CITY OF OAKLAND
Rent Adjustment Program

# Quick Guide to Registration

**Go to the Oakland Rent Registry at www.rentregistry.oaklandca.gov and select "User Guide."**

## 1) Create an Account

- Go to the Rent Registry at www.rentregistry.oaklandca.gov
- Select "Create an Account/Log In."
- Select "Register."
- Create username and password and then select "Register Now."
- A validation link will be sent to the email address provided as your username. Go to your email and click on the validation link to complete login process.
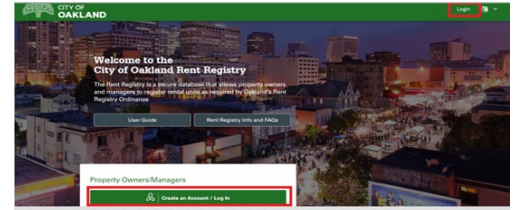
## 2) Add a Property

- After creating an account, owners/managers can add properties to their user profiles. To add a property, you will need the Parcel Number and PIN combination for EACH property you wish to add. The Parcel Number and PIN are provided in the "Registration Notice" cover letter of this packet. (Owners of multiple properties will receive one mailing for **each** property they own.)
- Click on "**Add Property**" in upper righthand corner of screen.
- Enter Parcel Number (Parcel #) and PIN from cover letter for property you are adding and select "Add."
- Select property on owner's dashboard and click on "View" to go to property page.
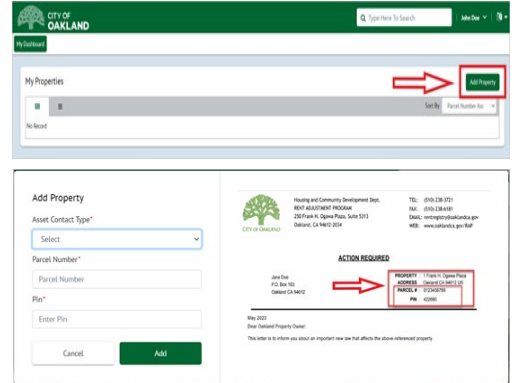
## 3) Edit Contact Information for "Primary Owner" Contact

- Scroll down to "Contacts" to review the owner/manager contact information.
- Complete the "Primary Owner" contact information. Click on the white three-dot action button next to "Primary Owner" contact to complete Primary Owner contact information.
- **You must complete the Primary Owner contact information to apply for exemptions and/or complete registration**. If no "Primary Owner" contact has been selected, click on green "Contact Preferences" button to select Primary Owner and RAP contacts. The RAP Contact will receive future rent registry communications.
- To add additional owner contacts and/or a property manager contact, select "Add Contact."
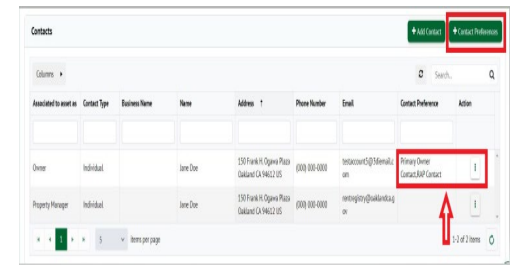
## 4) Update Unit Inventory

- Scroll down to "Unit Inventory. If there are no units listed in the "Unit Inventory" section, go to **Step 5** for instructions on how to add units to the Unit Inventory.
- If all units on the property have already been added to the Unit Inventory, go to **Step 7** for instructions on how to review/update registered tenancy information.
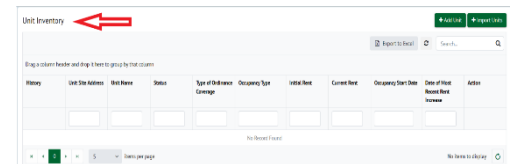
## 5) Add Units

**NOTE:** If a property has more than one street address, the additional street address(es) must be added to the property PRIOR to adding the unit. Go to "**Address**" at top of Property Page and select "Add" to add any additional street addresses for the property. **Before a unit can be claimed exempt, it MUST FIRST BE ADDED to the Unit Inventory.**
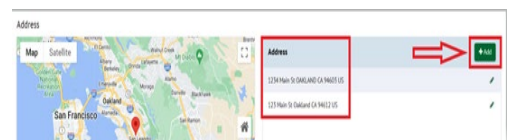
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## 5) Add Units (Continued)

