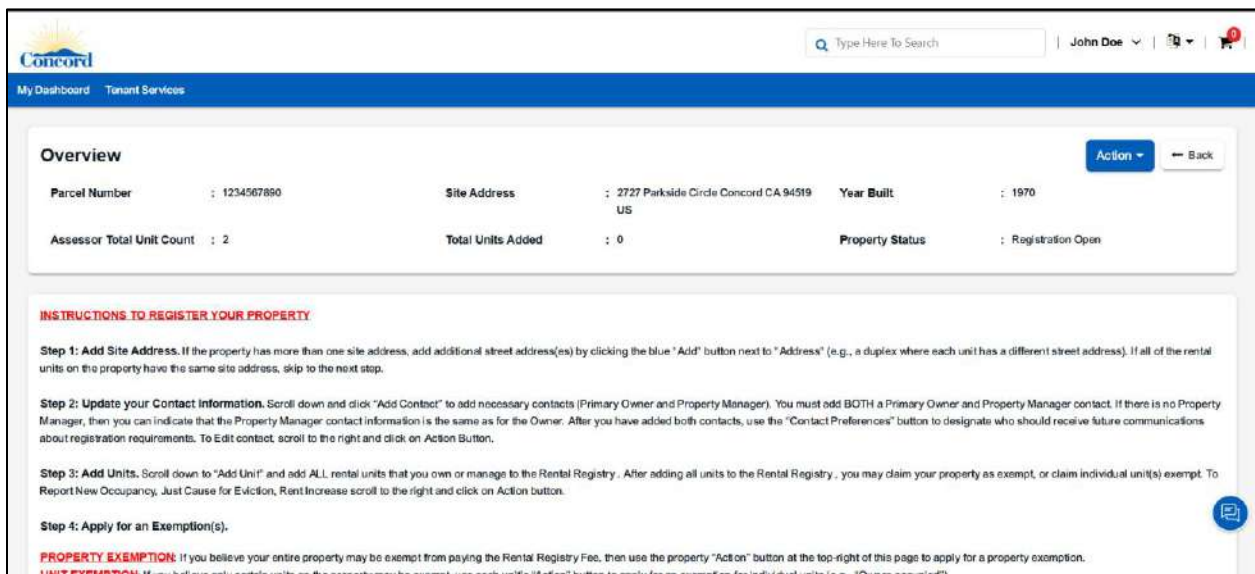


I have added my property to my profile, but I should be completely Exempt from the registry. What should I do?

Now that you have added your property to your profile, you need to complete the Registration process. If you believe your property is Exempt from the program, you will still need to take action to inform the City of Concord Rent Registry Program. Click on the View button to begin the registration process.



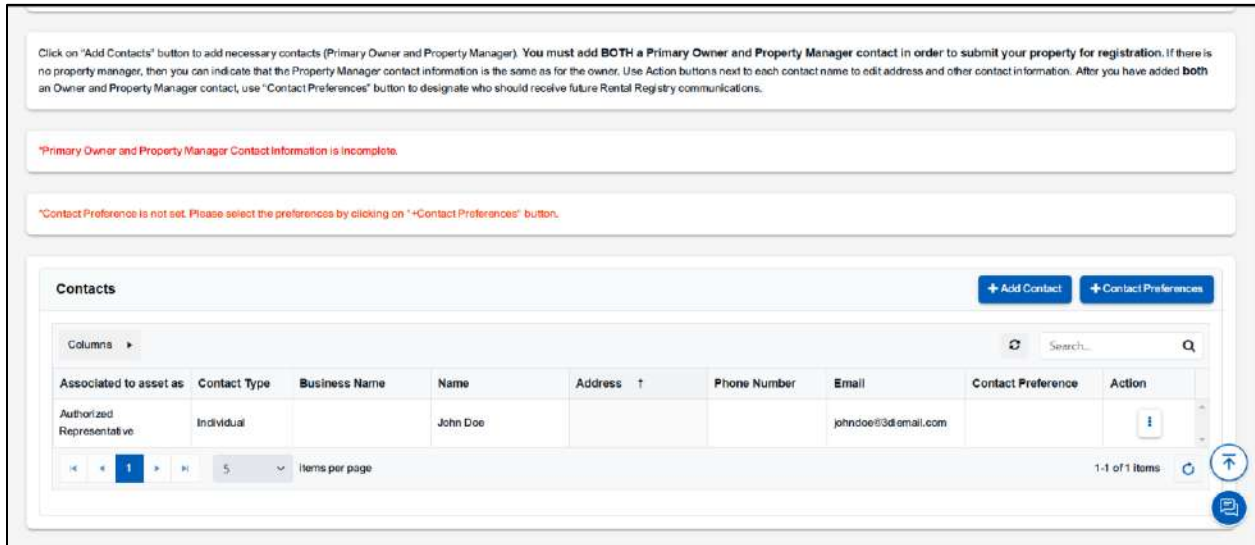
The property details page will open. The page is broken down into different sections, where each section displays different information as part of the registration process.



Step 1: Update Contact Information

The first step to property registration and/or report a property exemption is to add/update the property contacts. It is required that each property contains at least one (1) Primary Owner contact, one (1) Property Manager contact, and a Billing Contact. This section will describe how to add/update this information.

1. Scroll down to the Contacts area. You will be able to manage the property contacts from this section. If you see any red text messaging as shown in the image below, you will need to make some modifications to the Contact(s) listed in the Contacts table.



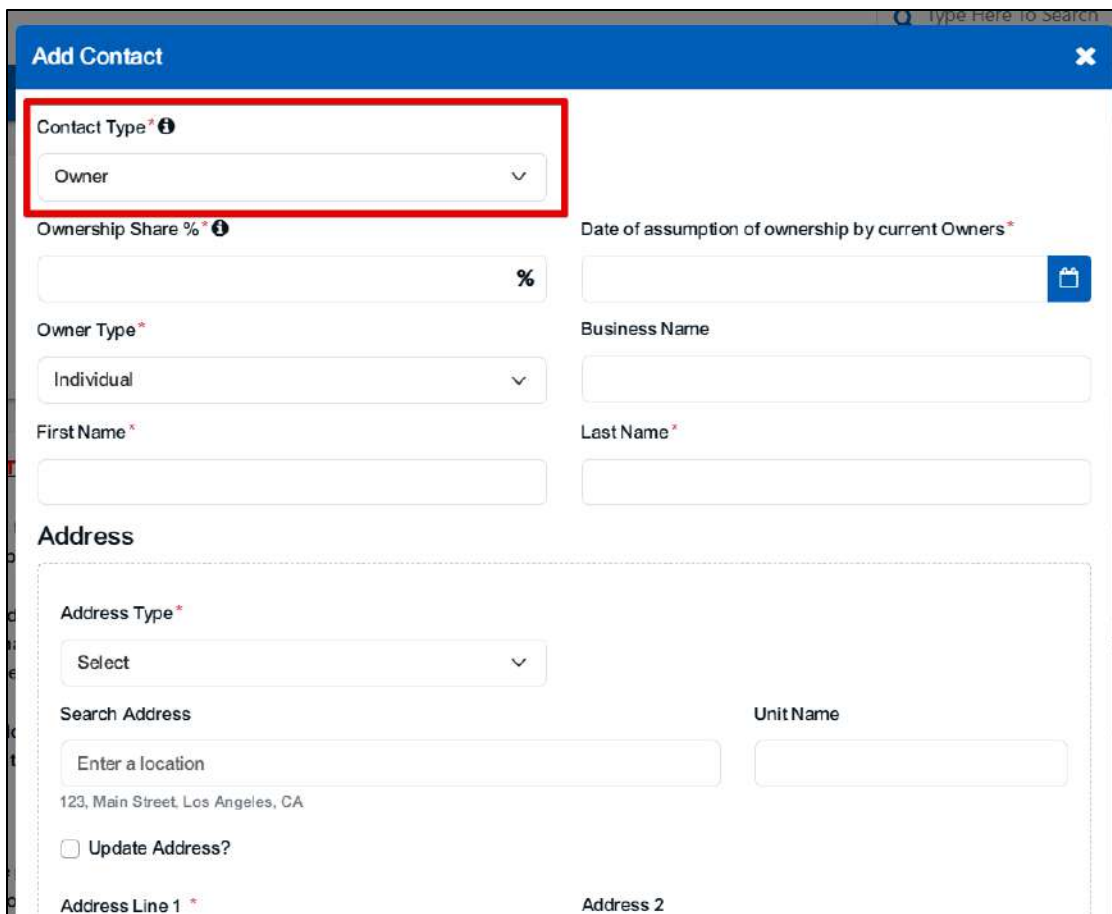
2. Review the Type of Contact associated with the property. Refer to the first column as highlighted below.



