# City of Concord Rent Registry

## Property Owner/Property Manager User Guide

Version 1.0

November 2024

# Table of Contents

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

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# 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.
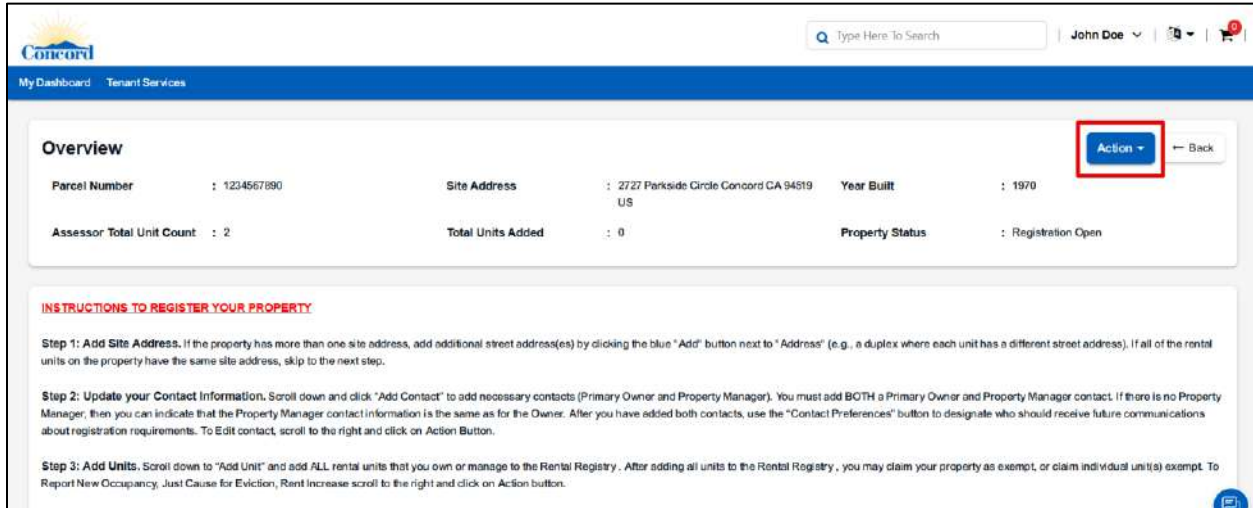
1. Go to your dashboard and click on the View button for the property which you have sold. The property details page will open.
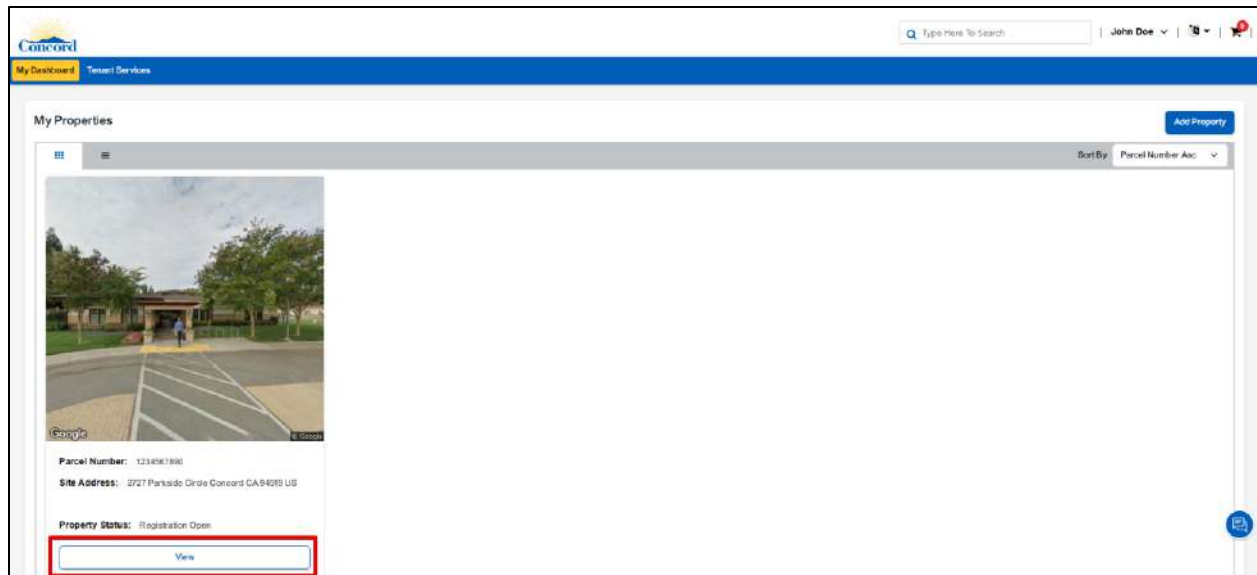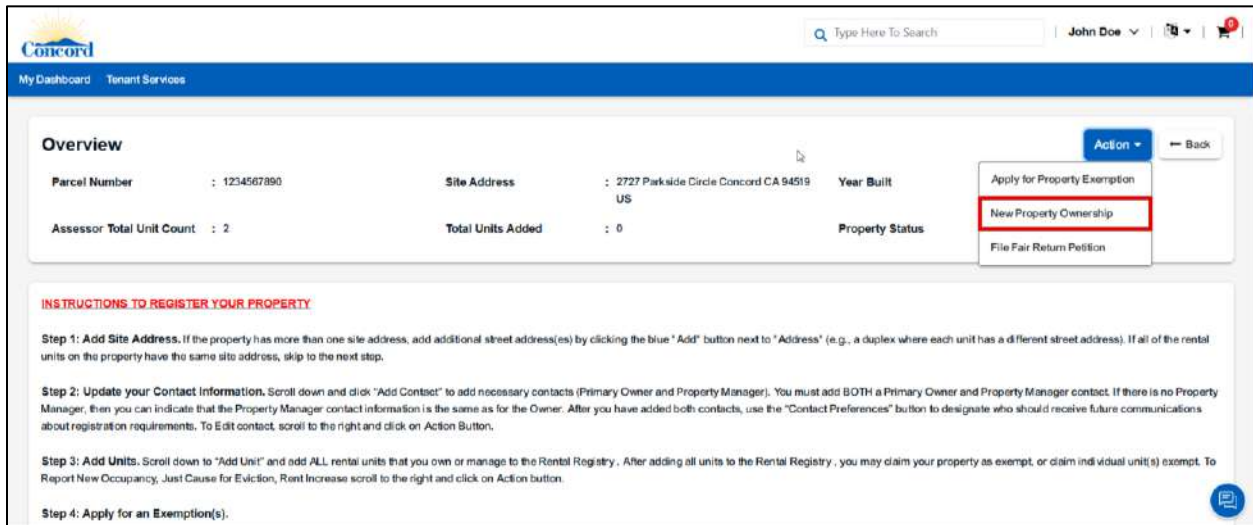
If you have any questions, contact the Concord Rent Registry Program. Note: Images may differ slightly from the application.

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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.

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

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4. 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.



5. 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.
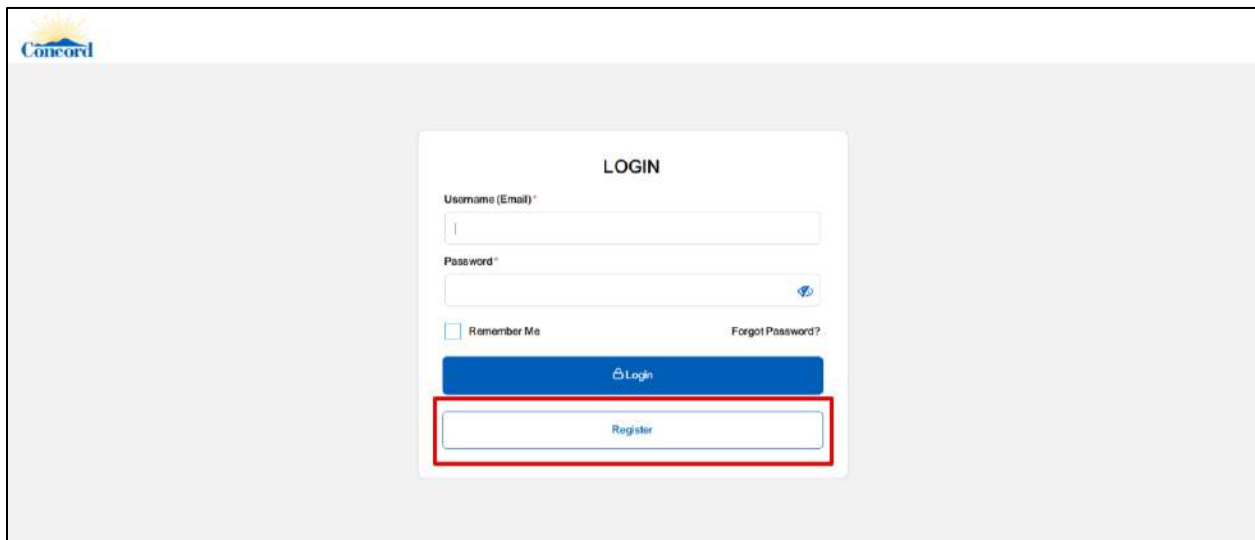
### Create a Login to the City of Concord Rent Registry Portal Website

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.

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

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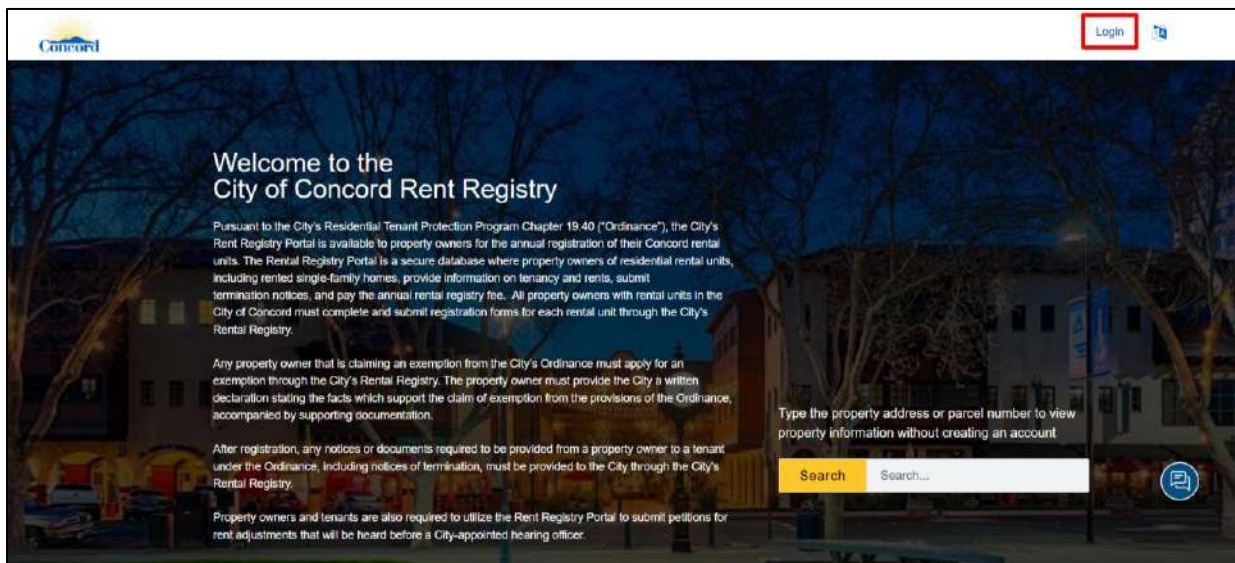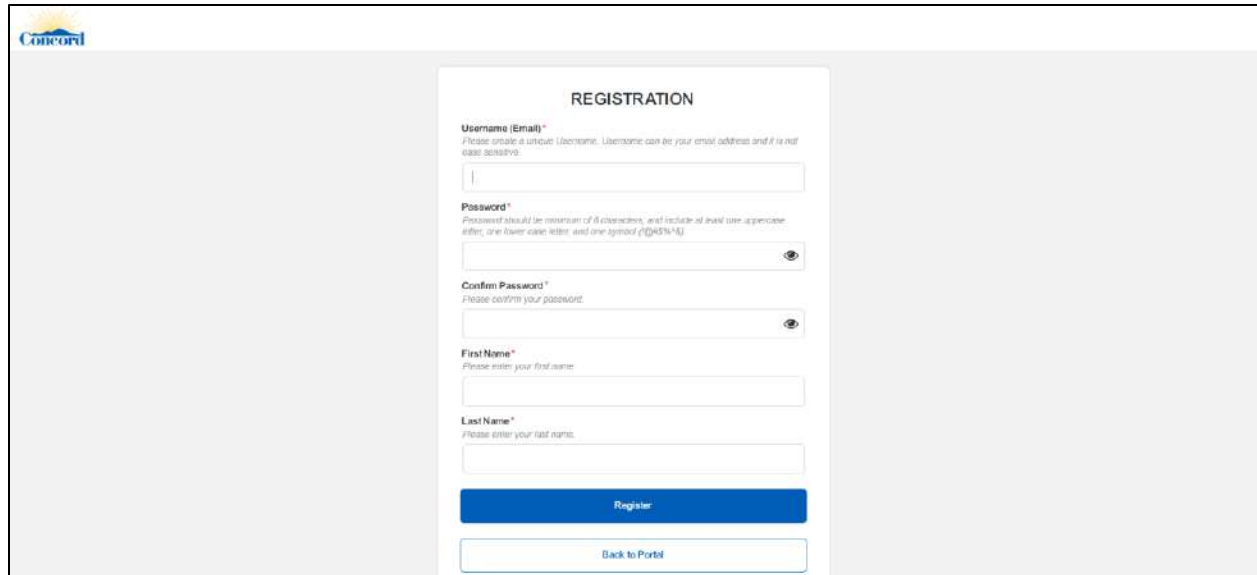
3. Click on the Register button to create a login to the Rent Registry Program website.