- Click "**Add Unit**" to add each unit to the Unit Inventory.
- After clicking on "Add Unit": Go to "**Associate To: Site Address,**" and use the drop-down menu to choose the unit's street address. Enter the unit number or name. If the unit ONLY has a street address, select **"No Unit Number."**
- **Property Type:** Select the type of property the unit is in.
- **Year Property Built:** Indicate whether the unit you are registering was built in the **same year** the property was built as reflected in Alameda County records. If you do not know, select "Unknown."
- **Occupant Type**. NOTE: If you select Tenant or Rent Subsidized Tenant, you will be prompted to register the tenant's tenancy information. Complete all fields to the best of your knowledge and ability. When complete, click on "Submit" button.
- **Repeat the "Add a Unit"** process until **all units** on property are added.
- **NOTE: For properties with 10 or more units:** You may click on the **"Import Units"** button to download a formatted Excel spreadsheet which will allow you to upload tenancy data. Instructions for use are on the spreadsheet's first tab. After you have completed the spreadsheet with all of the requested information, you may upload the saved spreadsheet by again clicking on the "**Import Units**" button in the Unit Inventory.
- To claim an exemption, go to **Step 6**. If there are no exemptions, go to **Step 8**.
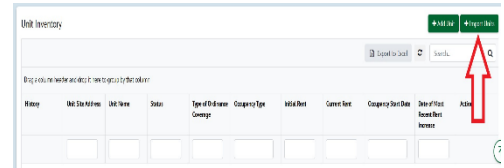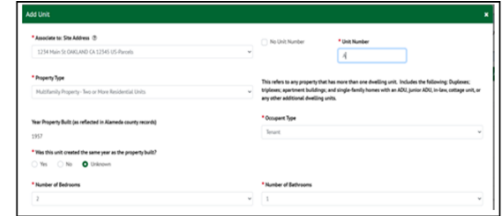
## 6) Claim an Exemption:

- Go to Unit Inventory and click on **yellow "Action"** button at the far righthand side of row for unit you wish to exempt.
- Select "**Apply for Exemption**." Note: This option will not appear until you have added **at least one Property Manager contact** in the Contacts section. If there is no property manager, use the owner's information for this contact type.
- Select reason for exemption and upload any required documentation.
- Fill out required fields and select "**Submit**."
- Repeat process for any other unit(s) you wish to claim exempt.
- Go to **Step 8**.
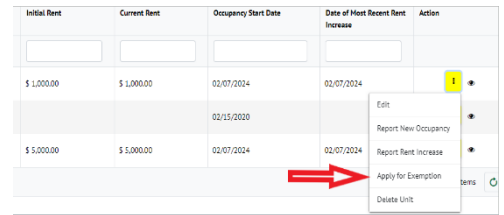
## 7) Review and Update Unit Inventory

Review all registered unit information in the Unit Inventory.

- **If there are no changes:** Go to Step 8 to submit your property for registration.
- **If there are changes in occupancy or rent:** Click on the yellow "Action" button at the far-right side of the row for the unit you wish to update.
- **To report a new tenancy (or other change in occupancy):** Select **"Report New Occupancy."** If the new occupant is an owner or rent-free occupant, you may claim the unit exempt (see Step 6).
- **To report a rent increase for an existing tenant:** Select "**Report Rent Increase**."
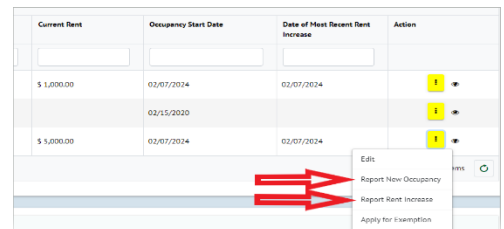
## 8) Submit Rent Registration

- Go to top or bottom of property's page and select the **blue** "**Action**" button. **NOTE**: This button will not be visible unless you have added a Property Manager contact to the Contacts section.
- Select "**Submit Rent Registration**." Fill out required fields and submit. You will receive a confirmation email from RAP after submission.