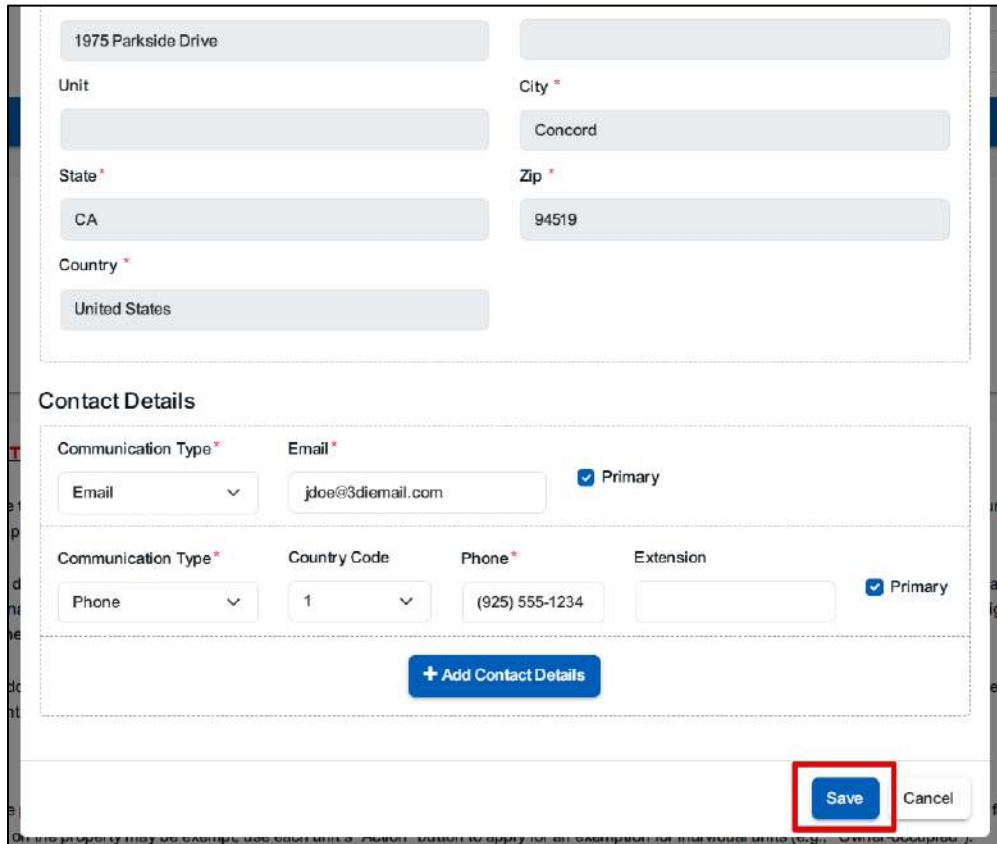
- If the contact is NOT listed as an “Owner”, then you will need to click on the “Add Contact” button to add an Owner Contact. **Note:** If an Owner contact already exists, you can skip to number 7 in this section.



- The Add Contact pop up will appear. Select the **Contact Type** from the drop-down list as “Owner”.



5. Add the required information and then Save the contact. The required fields will contain a red asterisk (*).



The screenshot shows a contact form with the following fields and values:

- Address: 1975 Parkside Drive
- Unit: (empty)
- City: Concord
- State: CA
- Zip: 94519
- Country: United States

Contact Details

- Communication Type: Email (dropdown)
- Email: jdoe@3diemail.com
- Primary:

- Communication Type: Phone (dropdown)
- Country Code: 1 (dropdown)
- Phone: (925) 555-1234
- Extension: (empty)
- Primary:

Buttons: + Add Contact Details, Save (highlighted with a red box), Cancel

6. The contacts table will be updated with the newly added Owner contact.

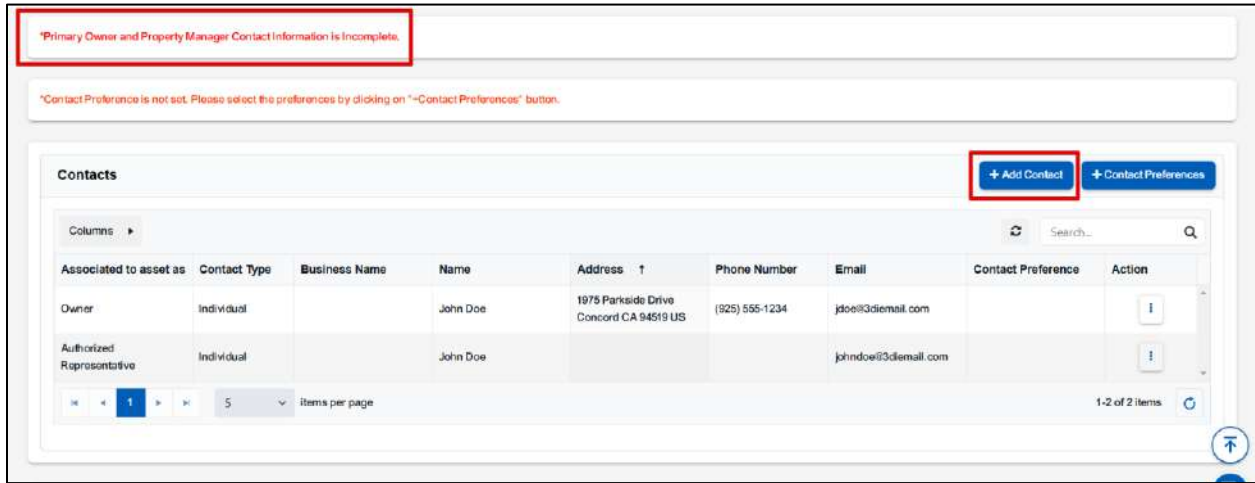
*Primary Owner and Property Manager Contact information is incomplete.

*Contact Preference is not set. Please select the preferences by clicking on "+Contact Preferences" button.

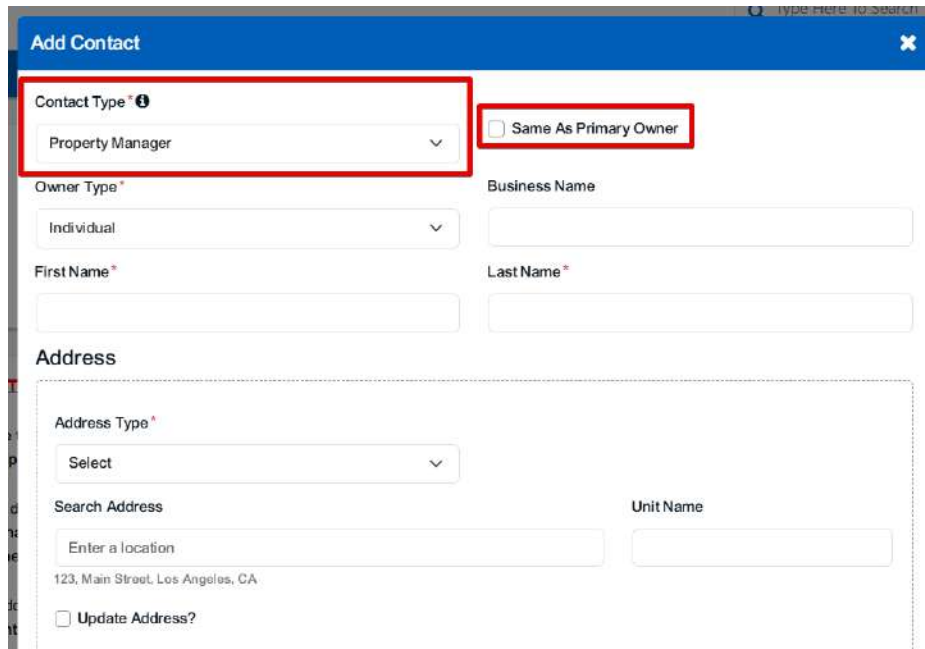
Associated to asset as	Contact Type	Business Name	Name	Address ↑	Phone Number	Email	Contact Preference	Action
Owner	Individual		John Doe	1975 Parkside Drive Concord CA 94519 US	(925) 555-1234	jdoe@3diemail.com		[Info]
Authorized Representative	Individual		John Doe			johndoe@3diemail.com		[Info]

1-2 of 2 items

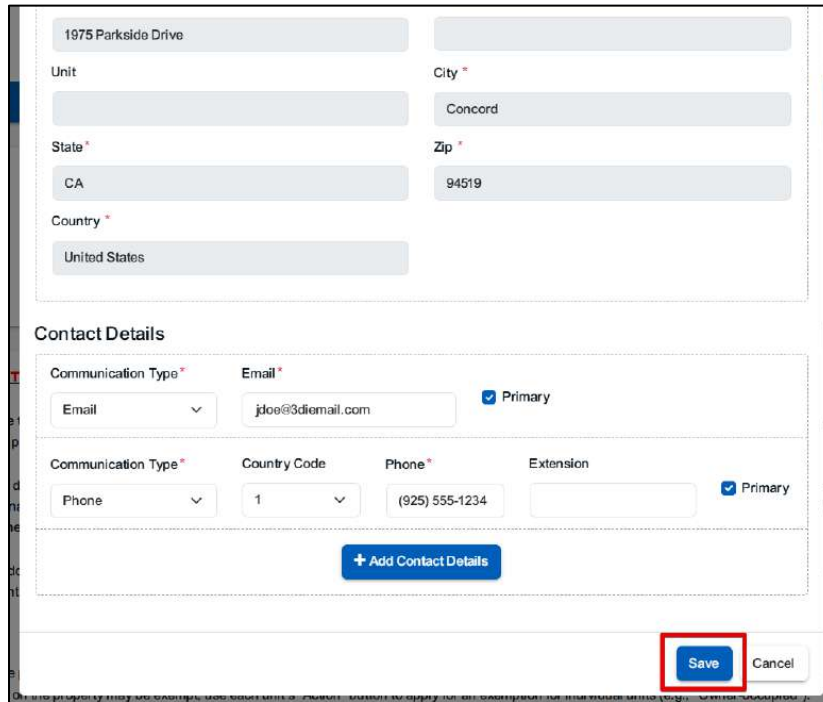
- If you have an Owner contact, either because you have just added it or because it already existed, you may still be seeing a red error message as shown below. You will need to add a Property Manager contact to the property. Click on the Add Contact button.