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., !@#$%^&)
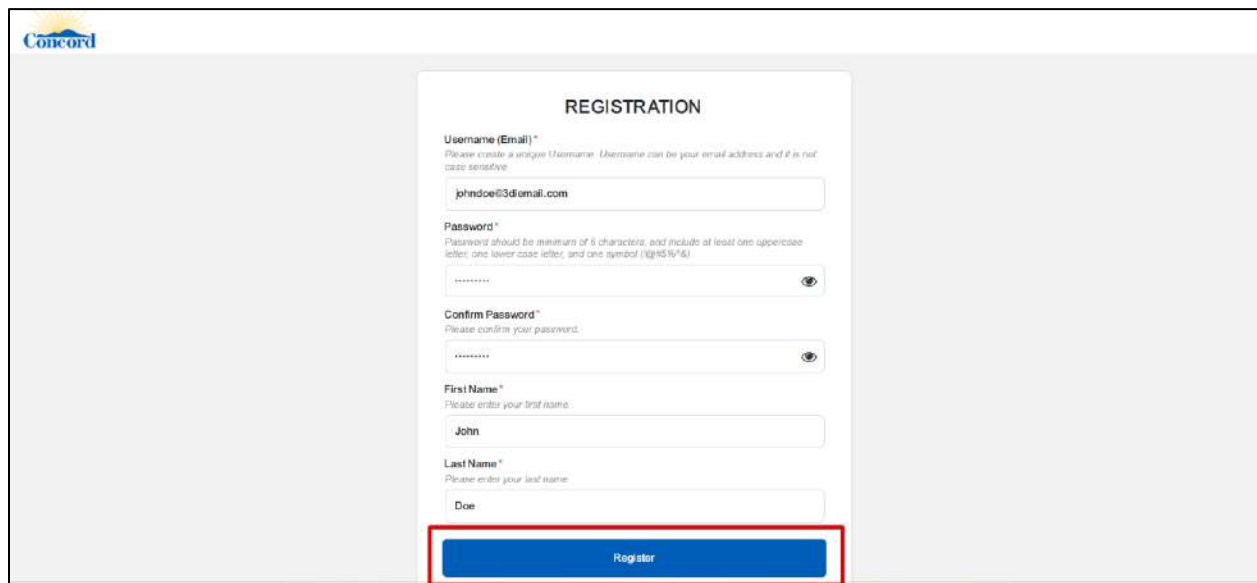   - **First Name**
   - **Last Name**

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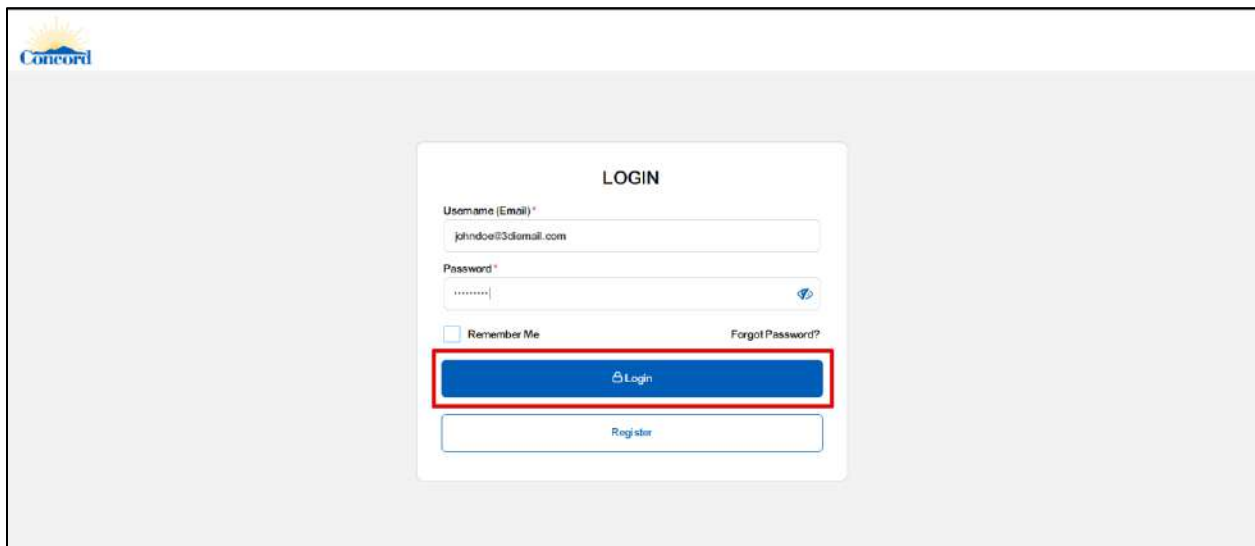


6.  The system will send an account verification email to the Username/Email Address you provided with an Activation Link. The account verification email should arrive within a few minutes; and the activation link expires in 15 minutes. Click on the activation link in the email to confirm your account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

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

## 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.



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

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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

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

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



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

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

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If you have any questions, contact the Concord Rent Registry Program.  Note: Images may differ slightly from the application.
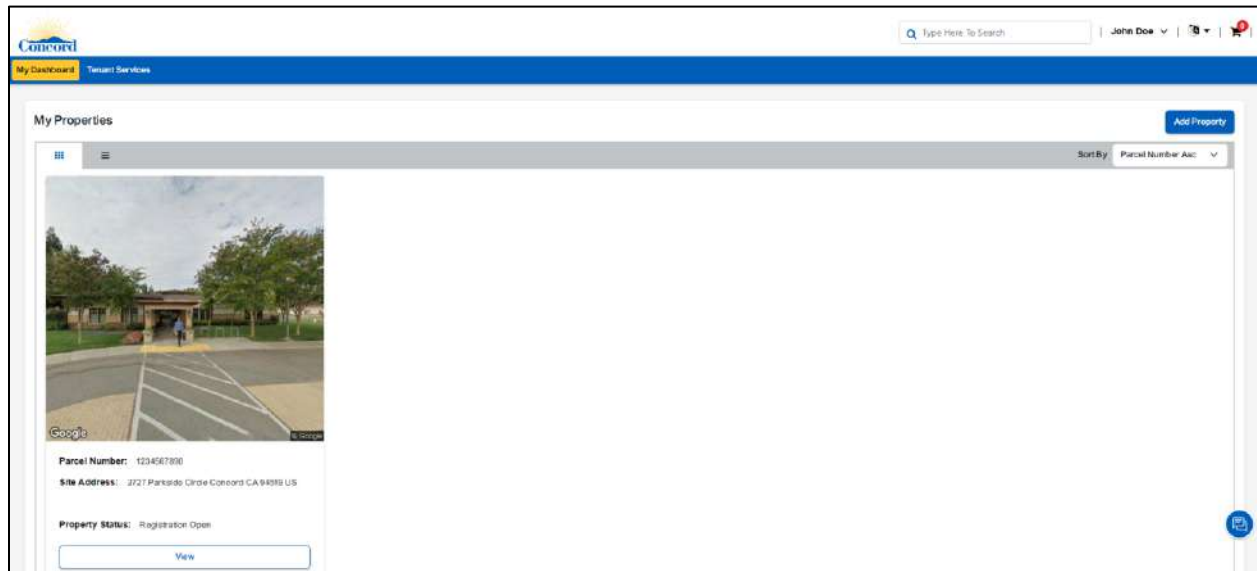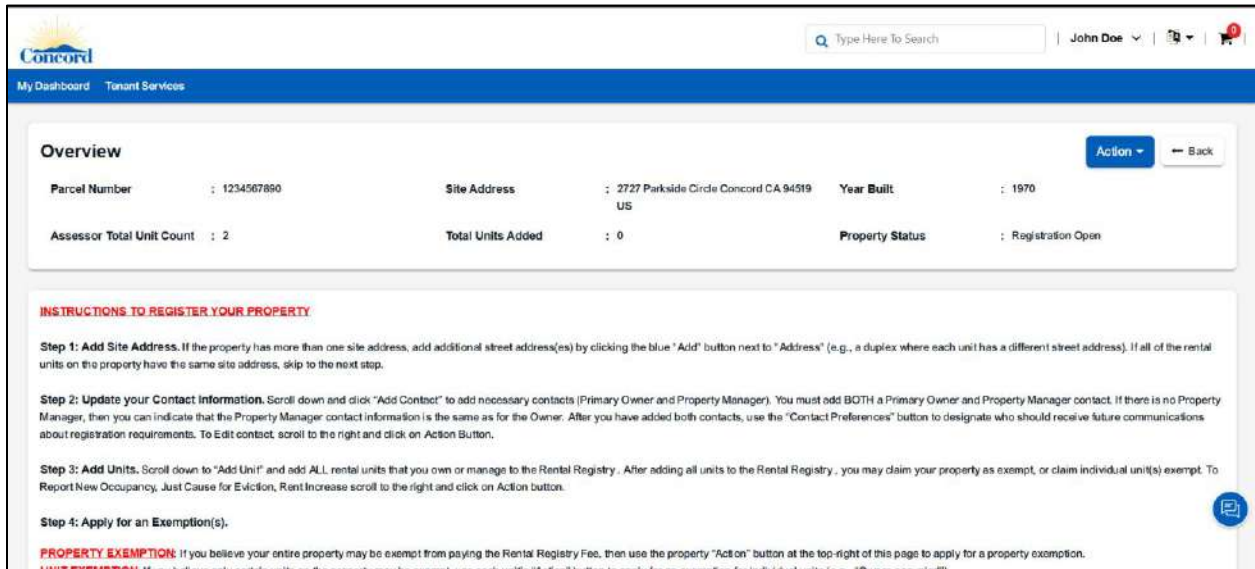
# I have added my property to my profile. How do I register?

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.
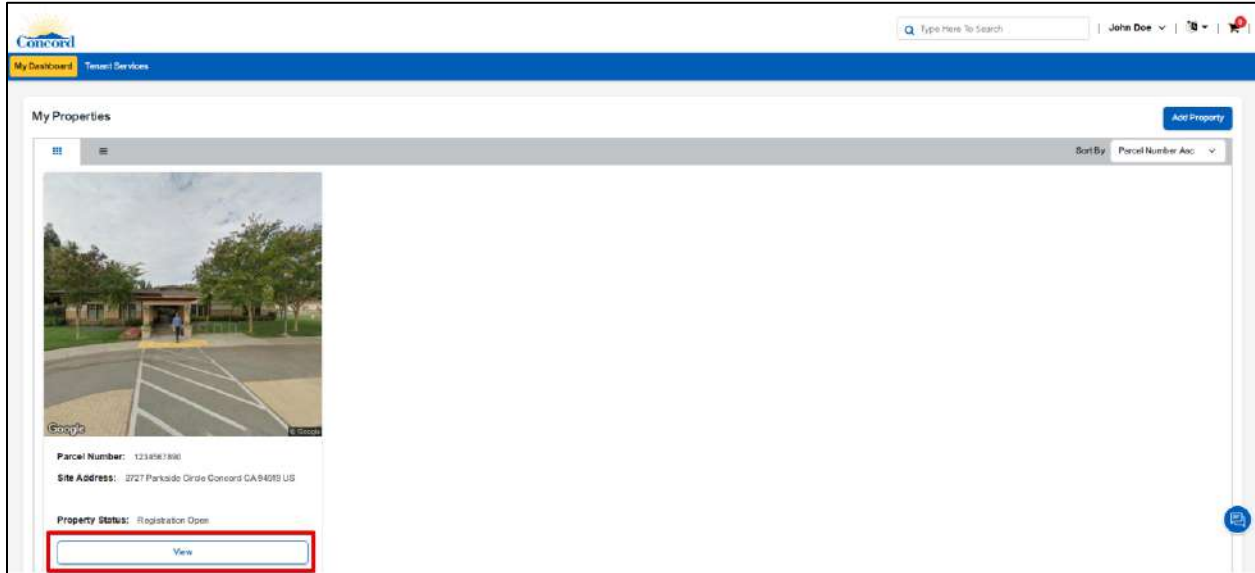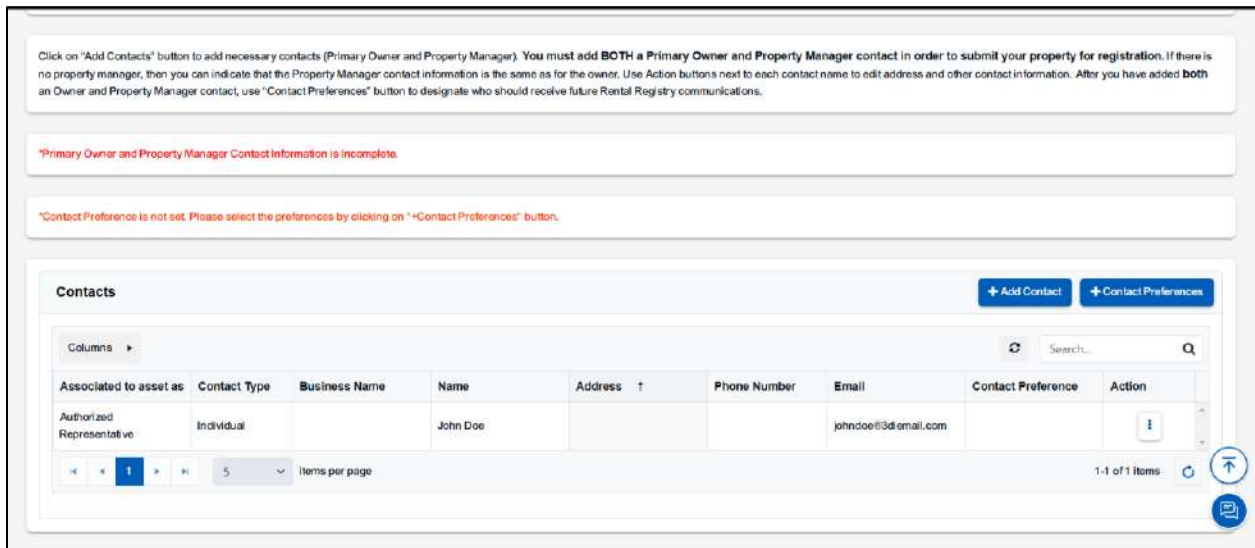


The property details page will open. The page is separated into different sections, where each section displays different information as part of the registration process.