- The Add Contact pop up will appear. Select the **Contact Type** from the drop-down list as "Property Manager". If the property manager and property owner are the same, you can check the "Same As Primary Owner" box to prefill the information. If the property manager and property owner are not the same, you will need to enter all the required fields. Note: If you do select the checkbox, additional fields may be required before you can save.



- Enter all the required information, including Phone Number and Email, and then Save the contact. The required fields will contain a red asterisk (*).



1975 Parkside Drive

Unit: [] City*: Concord

State*: CA Zip*: 94519

Country*: United States

Contact Details

Communication Type*: Email Email*: jdoe@3diemail.com Primary

Communication Type*: Phone Country Code: 1 Phone*: (925) 555-1234 Extension: [] Primary

[+ Add Contact Details](#)

[Save](#) [Cancel](#)

- The contacts table will be updated; however, it may be possible that you are still seeing an error message regarding the contacts. This may be due to the contact preferences not being set. Click on the “Contact Preferences” button as shown below.

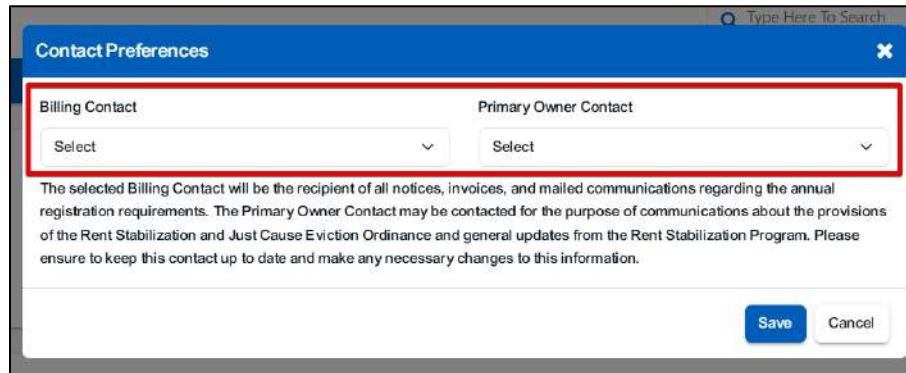
*Contact Preference is not set. Please select the preference by clicking on "+Contact Preferences" button.

Contacts [+ Add Contact](#) [+ Contact Preferences](#)

Associated to asset as	Contact Type	Business Name	Name	Address †	Phone Number	Email	Contact Preference	Action
Owner	Individual		John Doe	1975 Parkside Drive Concord CA 94519 US	(925) 555-1234	jdoe@3diemail.com		i
Property Manager	Individual		John Doe	1975 Parkside Drive Concord CA 94519 US	(925) 555-1234	johndoe@3diemail.com		i
Authorized Representative	Individual		John Doe			johndoe@3diemail.com		i

1-3 of 3 items

11. The 'Contact Preferences' pop up will appear. Select the "Billing Contact" and the "Primary Owner Contact" from the dropdowns. These dropdowns will display all contacts that have been added to your property for you to choose from and the selections can be the same contact.



Contact Preferences

Type Here To Search

Billing Contact Primary Owner Contact

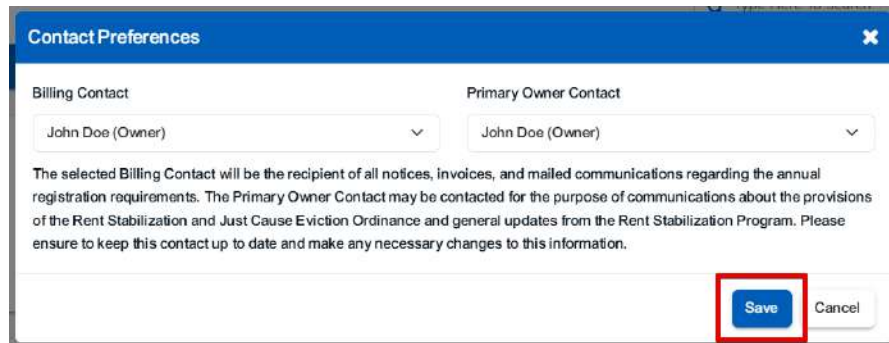
Select Select

The selected Billing Contact will be the recipient of all notices, invoices, and mailed communications regarding the annual registration requirements. The Primary Owner Contact may be contacted for the purpose of communications about the provisions of the Rent Stabilization and Just Cause Eviction Ordinance and general updates from the Rent Stabilization Program. Please ensure to keep this contact up to date and make any necessary changes to this information.

Save Cancel

Note: The selected Billing Contact and Primary Owner contact MUST have a mailing address; otherwise you will receive an error message. You can Edit the contact to add this information (or add a new contact) and then return to select your Contact Preferences.

12. Once you have made your selection, click on the Save button.



Contact Preferences

Type Here To Search

Billing Contact Primary Owner Contact

John Doe (Owner) John Doe (Owner)

The selected Billing Contact will be the recipient of all notices, invoices, and mailed communications regarding the annual registration requirements. The Primary Owner Contact may be contacted for the purpose of communications about the provisions of the Rent Stabilization and Just Cause Eviction Ordinance and general updates from the Rent Stabilization Program. Please ensure to keep this contact up to date and make any necessary changes to this information.

Save Cancel

13. The Contacts table will be updated. The error message for contacts should also have been removed.



Contacts + Add Contact + Contact Preferences

Columns Search...

Associated to asset as	Contact Type	Business Name	Name	Address ↑	Phone Number	Email	Contact Preference	Action
Owner	Individual		John Doe	1975 Parkside Drive Concord CA 94519 US	(925) 555-1234	jdoe@3diemail.com	Billing Contact, Primary Owner Contact	!
Property Manager	Individual		John Doe	1975 Parkside Drive Concord CA 94519 US	(925) 555-1234	johndoe@3diemail.com		!
Authorized Representative	Individual		John Doe			johndoe@3diemail.com		!

1-3 of 3 items

If you have any questions, contact the Concord Rent Registry Program. Note: Images may differ slightly from the application.



Step 2: Determine Exemption Eligibility

There are different reasons why you believe your property may qualify for an Exemption. You can read through the Ordinance to see which, if any, exemption reasons may apply to you and your property.

Technically, if your property does qualify for an exemption and it is granted by the City of Concord Rent Registry Program, you are not required to add any units to your property. However, it is not guaranteed that your property exemption will be granted. It may also not be a permanent exemption and you may be required to register in future registration cycles.

Some property exemptions are temporary, which means in the future, you will be required to provide unit and tenancy information for the rental units on your property. If you believe that your exemption may be temporary, you can elect to add units before submitting the Exemption application for Staff review.

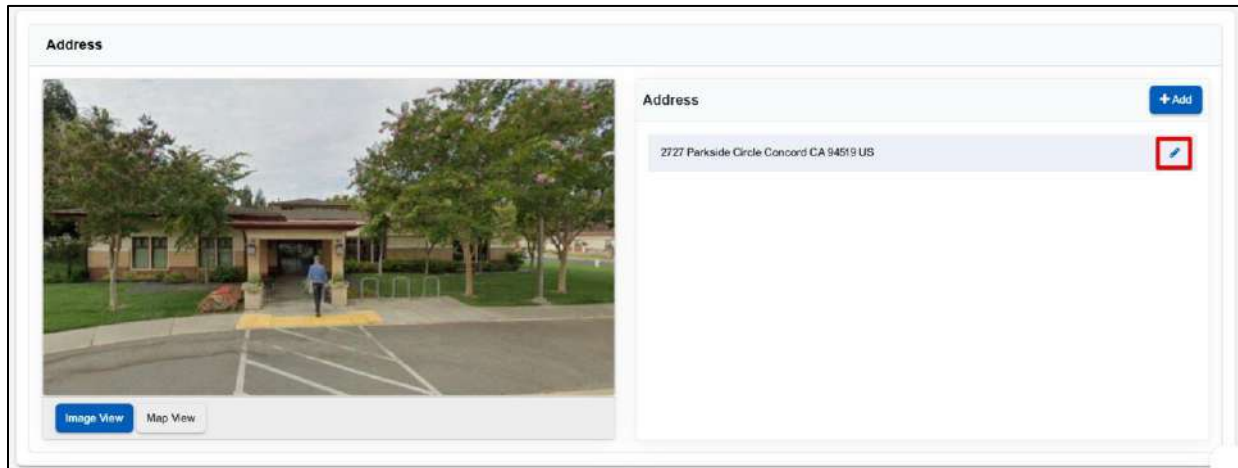
Follow the steps in this section if you would like to add units to your property before submitting a Property Exemption application. If not, you can skip ahead to Step 3.

Step 2A: Property Site Address(es)

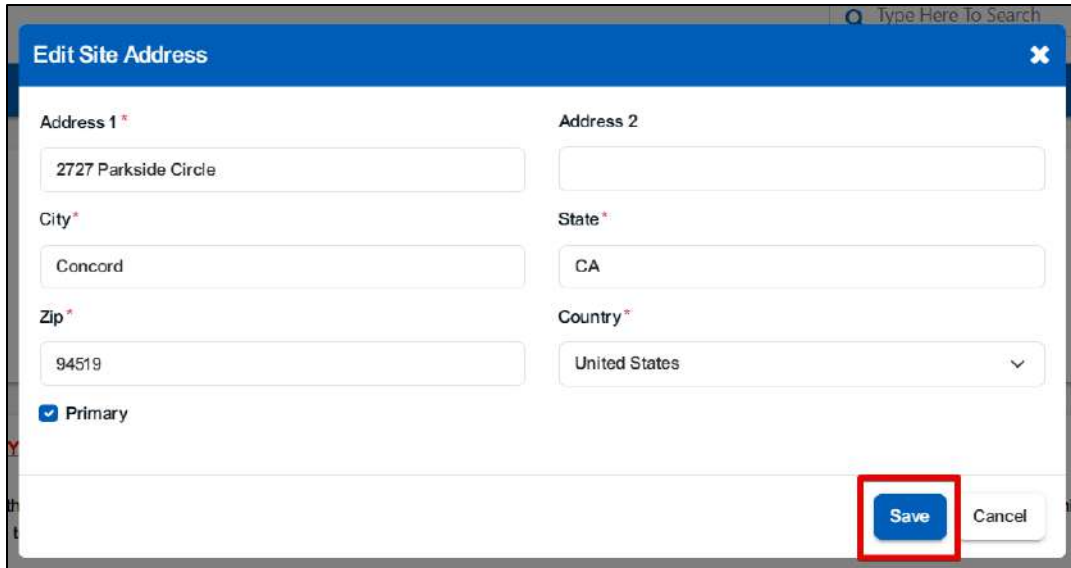
Your property will have only the primary site address (primary address for mailing) added to it. Some properties are large and may contain more than one site address. Please review the Address(es) associated with your property and follow the steps listed below if changes are required.

***Note:** The site address(es) will also be used as the unit's mailing address. You will be required to select the mailing address associated with each unit. Please ensure this data is accurate.

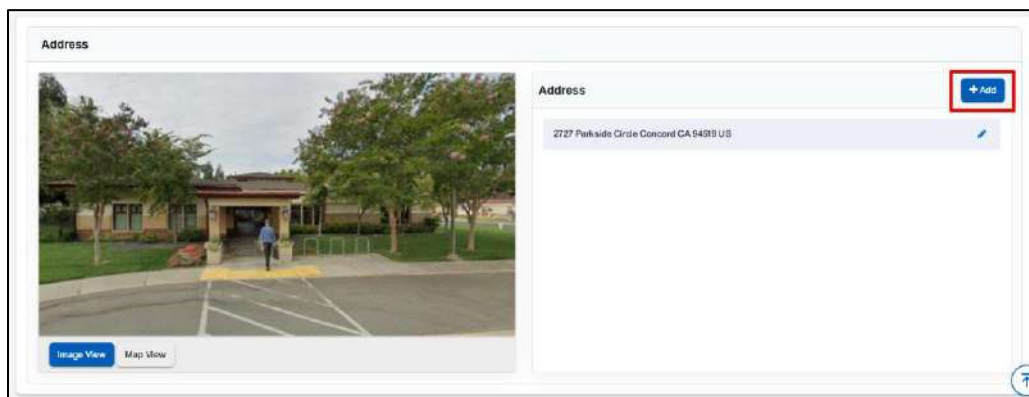
1. Scroll to the Address area. You will be able to manage the site addresses from this section. The Address listed on the property is the primary site address. Check to confirm the primary site address is correct. If it does not look accurate, click on the Edit icon next to the address to modify it, as shown below.



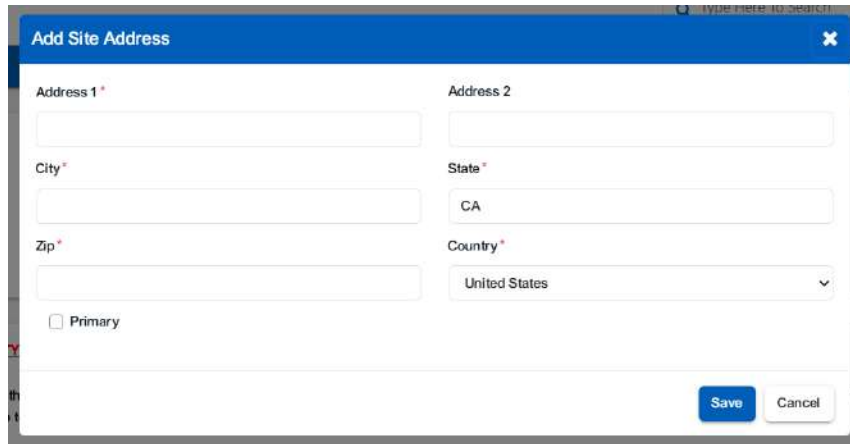
2. The 'Edit Site Address' pop up will appear. Modify the necessary information and save your changes.



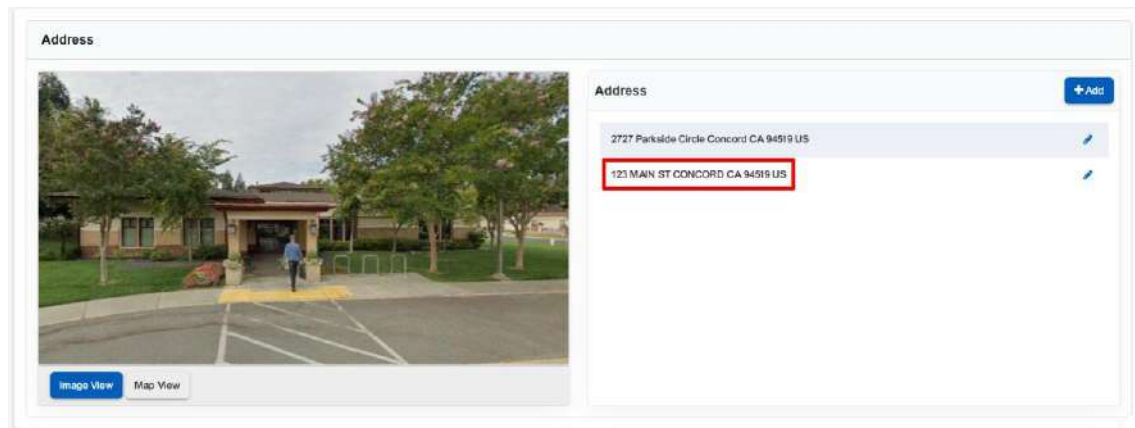
3. If a new site address needs to be added, click on the “Add” button.



4. The ‘Add Site Address’ pop up will appear. Enter the required information (Address Line 1, City, Zip) and save your changes.



- The Addresses section will be updated with the newly added site address. Repeat as needed until all the site addresses associated with your property are added.

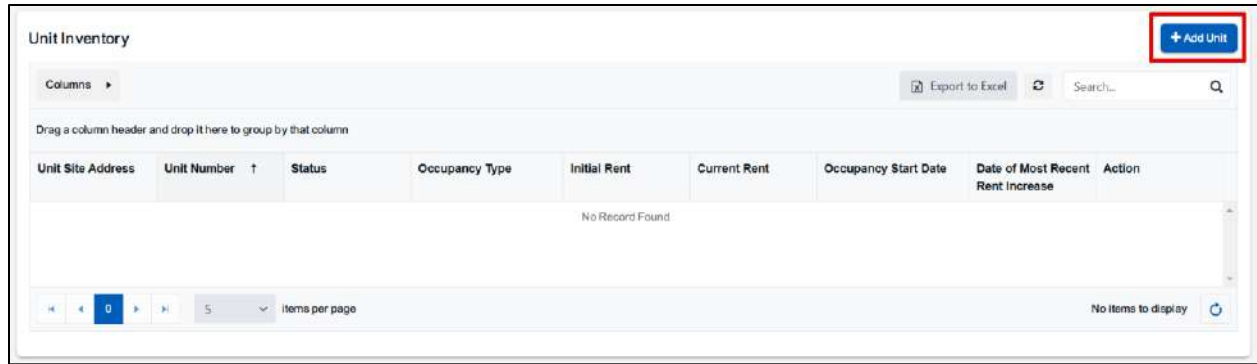


Step 2B: Add Unit(s)