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

## 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.
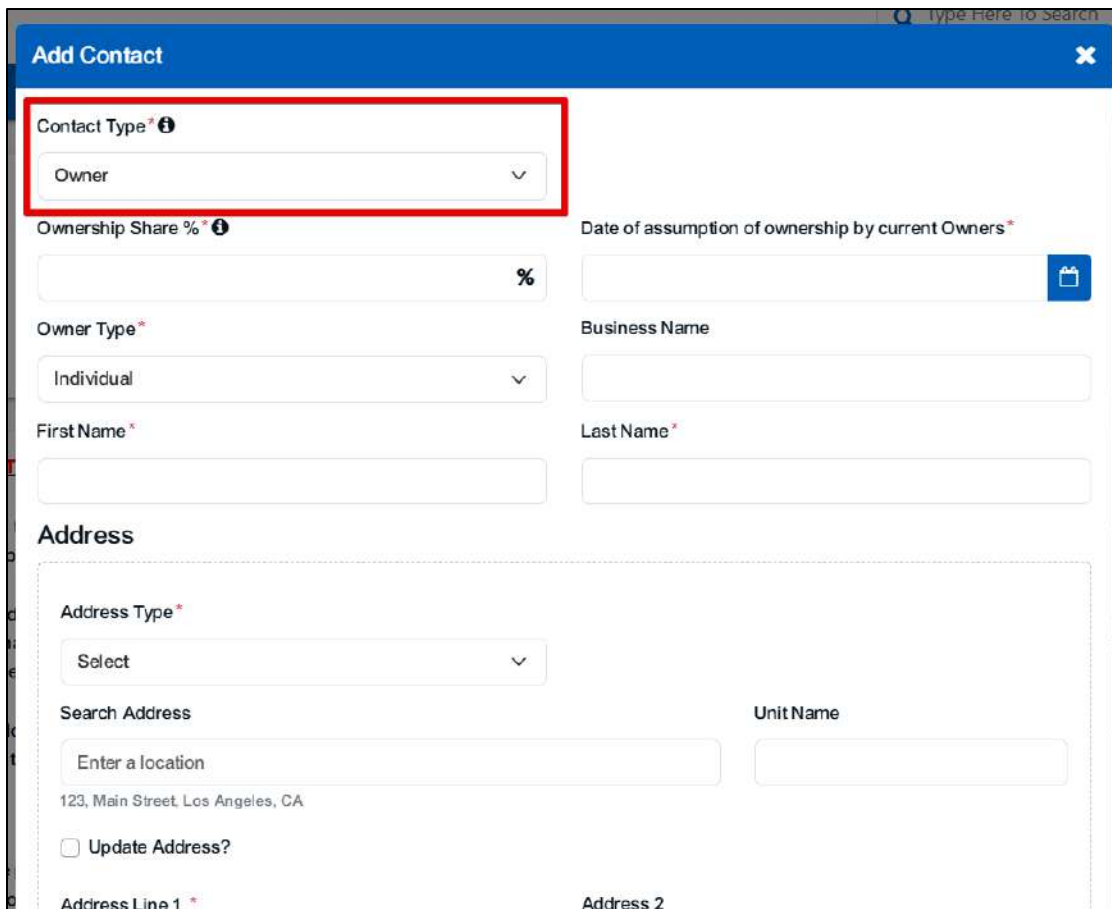


2. Review the Type of Contact associated with the property. Refer to the first column as highlighted below.
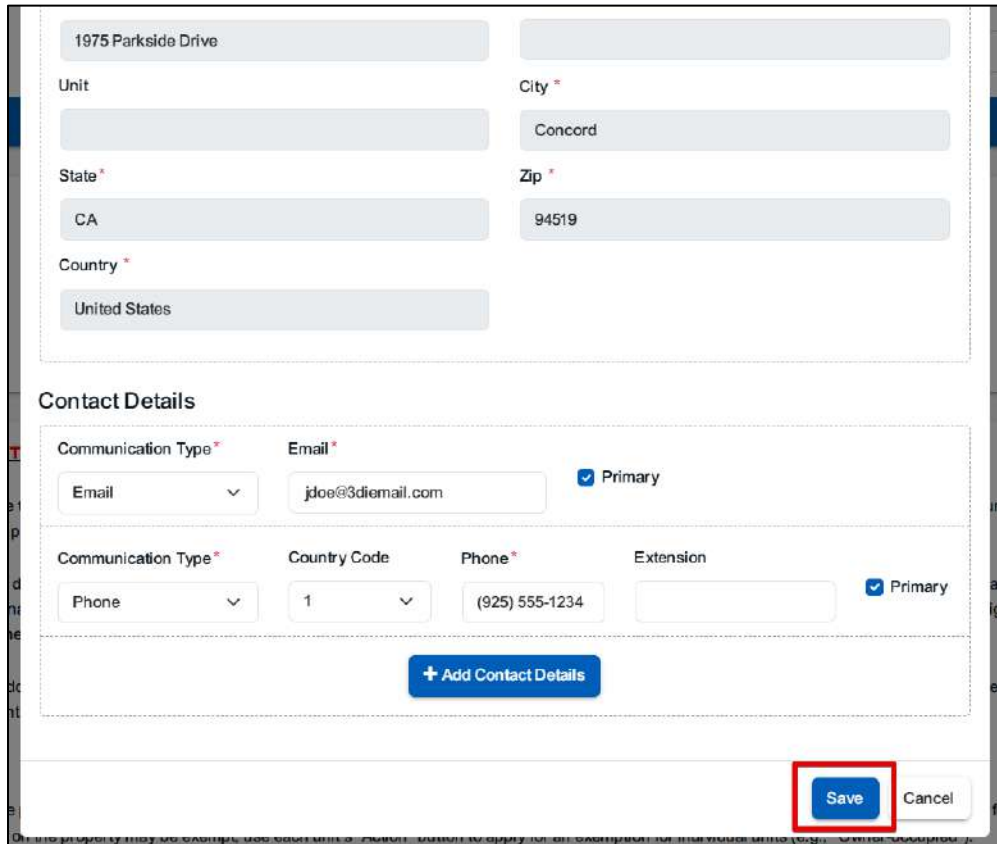
If you have any questions, contact the Concord Rent Registry Program. Note: Images may differ slightly from the application.

3. 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.



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

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

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



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

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

7. 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.
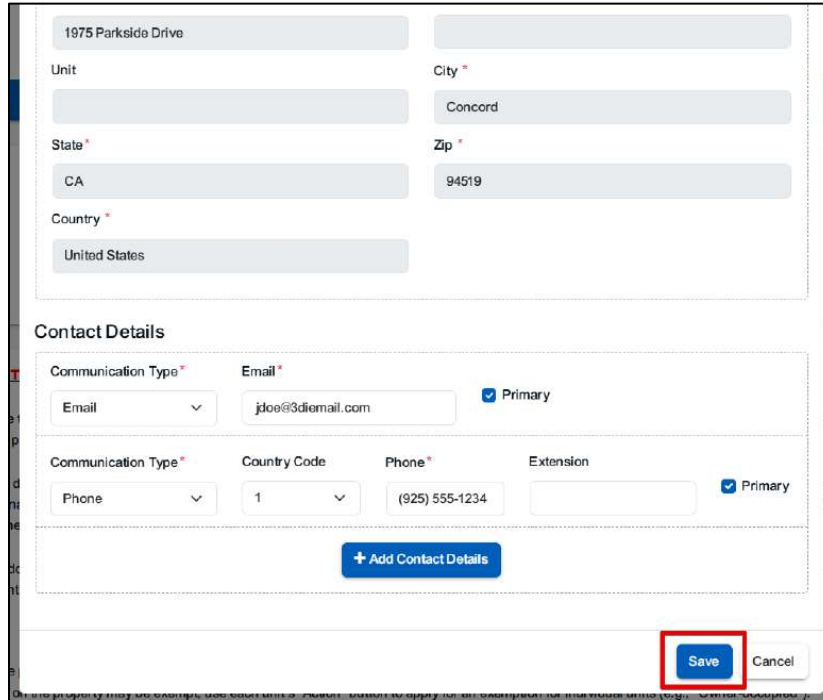


8. The Add Contact pop up will appear. Select the **Contact Type** from the drop-down list as "Property Manager". If the property manager and property owner are the same, you can check the "Same As Primary Owner" box to prefill the information. If the property manager and property owner are not the same, 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.

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



10. 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.
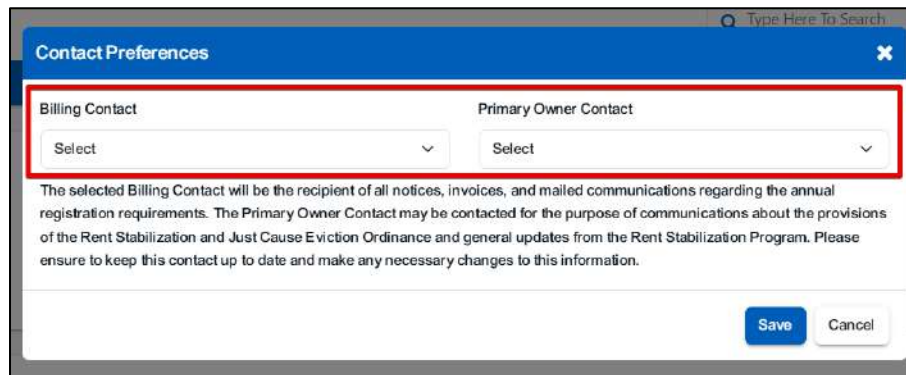
If you have any questions, contact the Concord Rent Registry Program. Note: Images may differ slightly from the application.

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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.
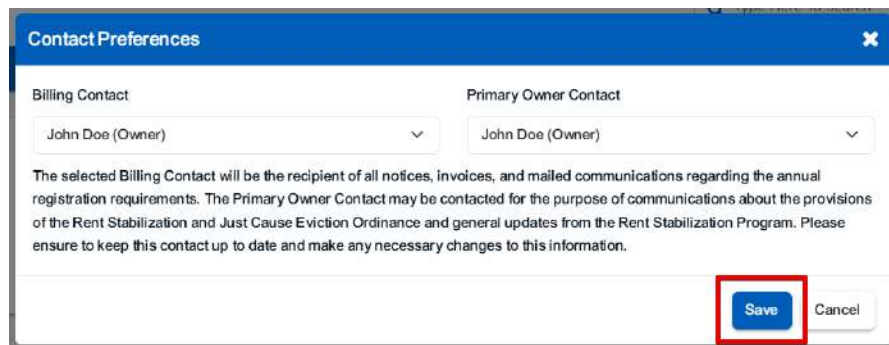


**Note:** The selected Billing Contact and Primary Owner contact MUST have a mailing address; otherwise you will receive an error message. You can Edit the contact to add this information (or add a new contact) and then return to select your Contact Preferences.

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



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

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## 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.

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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.

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

5. 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 regi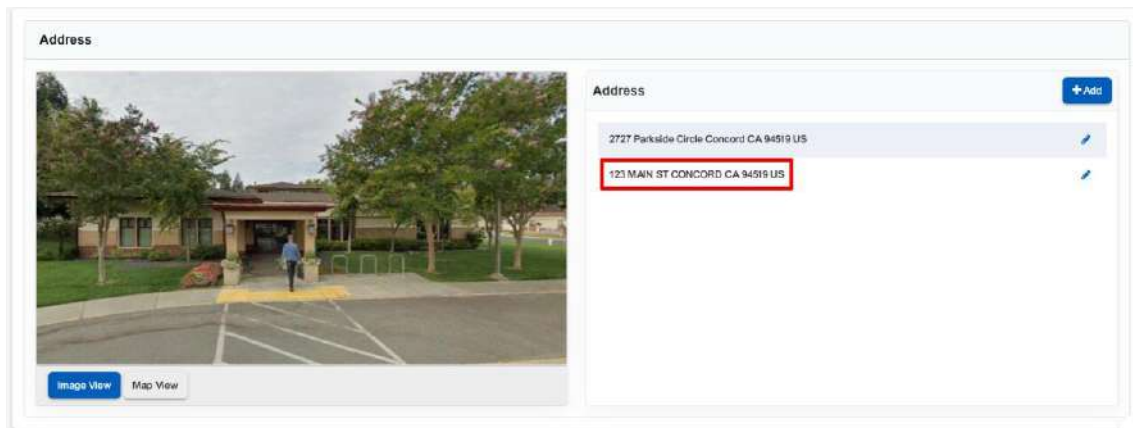stration. Once the inventory of units is established on your property, you will only need to provide updates to the occupancies and rents of those units moving forward. Follow the steps listed below to add unit(s) to your property.

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

1. Scroll down to the Unit Inventory area. Click on the "Add Unit" button to begin adding a unit to your property.

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

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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 addres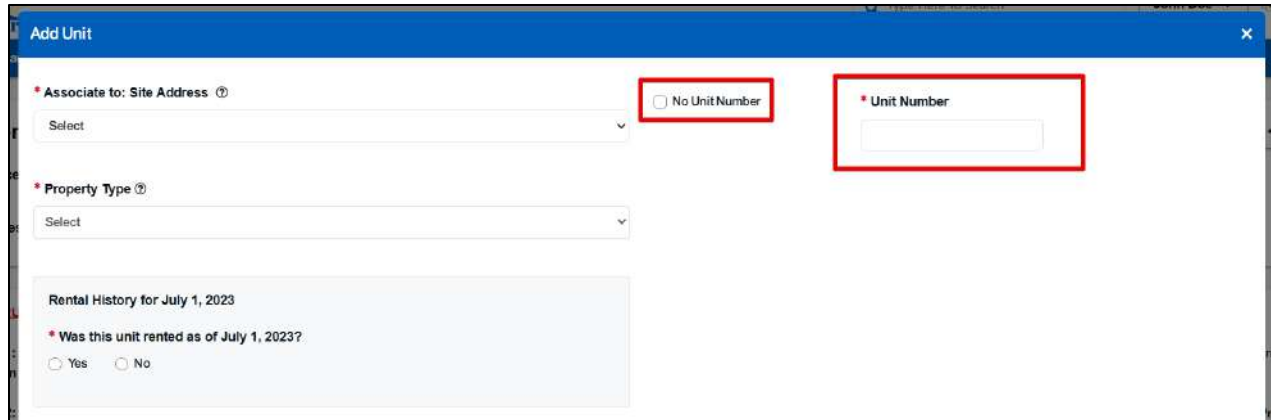s is missing, you can close this window and add it in the 'Address' section of the property page. The selected address should be part of the unit's mailing address.



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.

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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.

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

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## 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'.

If you have any questions, contact the Concord Rent Registry Program. Note: Images may differ slightly from the application.
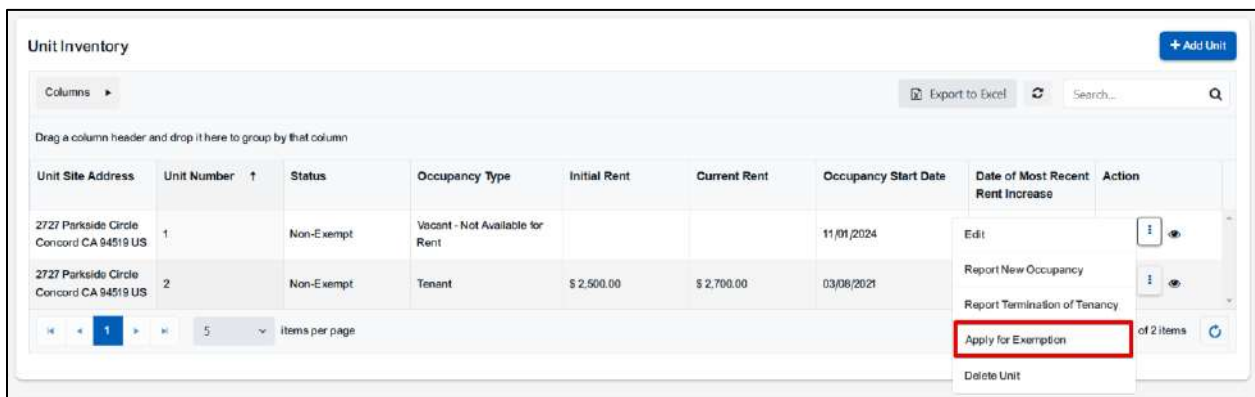
3. The unit exemption application form will appear. Select the Exemption reason. You may be required to provide comments and/or documentation to support your claim. Failure to provide adequate support may result in the denial of your claim. Enter the required fields and then submit your application.