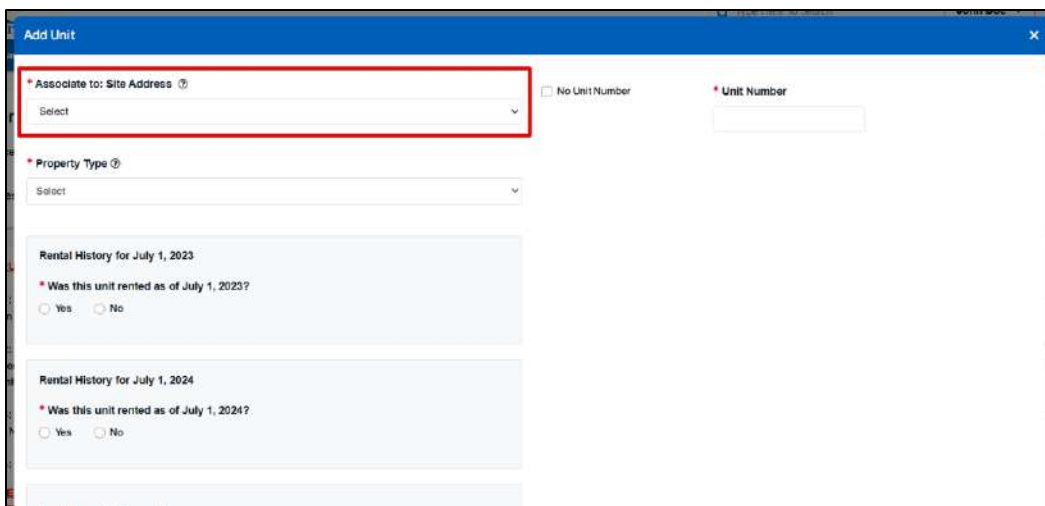
You now need to add units to your property so you can provide details regarding the occupancies of these units. Adding units is an activity that you will only need to complete in the first year of registration. Once the inventory of units is established on your property, you will only need to provide updates to the occupancies and rents of those units moving forward. Follow the steps listed below to add unit(s) to your property.

***Note:** Not every unit field will be explained in this guide. If you have specific questions, contact the Concord Rent Registry Program.

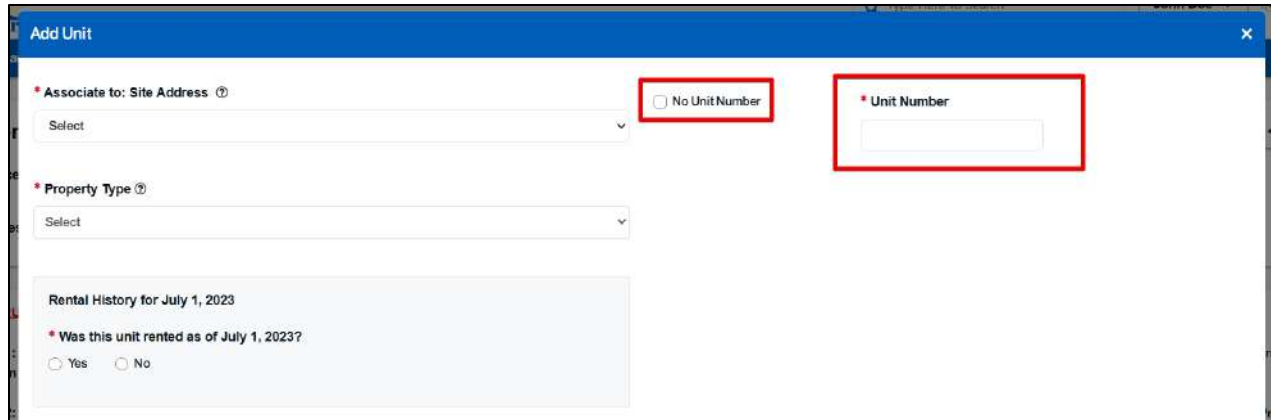
- Scroll down to the Unit Inventory area. Click on the “Add Unit” button to begin adding a unit to your property.



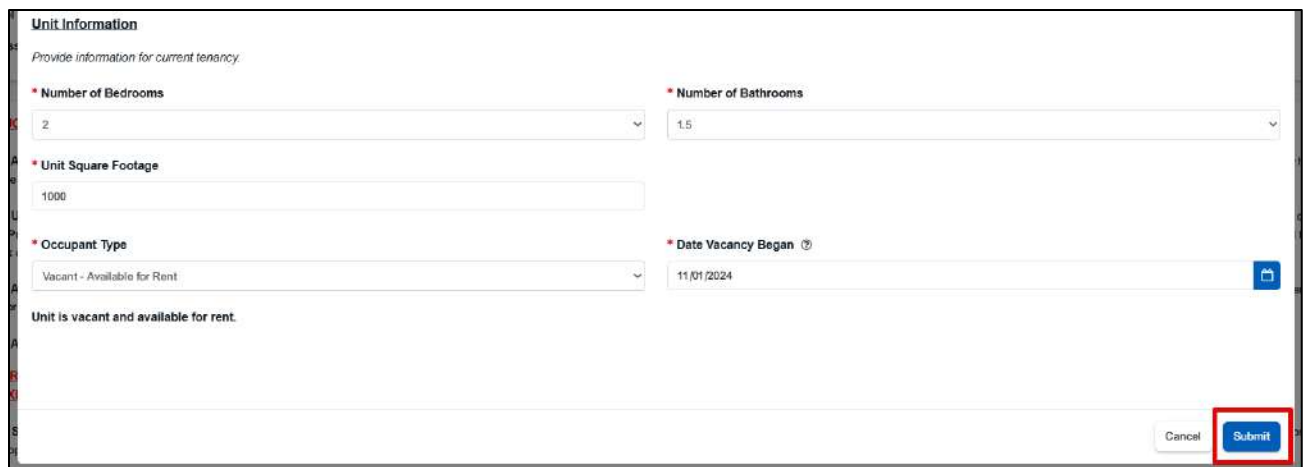
2. Select the Unit's Site Address from the dropdown as shown below. This dropdown will contain all the added property site addresses. If you realize an address is missing, you can close this window and add it in the 'Address' section of the property page. The selected address should be part of the unit's mailing address.



3. Next, we need to know the name of the unit. This, too, should be part of the unit's mailing address. If the unit does not have a specified name, click the 'No Unit Number' checkbox. This would indicate that the unit's mailing address is the same as the site address.



4. Enter the required fields listed in the pop up to continue adding the unit to your property. Note that some field selections may require you to provide more information. The required fields will contain a red asterisk (*). The form cannot be saved until all required fields are entered. Once all the required information is entered, click on the “Submit” button.



5. The Unit Inventory table will be updated. Each unit that is added will have its own three-dot action menu. If you made any error in the entry, you could use the action menu to select the ‘Edit’ option and correct the details. Repeat these steps to add all the units on your property.



Unit Inventory

[+ Add Unit](#)

Columns ▾ [Export to Excel](#) [Refresh](#) Search...

Drag a column header and drop it here to group by that column

Unit Site Address	Unit Number ↑	Status	Occupancy Type	Initial Rent	Current Rent	Occupancy Start Date	Date of Most Recent Rent Increase	Action
2727 Parkside Circle Concord CA 94519 US	1	Non-Exempt	Vacant - Available for Rent			11/01/2024		i