4. 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.

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

5.  You can also scroll down to the "My Cases" section to see any case submissions on your property.



**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.
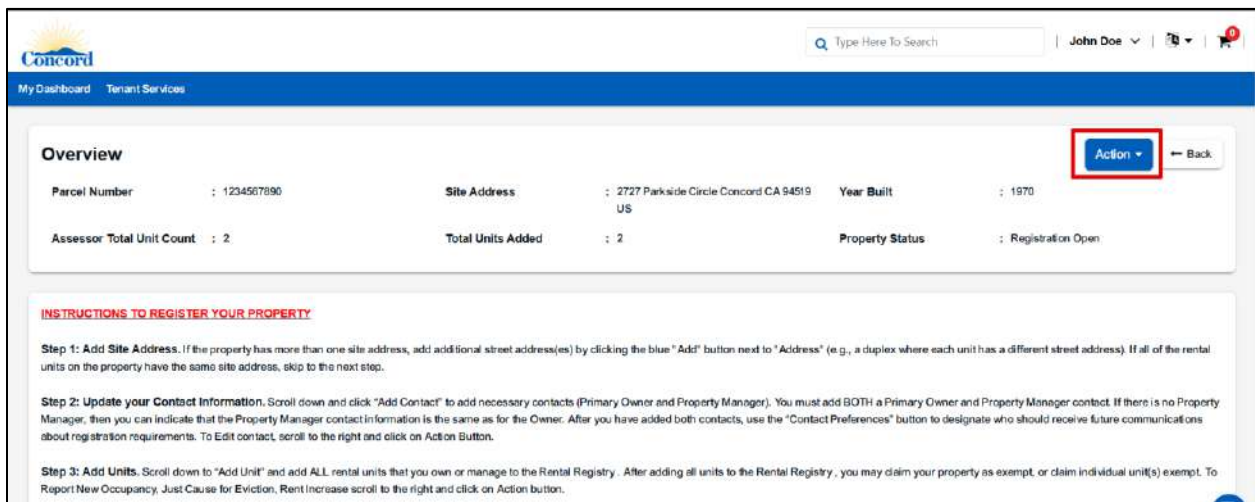


2. Select the option for "Submit Rental Registration".
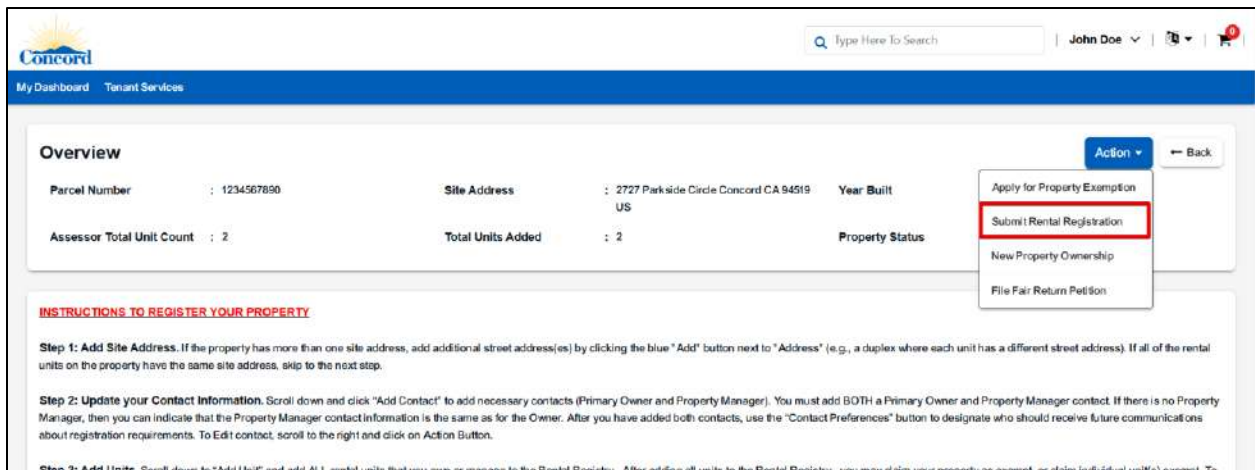
If you have any questions, contact the Concord Rent Registry Program. Note: Images may differ slightly from the application.

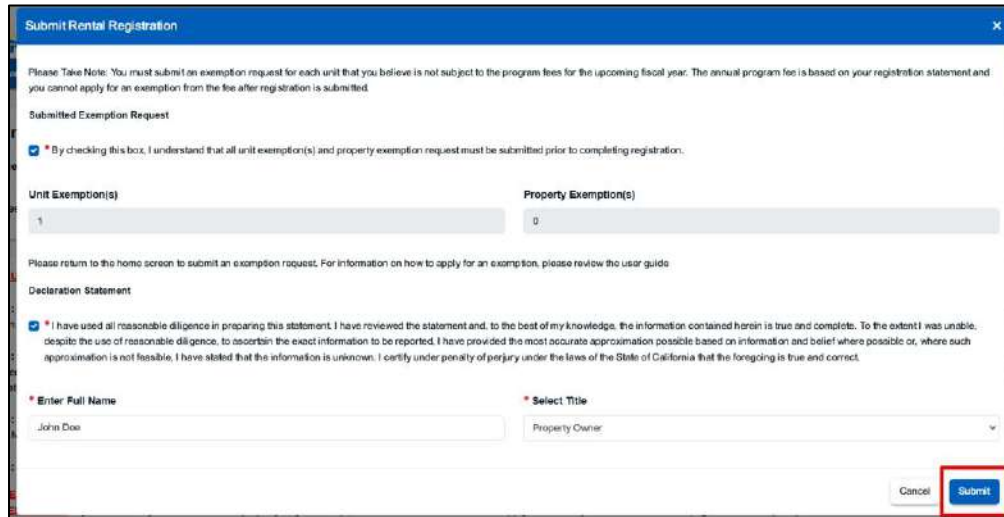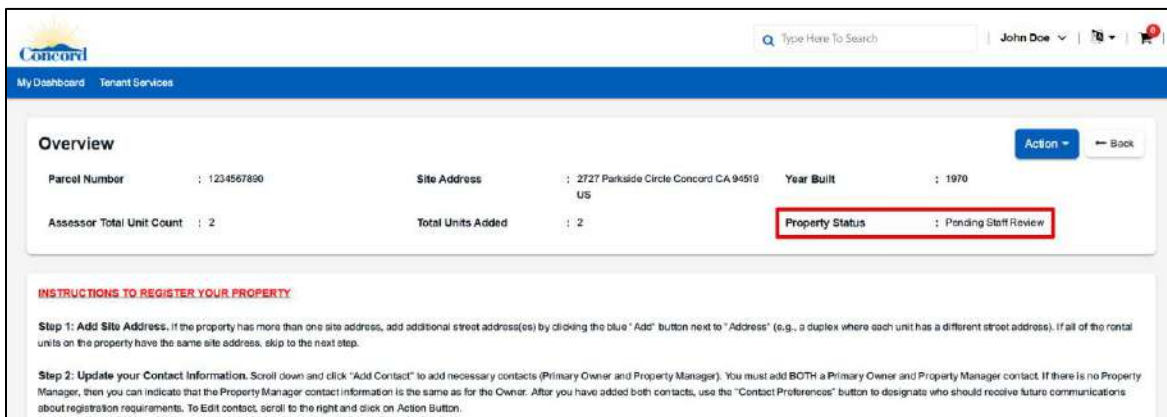3.  Read the text in the 'Submit Rent Registration' pop up.  You will be asked to confirm that you have applied for exemptions and that you are submitting the information to the best of your knowledge under the penalty of perjury.

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').



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

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

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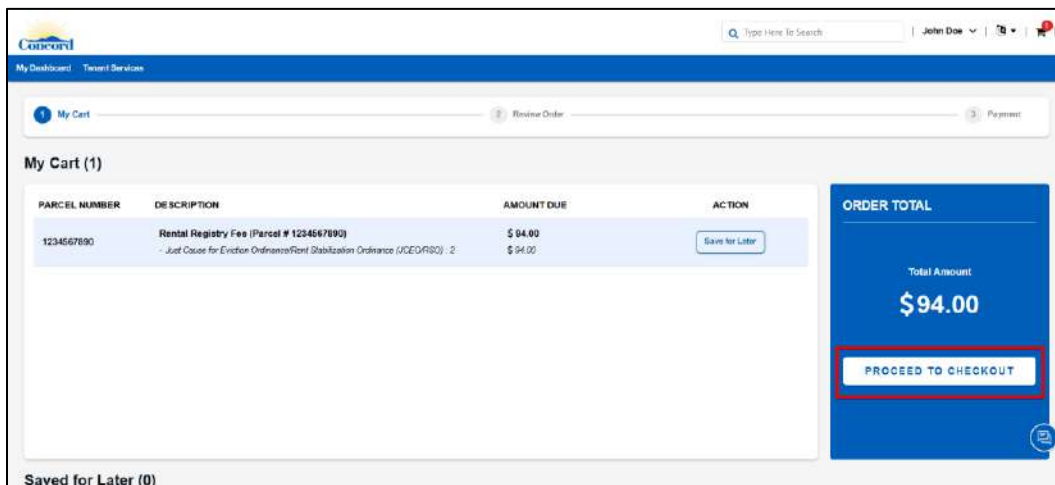
Follow the steps below to process your payment online for your Registration Fees.

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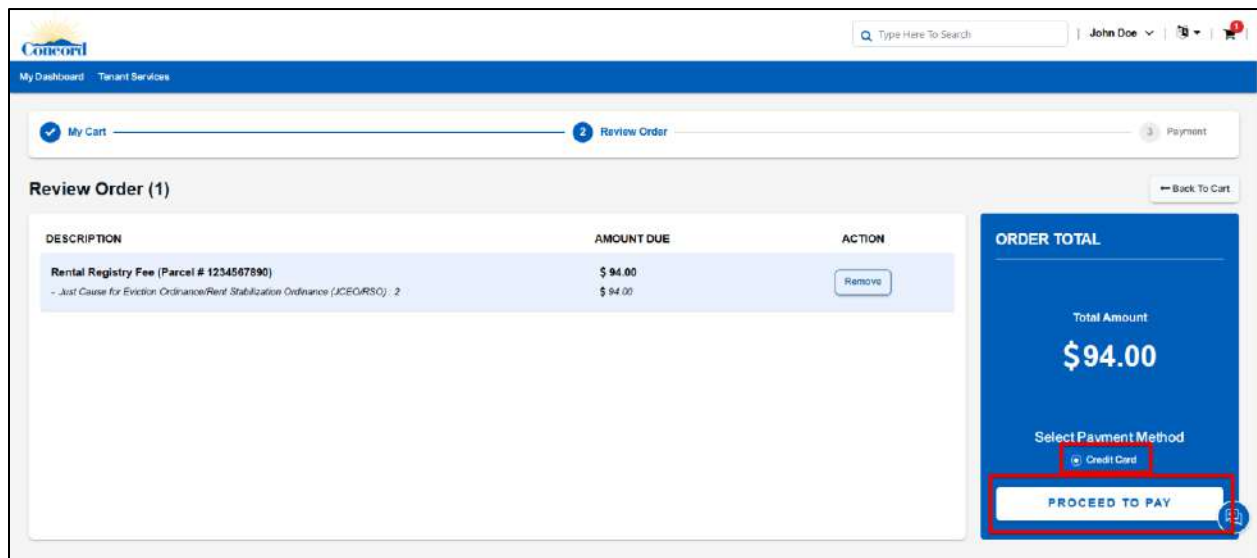


2. You can click on "Proceed to Checkout" if you are ready to pay for the property fees listed on the screen.

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

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.
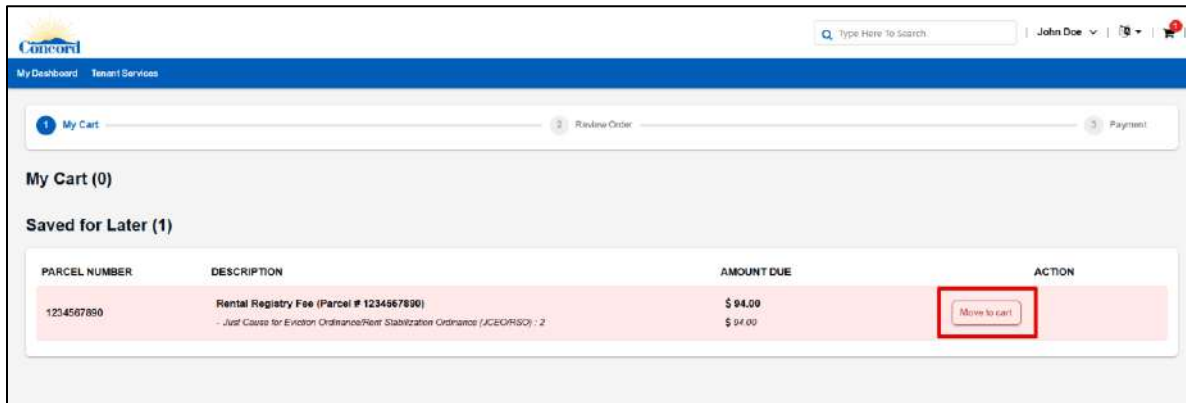


3. Once you have clicked on "Proceed to Checkout" you will need to click on the payment method and then "Proceed to Pay". The payment screen will appear.



4. Click on 'Checkout'.

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

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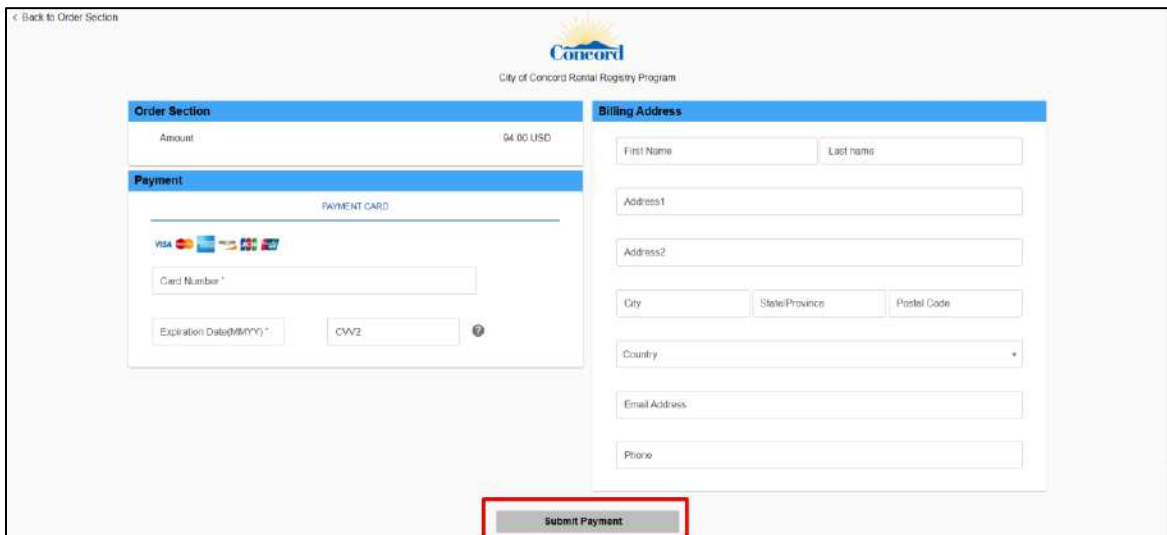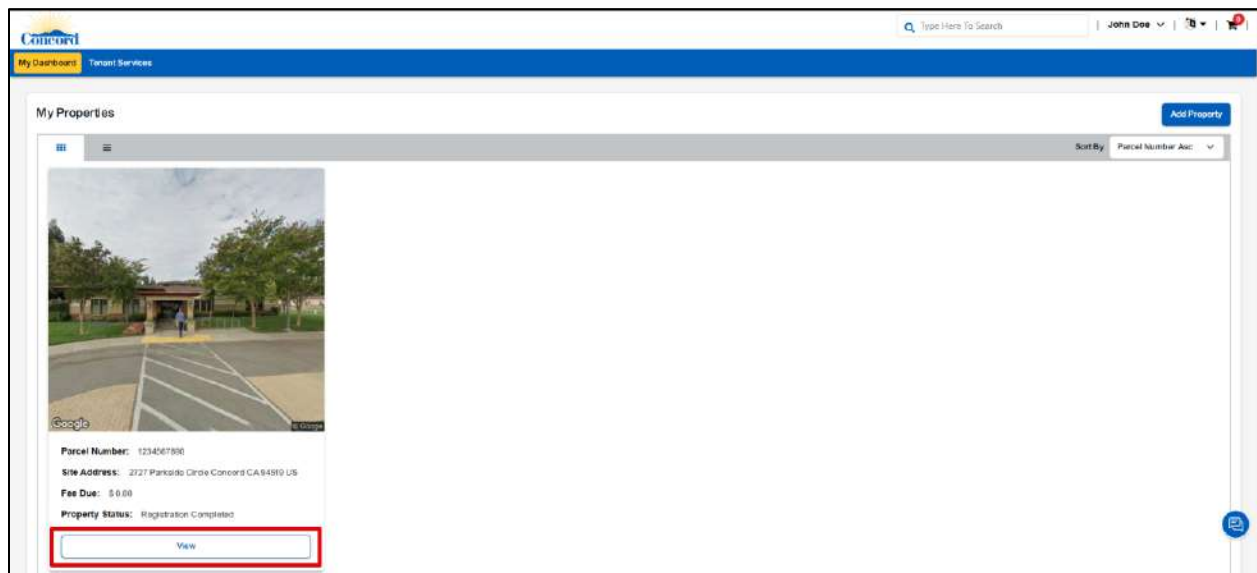
Once the payment is successful, you will see a confirmation page with a payment reference number. You may want to notate the number.
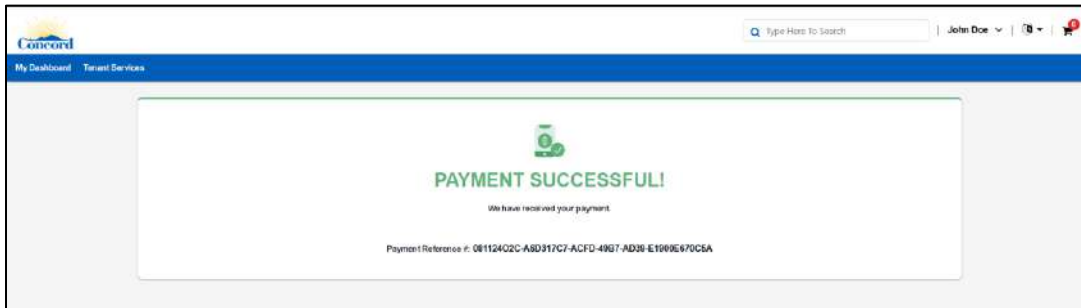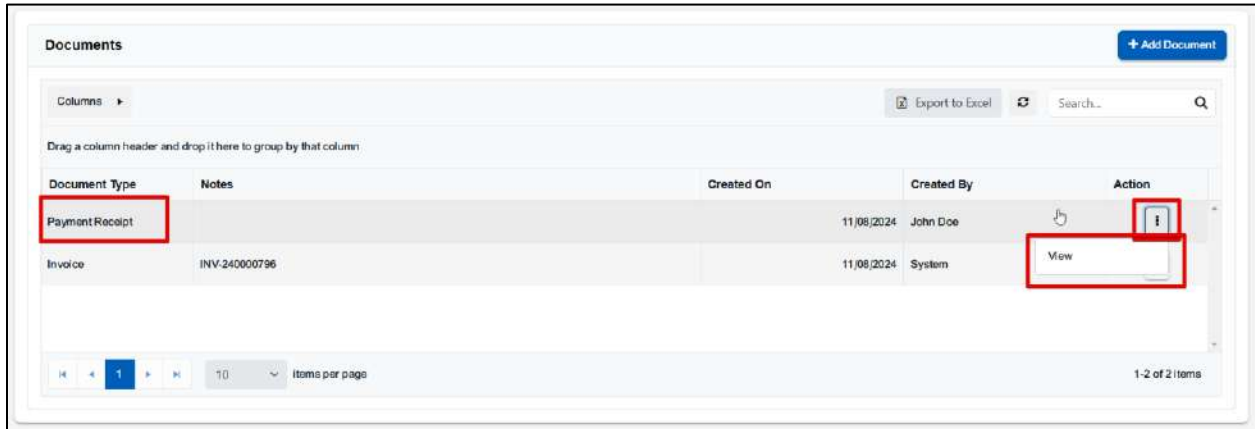


6. To access the Payment Receipt, you can navigate back to the Property Details page by clicking on "My Dashboard".
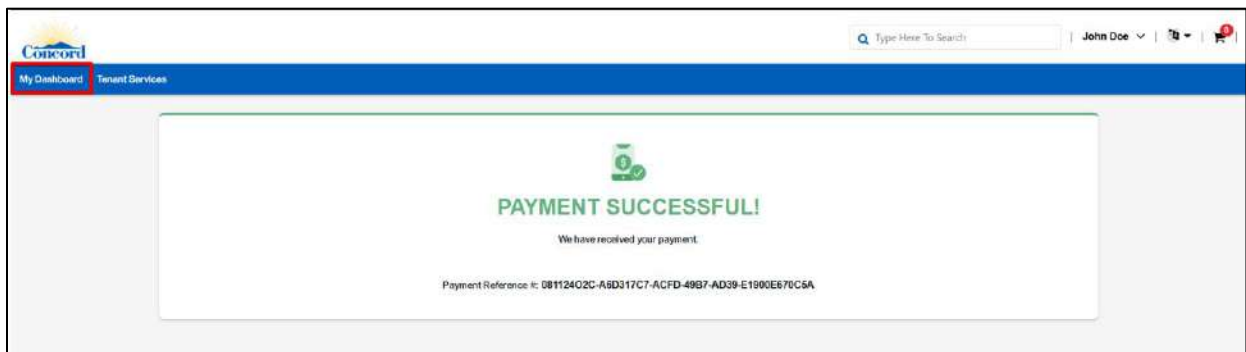


7. Next click on the respective property where the payment was made to see the property details.

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

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

If you have any questions, contact the Concord Rent Registry Program.  Note: Images may differ slightly from the application.
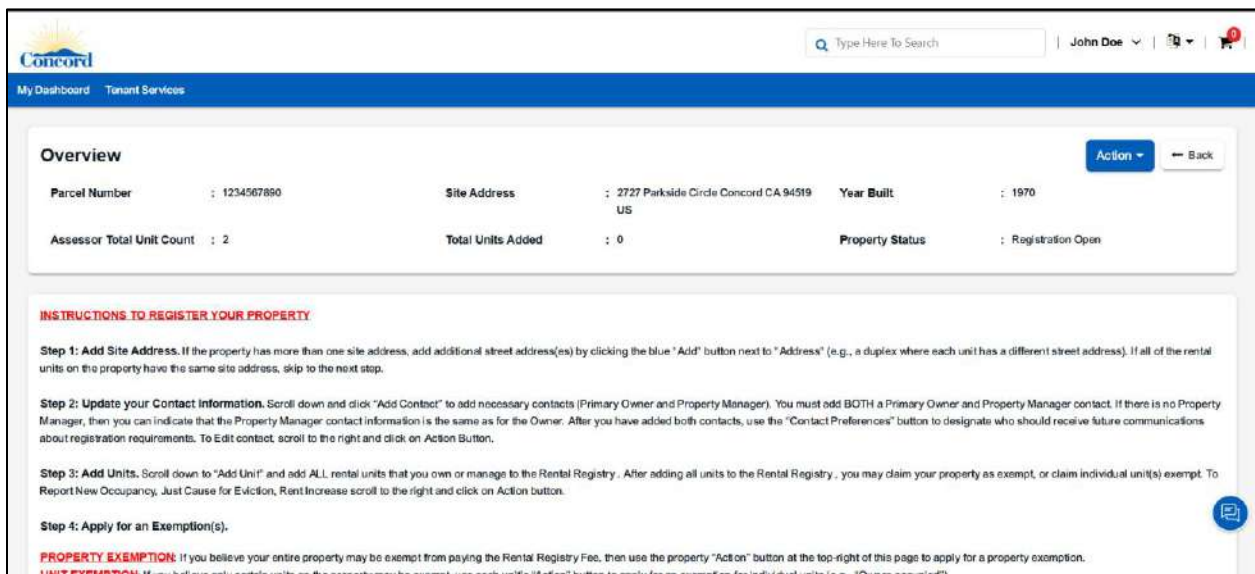
# I have added my property to my profile, but I should be completely Exempt from the registry. What should I do?

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.
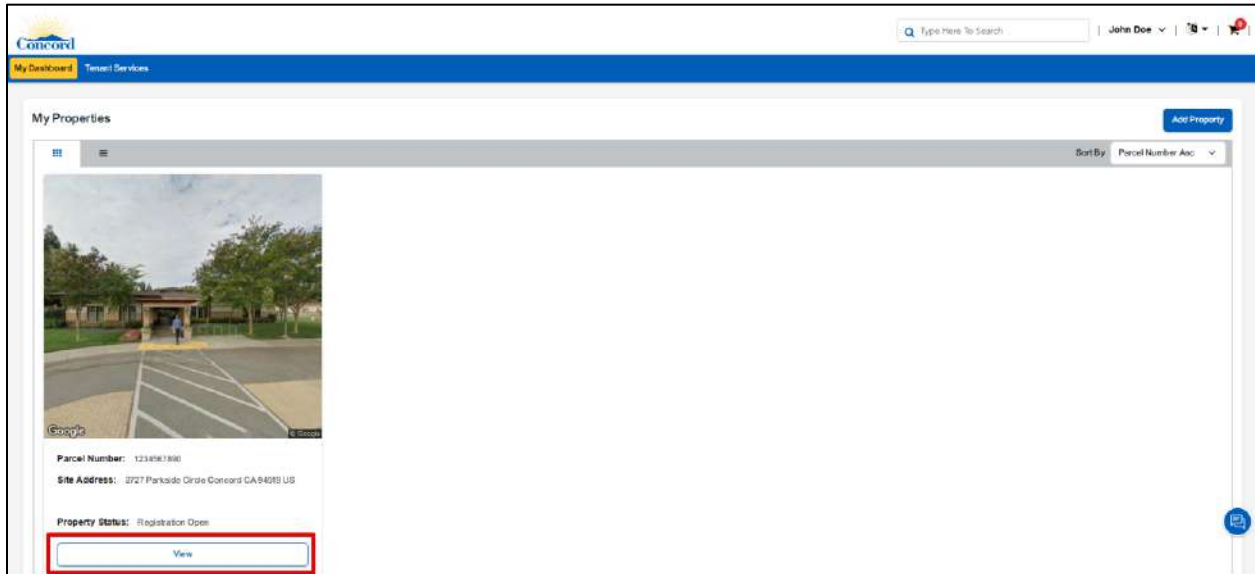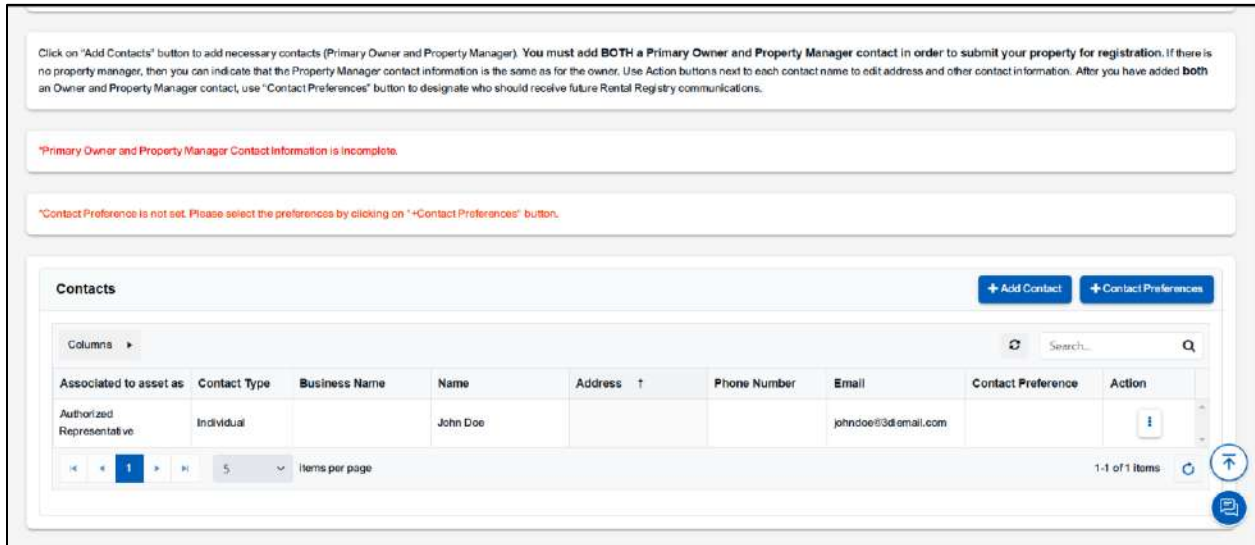


The property details page will open. The page is broken down into different sections, where each section displays different information as part of the registration process.