1-1 of 1 items



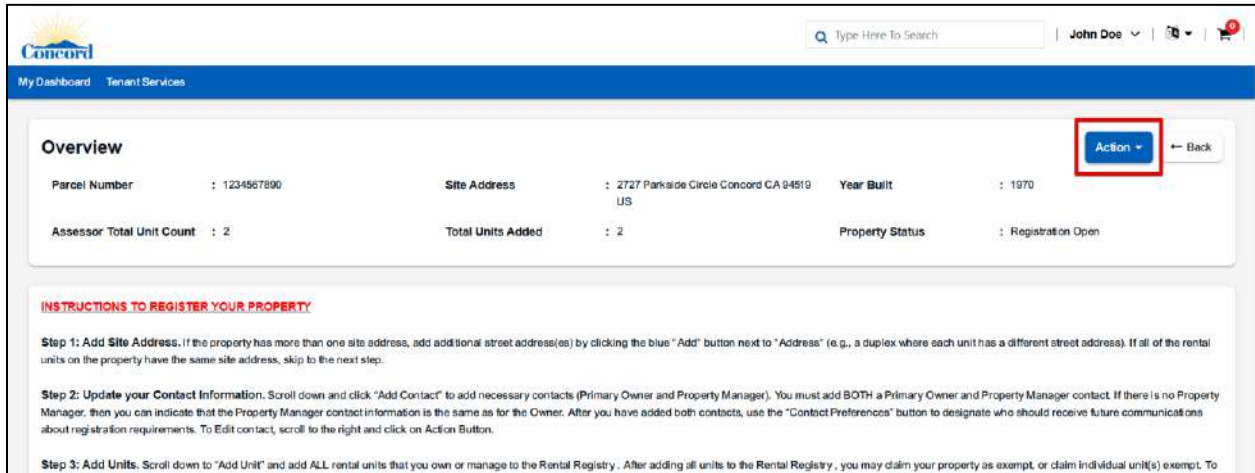


Step 3: Submit a Property Exemption Application

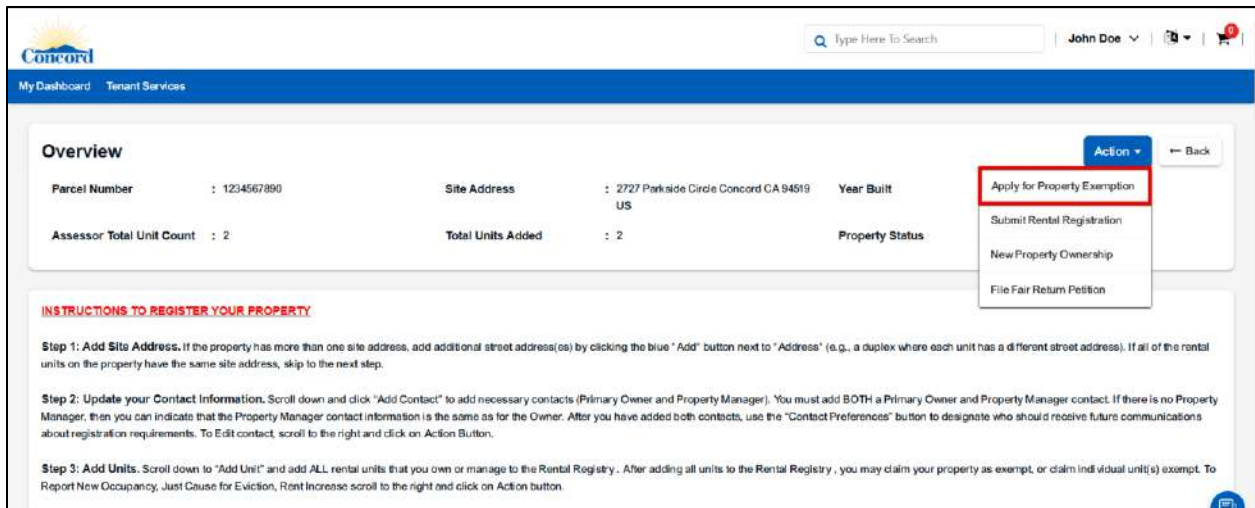
It is possible that your property may qualify for an Exemption from the fees. Follow the steps listed below to submit your request to Staff for review.

***Note:** Not every exemption field will be explained in this guide. If you have specific questions, contact the City of Concord Rent Registry Program.

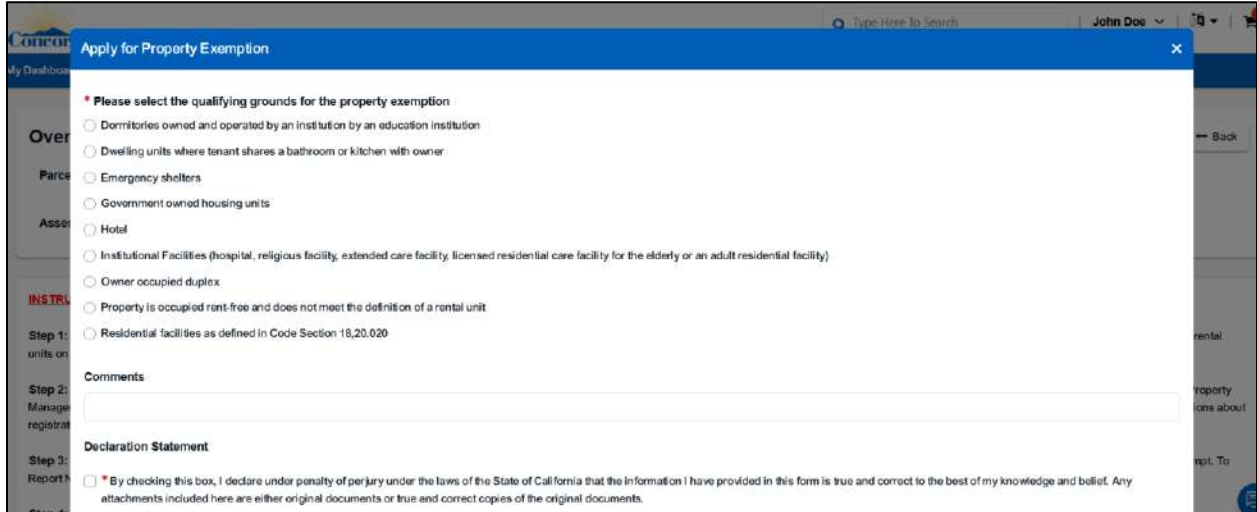
1. Scroll to the top of the property page. Click on the blue “Action” button.



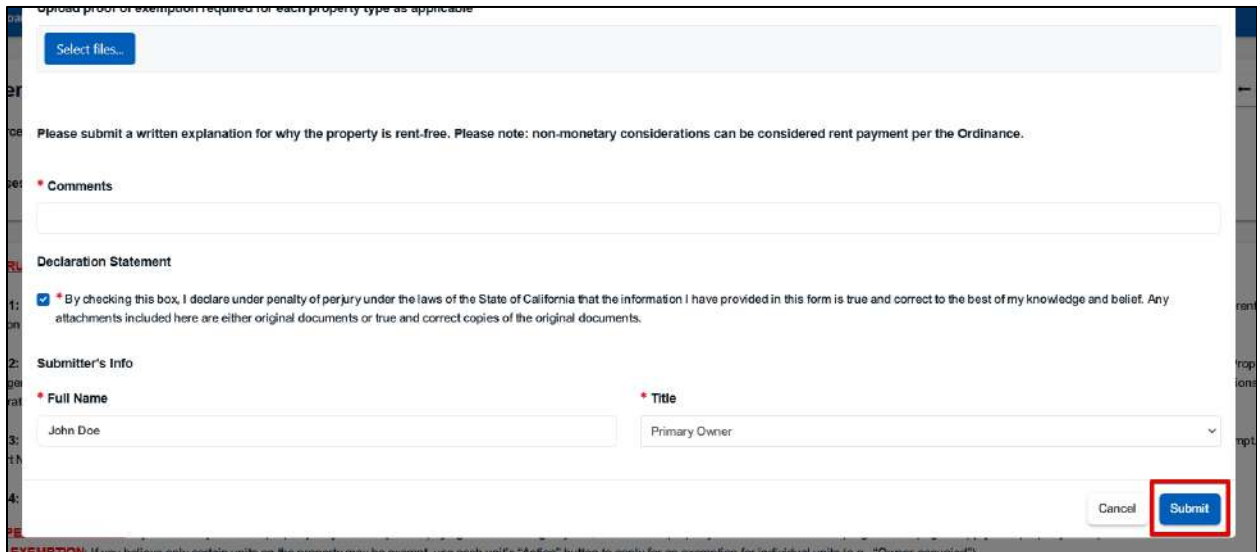
2. Select ‘Apply for Property Exemption’.



- The property exemption application form will appear. Select the Exemption reason. You may be required to provide comments and/or documentation to support your claim. Failure to provide adequate support documentation may result in the denial of your claim.



- Enter the required fields and then submit your application. The required fields will contain a red asterisk (*).





- To confirm that your application was submitted successfully, scroll down to the “My Cases” section. You will see the Property Exemption Case in the ‘Pending Review’ status. You can check back periodically to see if it is approved or denied. You will also get an email notification once your Property Exemption case is processed.

Case Number	Created On Entity	Case Type	Created On	Updated Date	Status
PE2024-2457479	APN: 1234567890	Property Exemption	11/08/2024 04:40 PM	11/08/2024 04:40 PM	Pending Review
UE2024-2457478	Unit 1, 2727 Parkside Circle Concord CA 94519 US	Unit Exemption	11/08/2024 04:34 PM	11/08/2024 04:34 PM	Pending Review
RR2024-2457475	APN: 1234567890	Rental Registry	11/08/2024 01:05 PM	11/08/2024 01:05 PM	Registration Open

If your Property Exemption application is approved, your property status will read “Property Exempt” as shown below. Your registration for the current fiscal year will be completed.

Overview

Parcel Number : 1234567890 Site Address : 2727 Parkside Circle Concord CA 94519 US Year Built : 1970

Assessor Total Unit Count : 2 Total Units Added : 2 **Property Status : Property Exempt**

INSTRUCTIONS TO REGISTER YOUR PROPERTY

Step 1: Add Site Address. If the property has more than one site address, add additional street address(es) by clicking the blue "Add" button next to "Address" (e.g., a duplex where each unit has a different street address). If all of the rental units on the property have the same site address, skip to the next step.

Step 2: Update your Contact Information. Scroll down and click "Add Contact" to add necessary contacts (Primary Owner and Property Manager). You must add BOTH a Primary Owner and Property Manager contact. If there is no Property Manager, then you can indicate that the Property Manager contact information is the same as for the Owner. After you have added both contacts, use the "Contact Preferences" button to designate who should receive future communications about registration requirements. To Edit contact, scroll to the right and click on Action Button.



What Does My Property Status Mean?