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

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## 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.
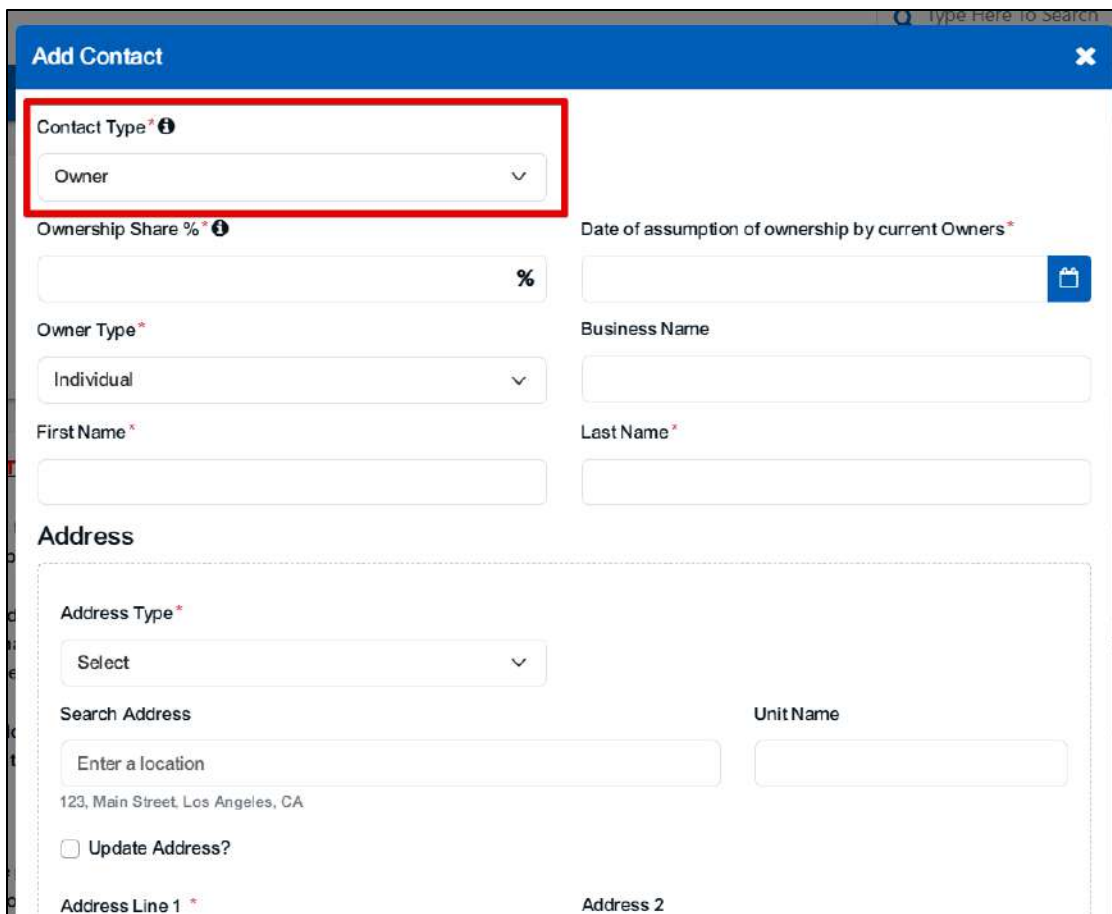


2. Review the Type of Contact associated with the property. Refer to the first column as highlighted below.
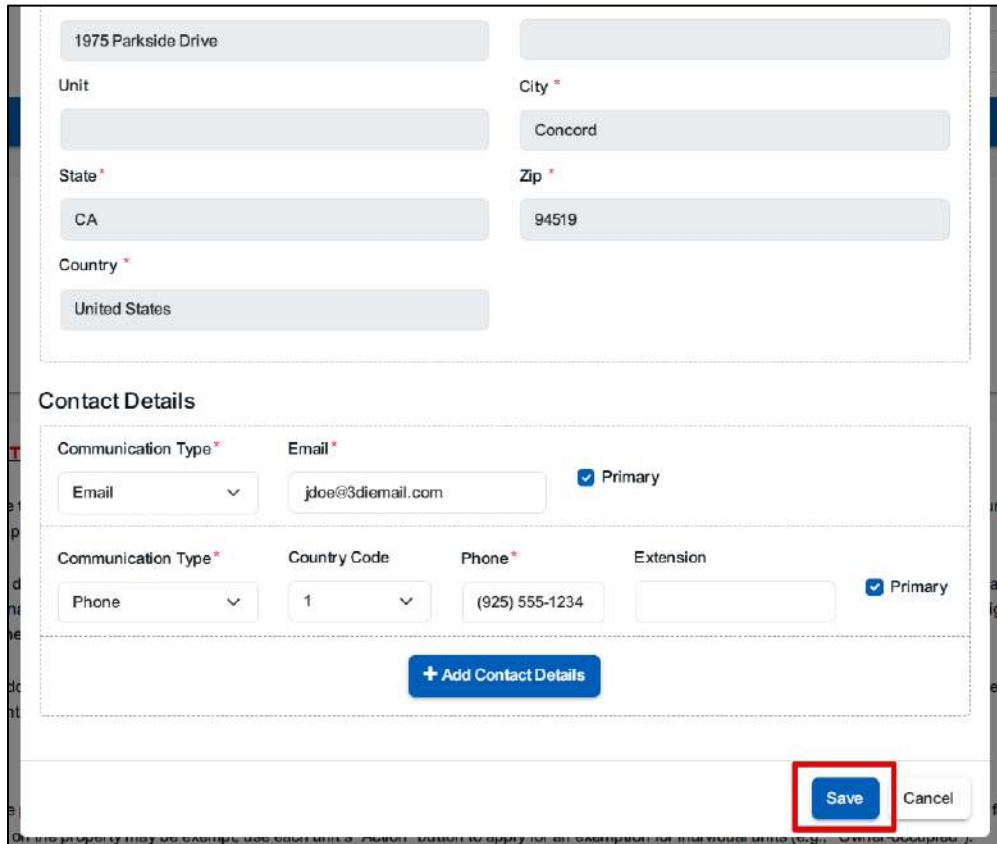
If you have any questions, contact the Concord Rent Registry Program. Note: Images may differ slightly from the application.

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3. 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.



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

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

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



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

If you have any questions, contact the Concord Rent Registry Program. Note: Images may differ slightly from the application.
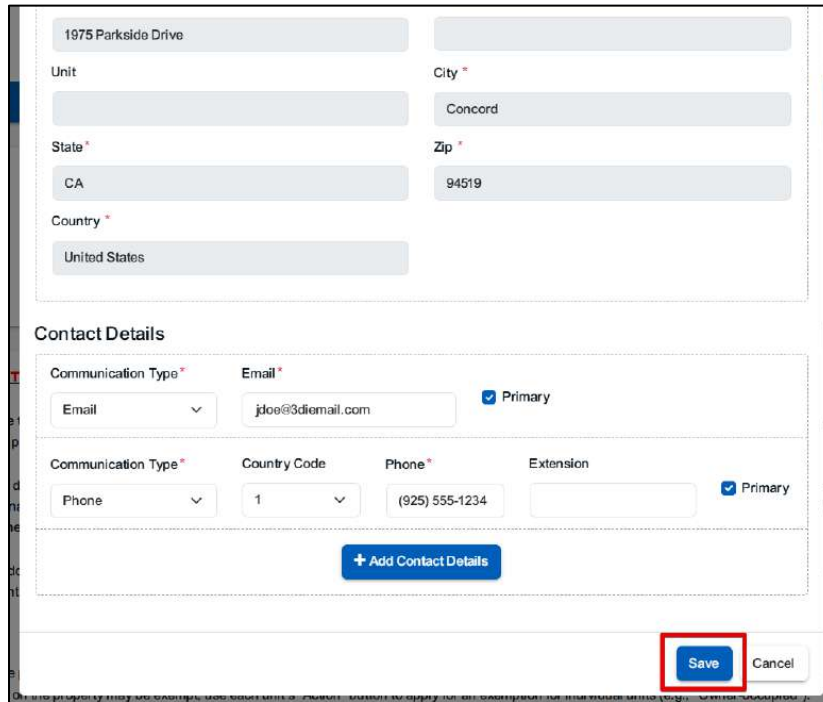
7. If you have an Owner contact , either because you have just added it or because it already existed, you may still be seeing a red error message as shown below.  You will need to add a Property Manager contact to the property.  Click on the Add Contact button.



8. 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.

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

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



10. 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.
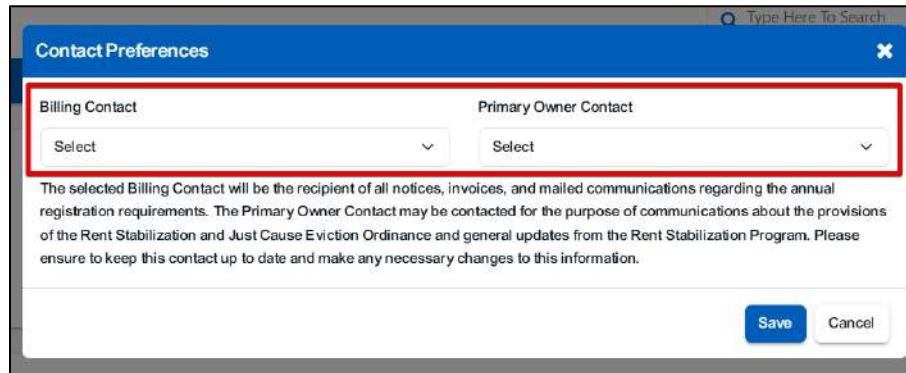
If you have any questions, contact the Concord Rent Registry Program. Note: Images may differ slightly from the application.

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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.



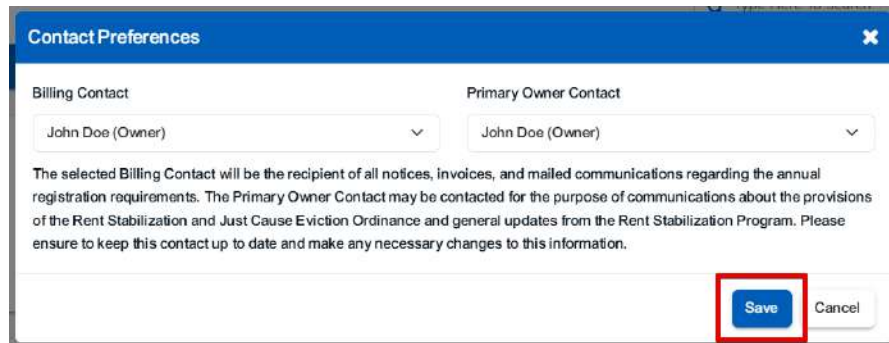**Note:** The selected Billing Contact and Primary Owner contact MUST have a mailing address; otherwise you will receive an error message.  You can Edit the contact to add this information (or add a new contact) and then return to select your Contact Preferences.

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



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

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

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.
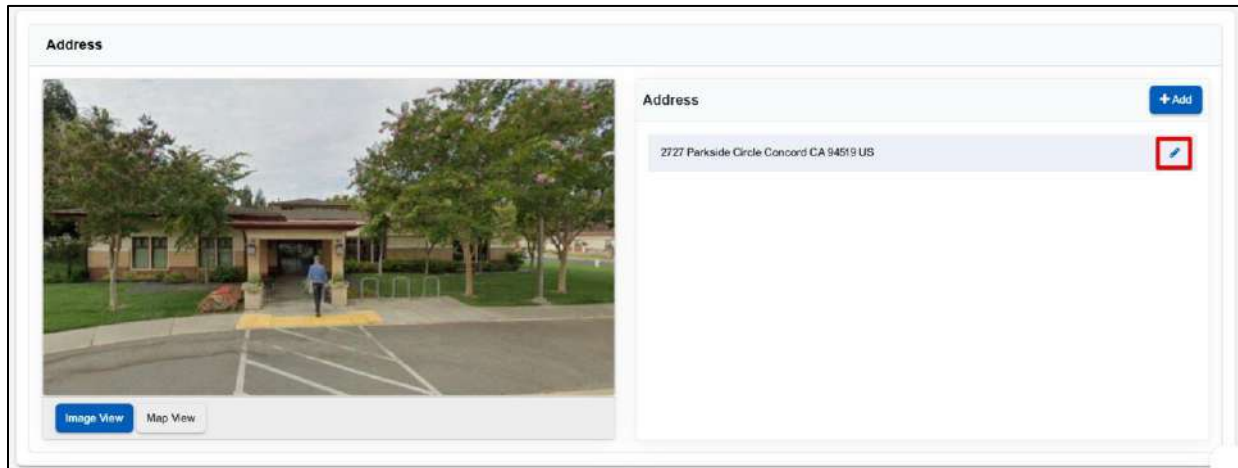
Follow the steps in this section if you would like to add units to your property before submitting a Property Exemption application. If not, you can skip ahead to Step 3.
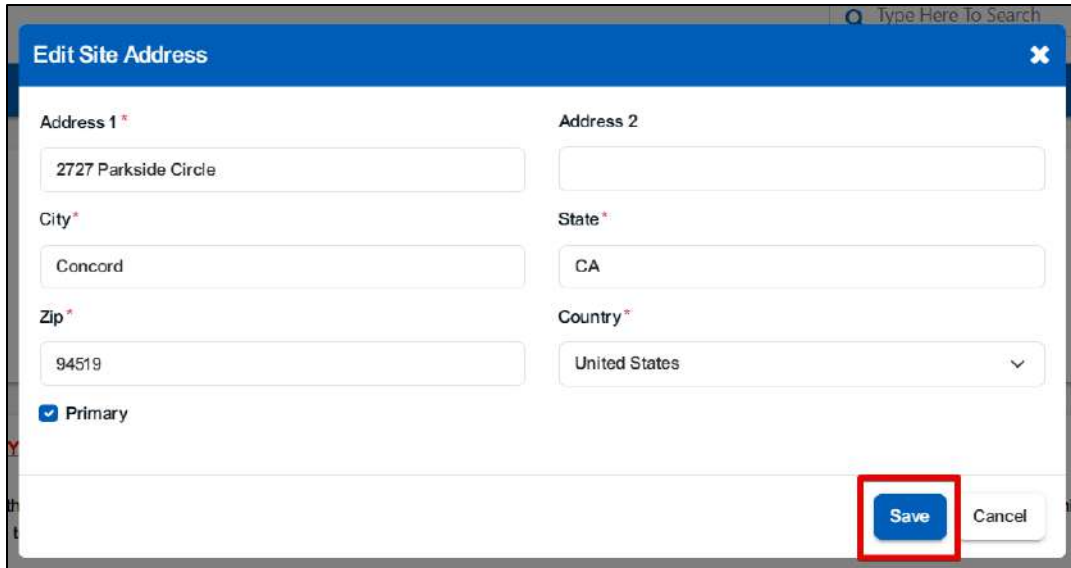
## Step 2A: Property Site Address(es)