Your property status can tell you about the registration status of your property. Review the statuses and their meanings below:

Property Status	Meaning
Registration Open	<p>The registration period is open, and you need to provide updated information about your property and submit for registration.</p> <p>You may have submitted a property exemption and are waiting for staff to review; your property may be in this status until your application is processed. Check the status of your Property Exemption case to ensure it is not denied. If so, you will be required to register.</p>
Registration Denied	<p>Your registration was submitted, but Staff denied it due to some errors or corrections. You will need to review your information, make necessary edits, and re-submit the property.</p>
Unit Discrepancy	<p>Your property has been submitted for registration, and the number of units you have added to the property does not match with the assessor's records. Your property is flagged for Staff to review. You do not need to take action. Staff will reach out if there are any questions or additional information is required.</p>
Pending Staff Review	<p>Your property has been submitted for registration and there are exemption applications that still need to be reviewed by the Staff. You do not need to take action. Staff will reach out if there are any questions or additional information is required.</p>
Payment Pending	<p>The fees (and penalties, if applicable) have been calculated for your property, an invoice has been generated, and a payment is required. A payment can be submitted online from the shopping cart on the top-right corner of the Rent Registry website (once logged in). A payment can also be submitted, offline, to the Rent Registry Program directly.</p>
Registration Completed	<p>You have completed the registration of your property for the fiscal year by successfully submitting the property and completing payment if you were assessed a fee. You do not need to take any additional action at this time unless you have occupancy amendments or rent increases to report.</p>
Property Exempt	<p>You have submitted an exemption of your entire property and it has been approved. You would not be required to pay any fees until/unless your property's exemption status changes.</p>



There are changes to my Unit’s Occupancy Information. What should I do?

If you have a change in occupancy in one of your units (i.e. a new Tenant moves in; someone moves out and it is now vacant, etc.) you can report these changes to the City of Concord Rent Registry Program. Follow the steps below:

1. Go to the property details page where a unit has undergone an occupancy change and scroll down to the Unit Inventory table as shown below.

Unit Site Address	Unit Number ↑	Status	Occupancy Type	Initial Rent	Current Rent	Occupancy Start Date	Date of Most Recent Rent Increase	Action
2727 Parkside Circle Concord CA 94519 US	1	Non-Exempt	Vacant - Not Available for Rent			11/01/2024		[Action Menu]
2727 Parkside Circle Concord CA 94519 US	2	Non-Exempt	Tenant	\$ 2,500.00	\$ 2,700.00	03/08/2021	03/08/2024	[Action Menu]

2. Each unit listed has a three-dot action menu. Click on the action menu for the unit which has a new Occupant.

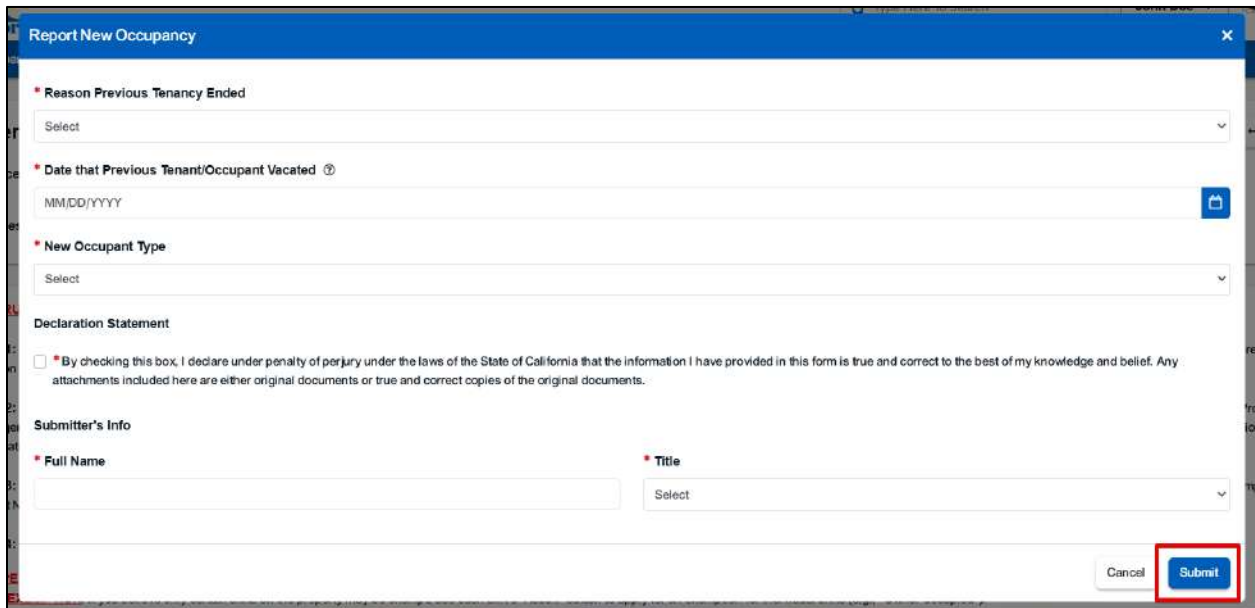
Unit Site Address	Unit Number ↑	Status	Occupancy Type	Initial Rent	Current Rent	Occupancy Start Date	Date of Most Recent Rent Increase	Action
2727 Parkside Circle Concord CA 94519 US	1	Non-Exempt	Vacant - Not Available for Rent			11/01/2024		[Action Menu]
2727 Parkside Circle Concord CA 94519 US	2	Non-Exempt	Tenant	\$ 2,500.00	\$ 2,700.00	03/08/2021	03/08/2024	[Action Menu]



3. Select the “Report New Occupancy” option.



4. The ‘report new occupancy’ application form will appear. Indicate why the previous tenancy ended along with the date, and select the new occupant type of the unit. Additional fields will appear as you fill out the form. Enter all required fields and then click on Submit. The required fields will contain a red asterisk (*).





- The Unit’s information will automatically be updated on the Unit Inventory table. The Unit’s status will be reset to “Non-Exempt”.

Unit Inventory

Columns ▾ Export to Excel Search...

Drag a column header and drop it here to group by that column

Unit Site Address	Unit Number ↑	Status	Occupancy Type	Initial Rent	Current Rent	Occupancy Start Date	Date of Most Recent Rent Increase	Action
2727 Parkside Circle Concord CA 94519 US	1	Non-Exempt	Rent Free Occupant			11/10/2024	11/10/2024	
2727 Parkside Circle Concord CA 94519 US	2	Non-Exempt	Tenant	\$ 2,500.00	\$ 2,700.00	03/08/2021	03/08/2024	

Items per page: 5 1-2 of 2 items





I need to report a tenancy termination. What should I do?

If you have a tenancy termination in one of your units due to a just cause eviction, whether the tenant is at fault or not at fault, you can report these changes to the City of Concord Rent Registry Program.

Follow the steps below:

1. Go to the property details page where a unit has undergone a tenancy termination and scroll down to the Unit Inventory table as shown below.

Unit Site Address	Unit Number ↑	Status	Occupancy Type	Initial Rent	Current Rent	Occupancy Start Date	Date of Most Recent Rent Increase	Action
2727 Parkside Circle Concord CA 94519 US	1	Non-Exempt	Rent Free Occupant			11/10/2024	11/10/2024	[i] [eye]
2727 Parkside Circle Concord CA 94519 US	2	Non-Exempt	Tenant	\$ 2,500.00	\$ 2,700.00	03/08/2021	03/08/2024	[i] [eye]

2. Each unit listed has a three-dot action menu. Click on the action menu for the unit which requires you to report a termination of tenancy.

Unit Site Address	Unit Number ↑	Status	Occupancy Type	Initial Rent	Current Rent	Occupancy Start Date	Date of Most Recent Rent Increase	Action
2727 Parkside Circle Concord CA 94519 US	1	Non-Exempt	Rent Free Occupant			11/10/2024	11/10/2024	[i] [eye]
2727 Parkside Circle Concord CA 94519 US	2	Non-Exempt	Tenant	\$ 2,500.00	\$ 2,700.00	03/08/2021	03/08/2024	[i] [eye]



3. Select the “Report Termination of Tenancy” option.

Unit Inventory

Columns Export to Excel Search

Drag a column header and drop it here to group by that column

Unit Site Address	Unit Number ↑	Status	Occupancy Type	Initial Rent	Current Rent	Occupancy Start Date	Date of Most Recent Rent Increase	Action
2727 Parkside Circle Concord CA 94519 US	1	Non-Exempt	Rent Free Occupant			11/10/2024		Report New Occupancy
2727 Parkside Circle Concord CA 94519 US	2	Non-Exempt	Tenant	\$ 2,500.00	\$ 2,700.00	03/08/2021		Report Termination of Tenancy

1 5 Items per page 1-2 of 2 Items

4. The ‘report termination of tenancy’ application form will appear. Indicate the type of eviction being reported along with additional information and supporting documentation. Additional fields will appear as you fill out the form. Enter all required fields and then click on Submit. The required fields will contain a red asterisk (*).

Report Termination of Tenancy

Instructions
 An owner shall not terminate a tenancy without just cause, which shall be stated in a written notice. “Just Cause” includes certain at-fault and no-fault causes outlined in the Ordinance.
 This form is to be used when a unit becomes vacant due to an eviction for just cause.

* What Type of Eviction are you reporting?
 For Cause Just Cause Eviction No-Fault Just Cause Eviction

* When was the termination of tenancy notice served to the tenant?
 MM,DD/YYYY

* When is the vacate date for the unit?
 MM,DD/YYYY

Required Documentation

* Notice of Termination of Tenancy served to the Tenant
 Select files...

* Proof of Service
 Select files...



The termination will be recorded on the unit and you can proceed to report a change of occupancy/tenancy for the unit as needed. The record of the termination of tenancy will be located in the “My Cases” section of the property as shown below.

My Cases

Columns ▾ Export to Excel Search

Case Number	Created On Entity	Case Type	Created On ↓	Updated Date	Status
JCE2024-2457485	Unit: 1, 2727 Parkside Circle Concord CA 94519 US	Just Cause Eviction	11/13/2024 01:51 PM	11/13/2024 01:51 PM	Approved
OCC2024-2457484	Unit: 1, 2727 Parkside Circle Concord CA 94519 US	Occupancy Amendment	11/13/2024 01:35 PM	11/13/2024 01:35 PM	Approved
PE2024-2457479	APN: 1234567890	Property Exemption	11/08/2024 04:40 PM	11/08/2024 04:42 PM	Property Exemption Approved
UE2024-2457478	Unit: 1, 2727 Parkside Circle Concord CA 94519 US	Unit Exemption	11/08/2024 04:34 PM	11/08/2024 04:48 PM	Exemption Denied
RR2024-2457475	APN: 1234567890	Rental Registry	11/08/2024 01:06 PM	11/08/2024 05:46 PM	Registration Completed

10 Items per page 1-5 of 5 items

I need to file a fair return petition. What should I do?

If you feel that one or more of your units should be subject to review of a fair return, you should ensure to review the Ordinance prior to submitting a petition. Once you decide that filing a petition is right for you, you can follow the steps listed below.

1. Go to the property details page where you need to file a Fair Return Petition and click on the Action menu.

The screenshot shows the 'Overview' section of a property details page. The 'Action' button is highlighted with a red box. Below the overview, there are instructions for registering the property.

Overview

Parcel Number : 1234567890 Site Address : 2727 Parkside Circle Concord CA 94519 US Year Built : 1970

Assessor Total Unit Count : 2 Total Units Added : 2 Property Status : Registration Completed

INSTRUCTIONS TO REGISTER YOUR PROPERTY

Step 1: Add Site Address. If the property has more than one site address, add additional street address(es) by clicking the blue "Add" button next to "Address" (e.g., a duplex where each unit has a different street address). If all of the rental units on the property have the same site address, skip to the next step.

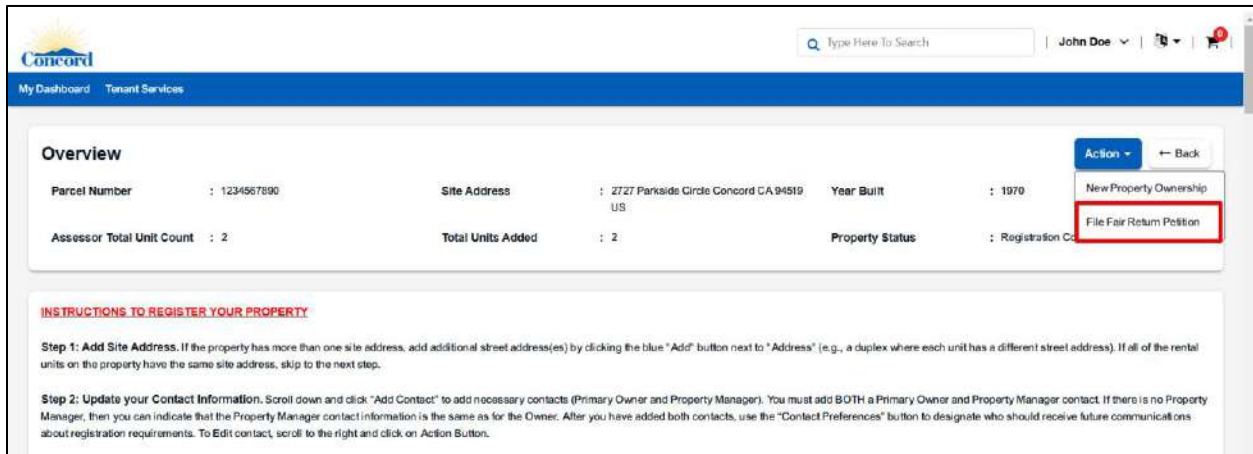
Step 2: Update your Contact Information. Scroll down and click "Add Contact" to add necessary contacts (Primary Owner and Property Manager). You must add BOTH a Primary Owner and Property Manager contact. If there is no Property Manager, then you can indicate that the Property Manager contact information is the same as for the Owner. After you have added both contacts, use the "Contact Preferences" button to designate who should receive future communications about registration requirements. To Edit contact, scroll to the right and click on Action Button.

Step 3: Add Units. Scroll down to "Add Unit" and add ALL rental units that you own or manage to the Rental Registry. After adding all units to the Rental Registry, you may claim your property as exempt, or claim individual unit(s) exempt. To Report New Occupancy, Just Cause for Eviction, Rent Increase scroll to the right and click on Action button.

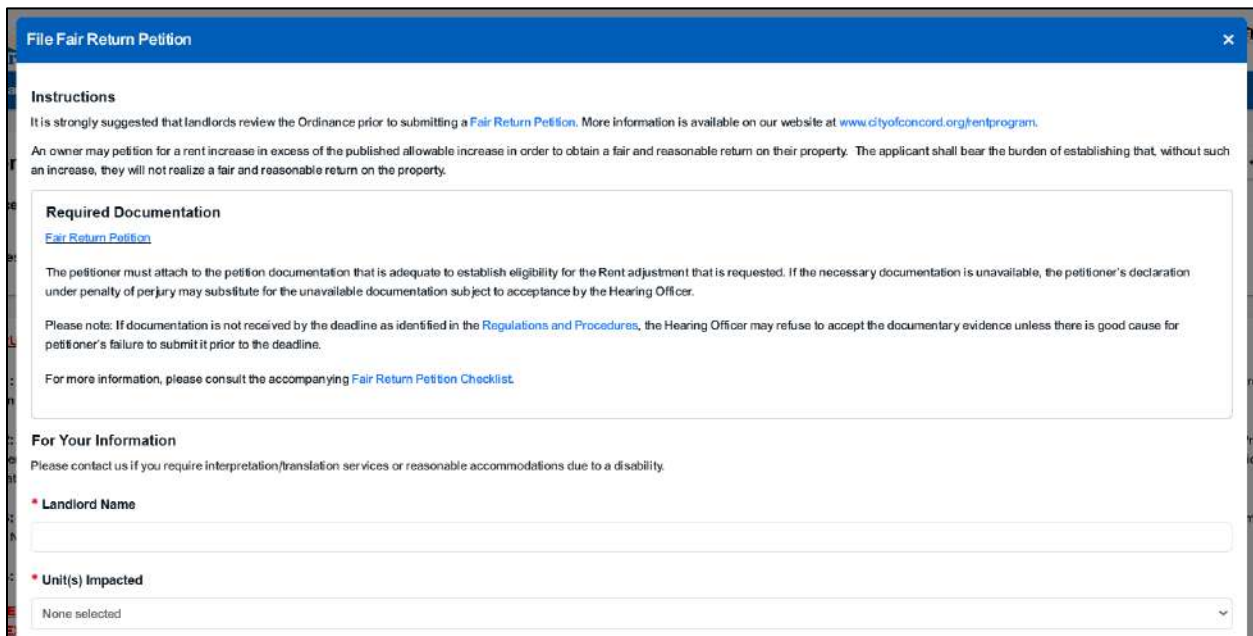




2. Select the “File Fair Return Petition” option.



3. The “file fair return petition” application form will appear with detailed instructions. Enter all required fields and then click on Submit. The required fields will contain a red asterisk (*).





The petition will be recorded and will be located in the “My Cases” section of the property as shown below.

Case Number	Created On Entity	Case Type	Created On	Updated Date	Status
FRP2024-2457485	APN: 1234567890	Fair Return Petition	11/13/2024 02:25 PM	11/13/2024 02:25 PM	Pending Review
JCE2024-2457485	Unit: 1, 2727 Parkside Circle Concord CA 94519 US	Just Cause Eviction	11/13/2024 01:51 PM	11/13/2024 01:51 PM	Approved
OCC2024-2457484	Unit: 1, 2727 Parkside Circle Concord CA 94519 US	Occupancy Amendment	11/13/2024 01:35 PM	11/13/2024 01:35 PM	Approved
PE2024-2457473	APN: 1234567890	Property Exemption	11/08/2024 04:40 PM	11/08/2024 04:42 PM	Property Exemption Approved
UE2024-2457478	Unit: 1, 2727 Parkside Circle Concord CA 94519 US	Unit Exemption	11/08/2024 04:34 PM	11/08/2024 04:48 PM	Exemption Denied
RR2024-2157475	APN: 1234567890	Rental Registry	11/08/2024 01:06 PM	11/08/2024 05:46 PM	Registration Completed