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.
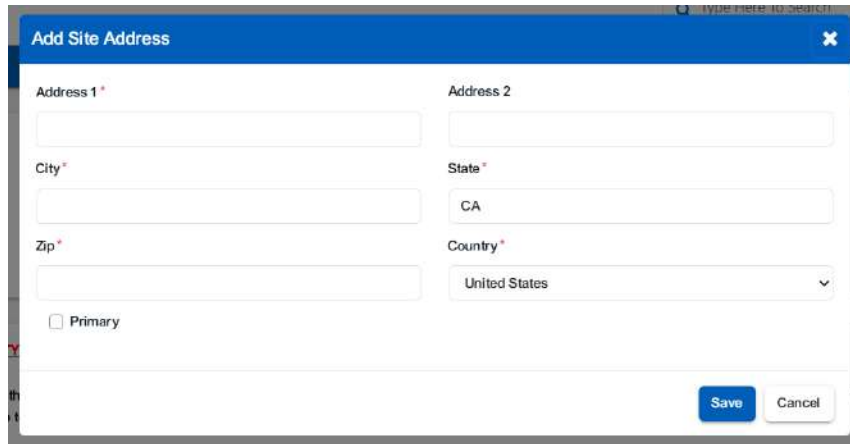


2. The 'Edit Site Address' pop up will appear. Modify the necessary information and save your changes.
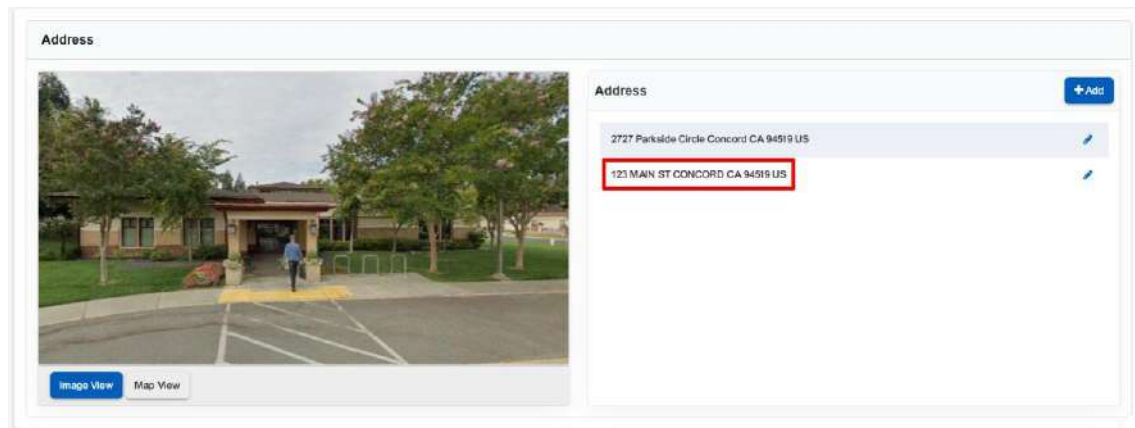
3. If a new site address needs to be added, click on the "Add" button.
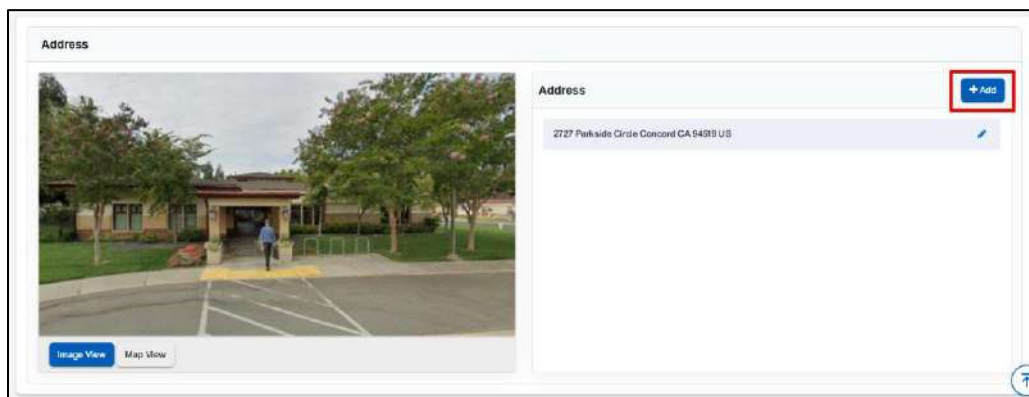


4. The 'Add Site Address' pop up will appear. Enter the required information (Address Line 1, City, Zip) and save your changes.

5. 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.
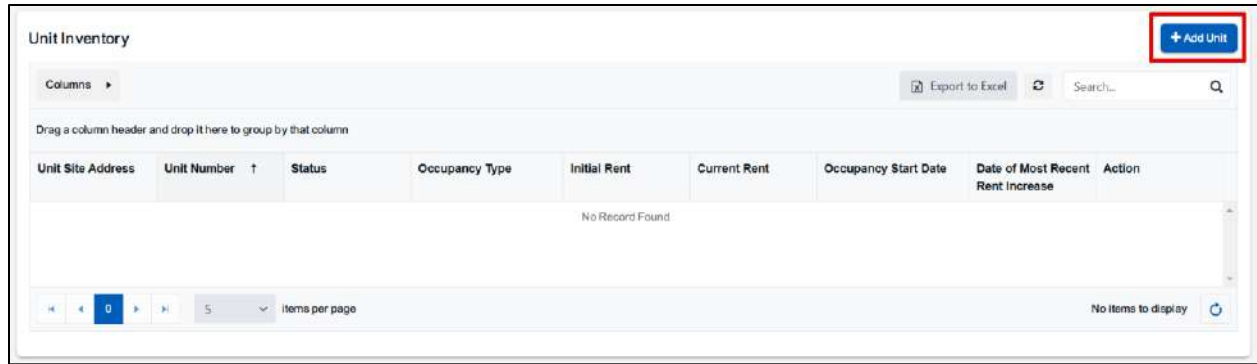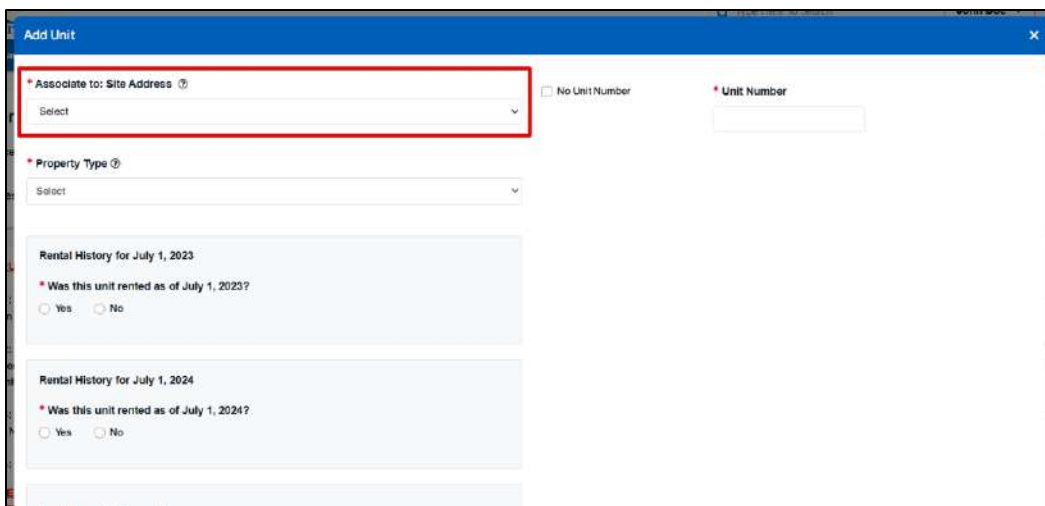


## Step 2B: Add Unit(s)

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.
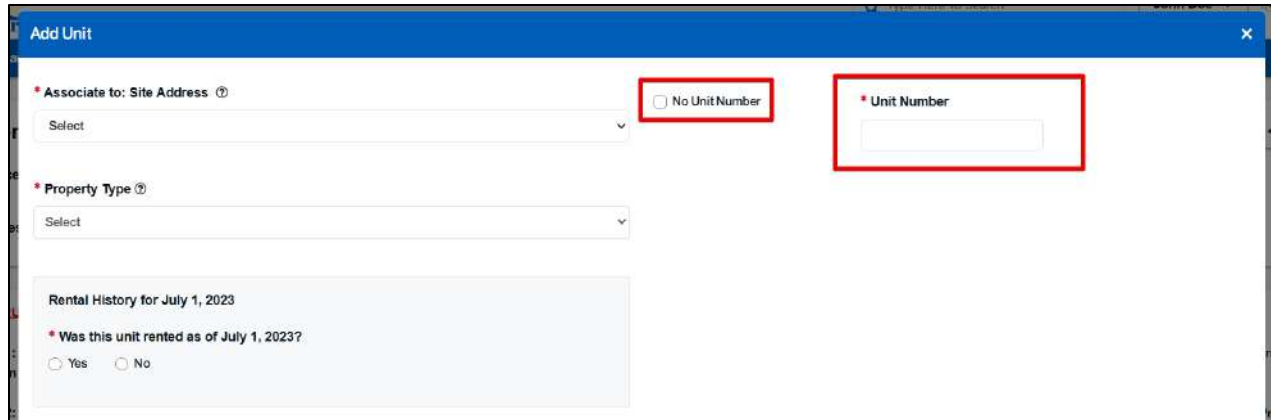
1. Scroll down to the Unit Inventory area. Click on the "Add Unit" button to begin adding a unit to your property.

If you have any questions, contact the Concord Rent Registry Program. Note: Images may differ slightly from the application.
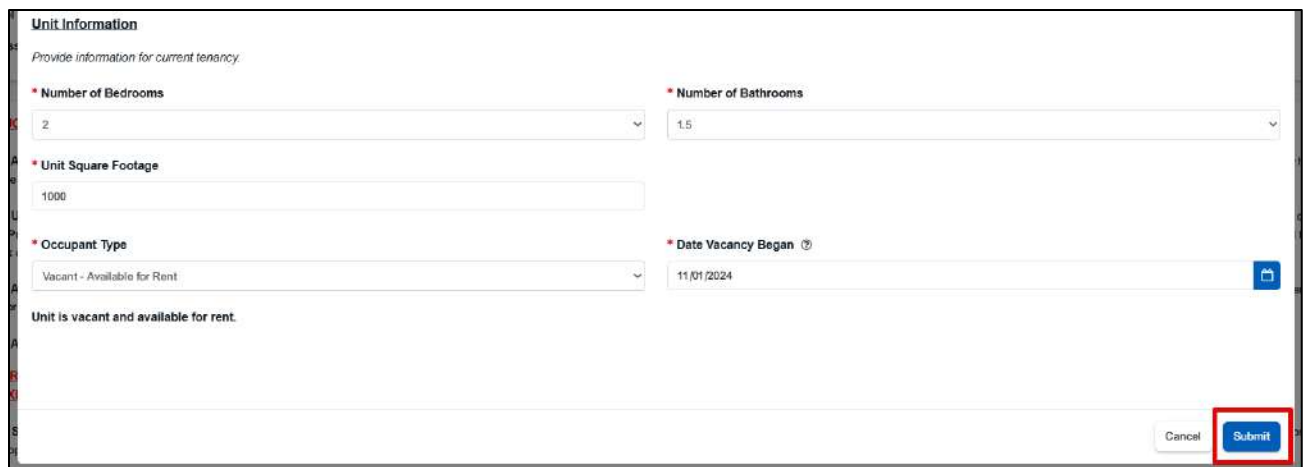
2. Select the Unit's Site Address from the dropdown as shown below. This dropdown will contain all the added property site addresses. If you realize an address is missing, you can close this window and add it in the 'Address' section of the property page. The selected address should be part of the unit's 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.

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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.

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

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If you have any questions, contact the Concord Rent Registry Program.  Note: Images may differ slightly from the application.
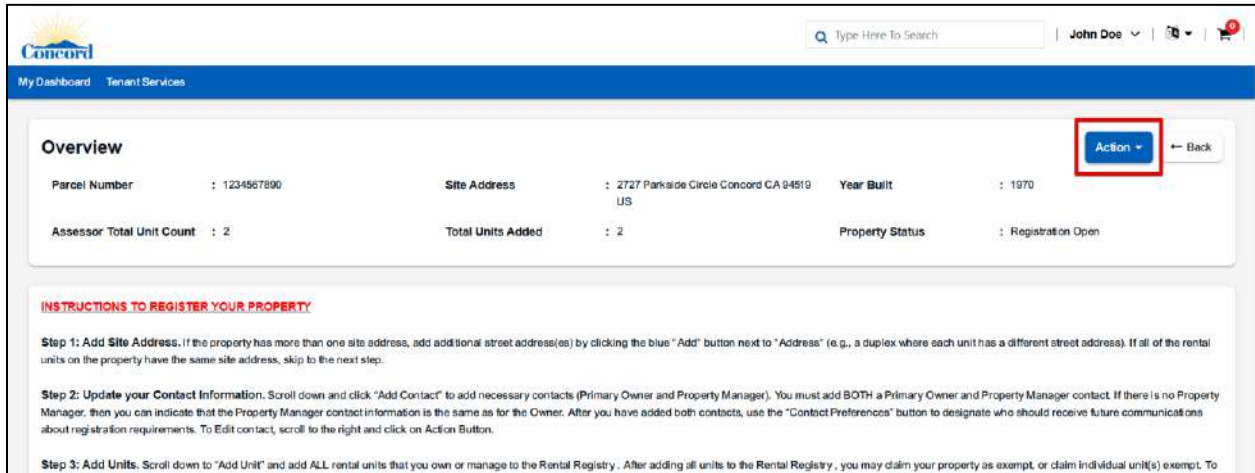
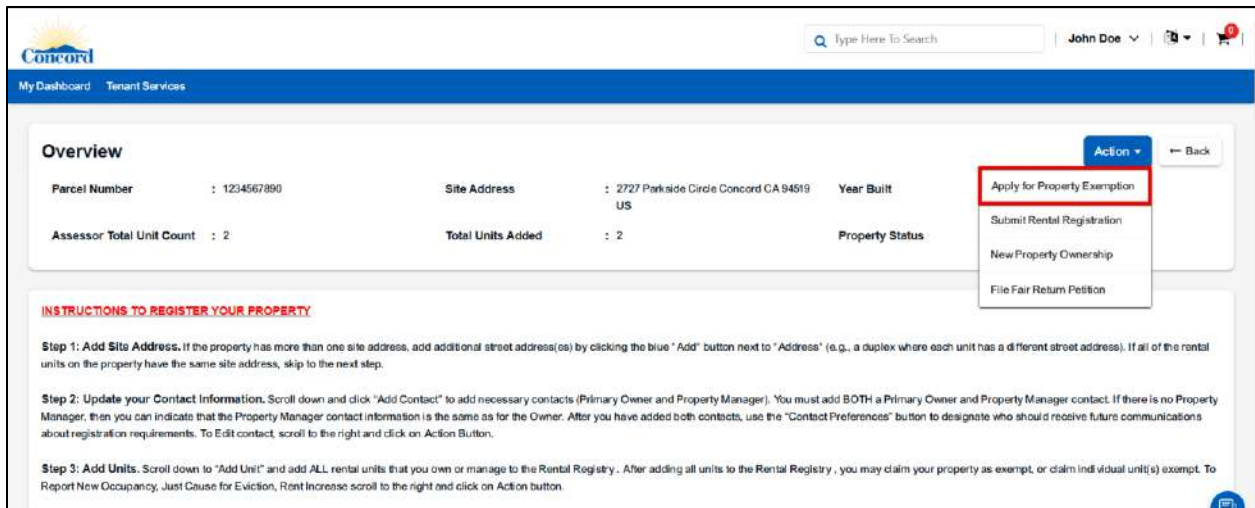## Step 3: Submit a Property Exemption Application

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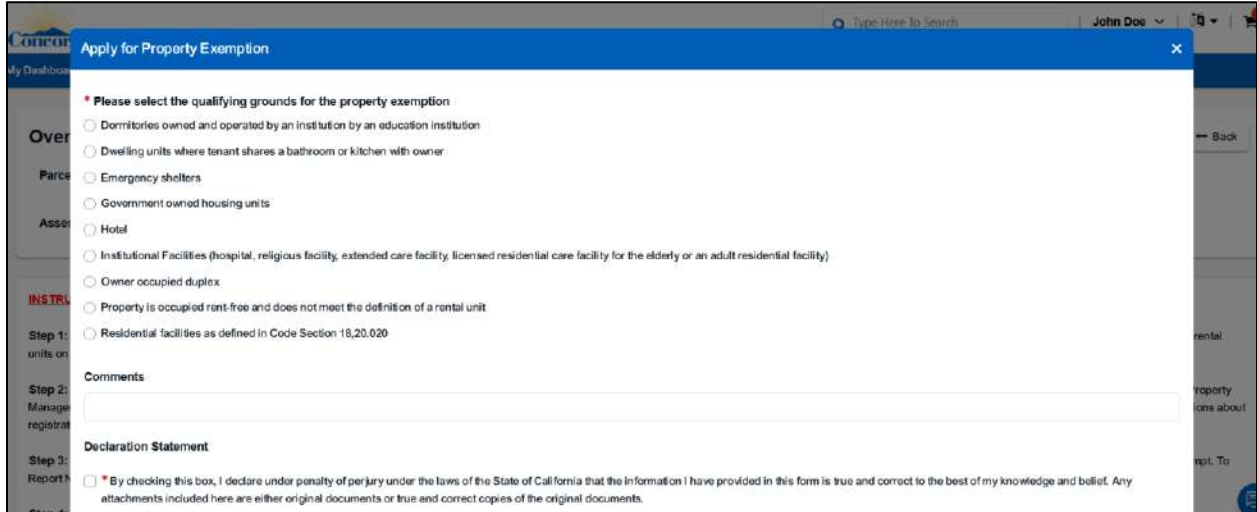
1. Scroll to the top of the property page.  Click on the blue "Action" button.
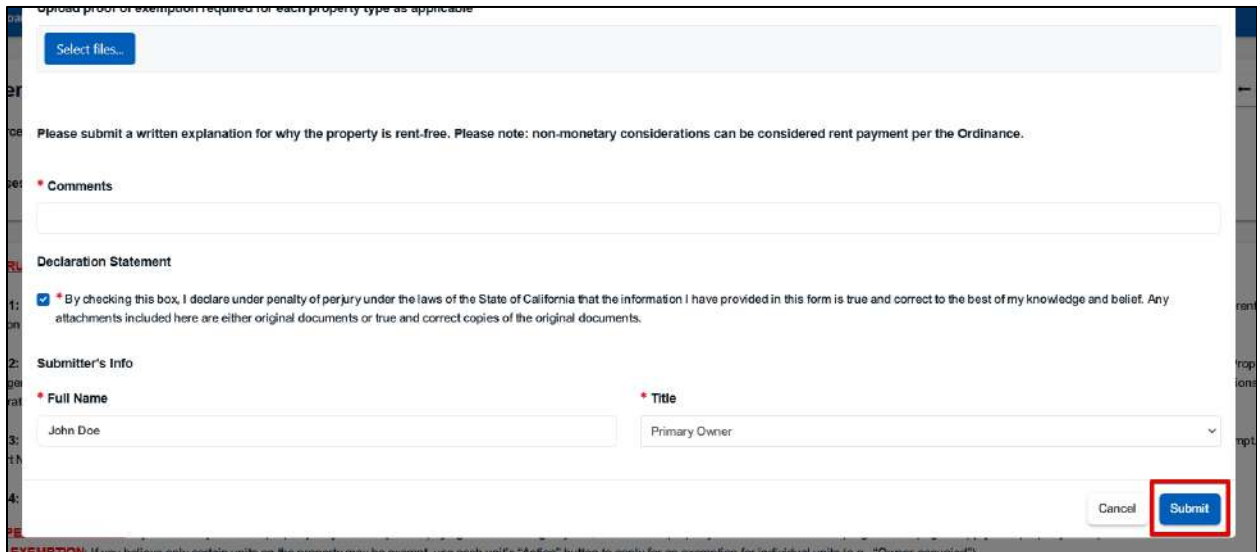


2. Select 'Apply for Property Exemption'.

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

3.  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.



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

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

5. 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.



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.

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

# 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** | The registration period is open, and you need to provide updated information about your property and submit for registration.<br><br>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. |
| **Registration Denied** | 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. |
| **Unit Discrepancy** | 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. |
| **Pending Staff Review** | 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. |
| **Payment Pending** | 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. |
| **Registration Completed** | 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. |
| **Property Exempt** | 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. |

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

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# 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.



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

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

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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 (*).

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

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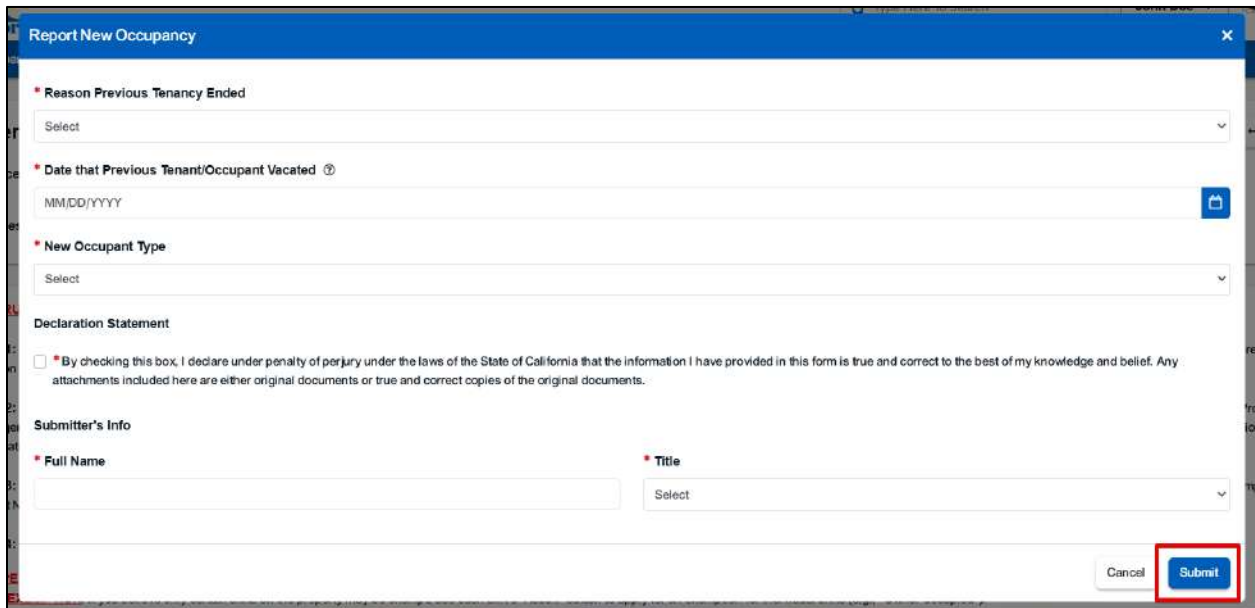
5.  The Unit's information will automatically be updated on the Unit Inventory table.  The Unit's status will be reset to "Non-Exempt".



| 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 | ⋮ 👁 |

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

# 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.



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.

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

3. Select the "Report Termination of Tenancy" option.



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 (*).

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

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.



# 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.

If you have any questions, contact the Concord Rent Registry Program. Note: Images may differ slightly from the application.
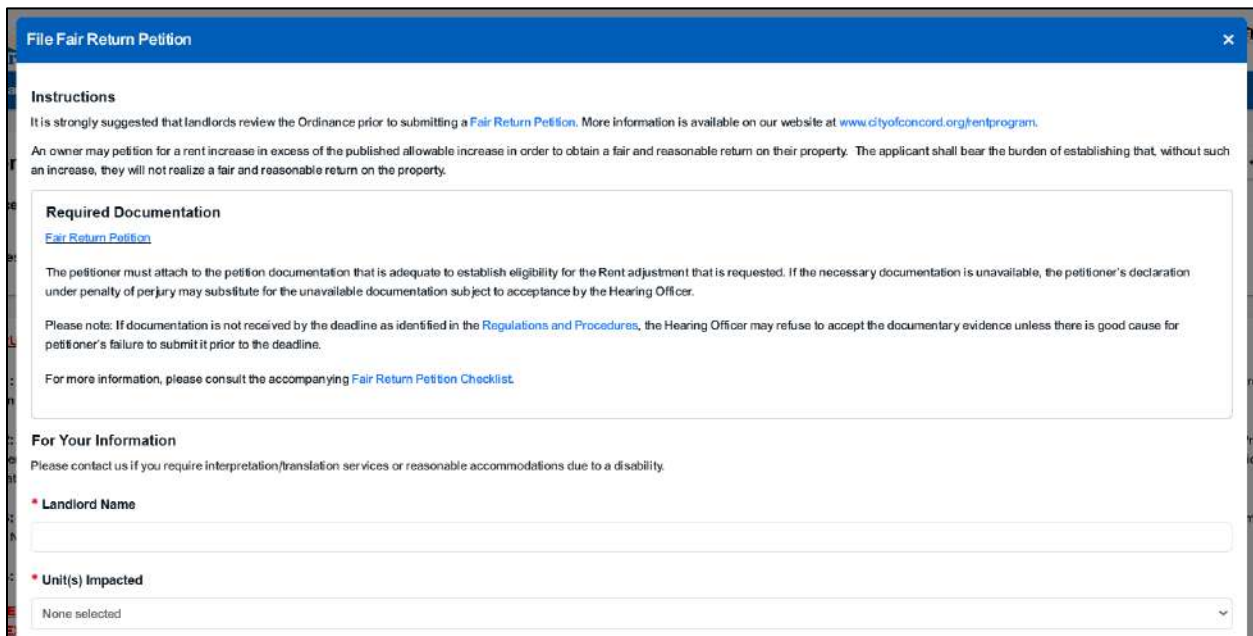
2. Select the "File Fair Return Petition" option.
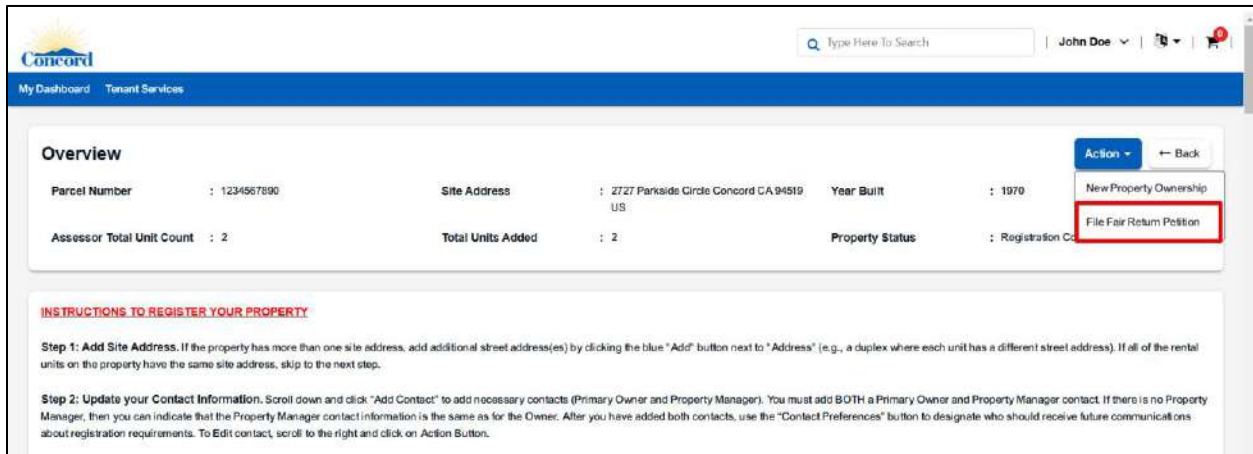


3. The "file fair return petition" application form will appear with detailed instructions. Enter all required fields and then click on Submit. The required fields will contain a red asterisk (*).

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

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

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