

City of Oakland Rent Adjustment Program

Rent Registry

Owner/Manager User Guide

Version 1.0

April 2023





Table of Contents

- I received a letter from the Oakland Rent Adjustment Program..... 3
 - I am NOT the current property owner/I have sold my property. What should I do?..... 3
 - I am the current property owner. What should I do?..... 4
 - Create a Login to the Website 4
 - I have created a login to the rent portal. How do I see/access my property? 6
- I have added my property to my profile. How do I register? 9
 - Step 1: Update Contact Information..... 11
 - Step 2: Property Site Address(es) 16
 - Step 3: Add Unit(s) 18
 - Step 4: Submit Unit Exemption(s)..... 21
 - Step 5: Submit Property for Registration..... 23
- I have added my property to my profile, but I should be completely Exempt from the registry. What should I do?..... 26
 - Step 1: Update Contact Information..... 27
 - Step 2: Determine Exemption Eligibility 33
 - Step 2A: Property Site Address(es) 33
 - Step 2B: Add Unit(s) 36
 - Step 3: Submit a Property Exemption Application 38
- What Does My Property Status Mean? 41

I received a letter from the Oakland Rent Adjustment Program

You received a letter from the City of Oakland's Rent Adjustment Program (RAP) because Alameda County records show that you own at least one dwelling unit that is subject to the new registration requirement when rented.

The purpose of this user guide is to help you successfully complete registration of your property with the Rent Adjustment 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, enter occupancy information for each unit, and submit the property details to RAP.

Once the property is registered, any and all changes to contact information, unit occupancies, monthly rents, etc. should be reported to RAP so the property information is always updated.

In future registration cycles, the unit inventory would 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.

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?

If you received a letter from the City of Oakland's Rent Adjustment Program requesting you to register your rental property and you are no longer the owner, please contact the Oakland Rent Adjustment Program at rentregistry@oaklandca.gov to inform them. You may be asked for additional details/information so the records can be updated.

If you have registered your property or begun the registration process and have since sold the property, please contact the Oakland Rent Adjustment Program at rentregistry@oaklandca.gov to inform them. You may be asked for additional details/information so the records can be updated.

City of Oakland RAP Rent Registry Owner/Manager User Guide

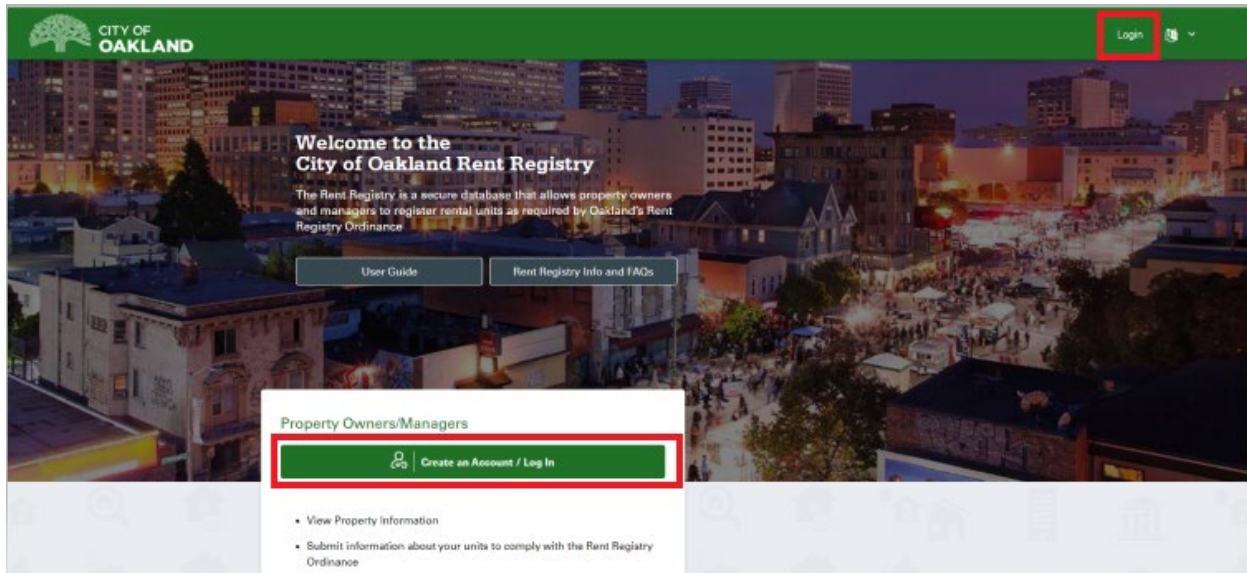
I am the current property owner. What should I do?

If you received a letter from the City of Oakland’s Rent Adjustment Program requesting you to register your rental property and you are the current owner, then you are responsible to register the property.

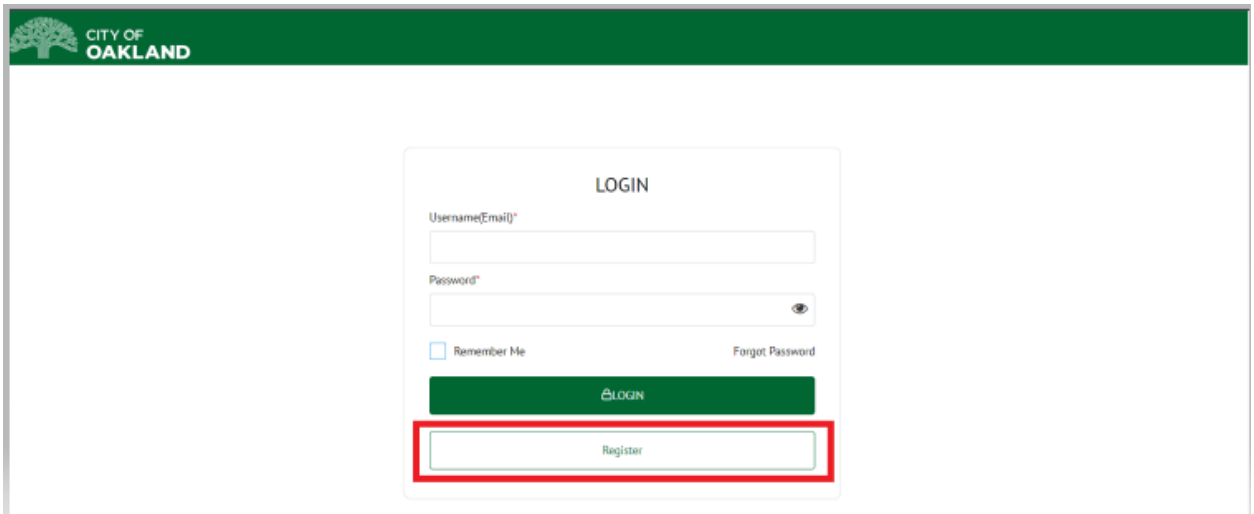
Create a Login to the Website

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

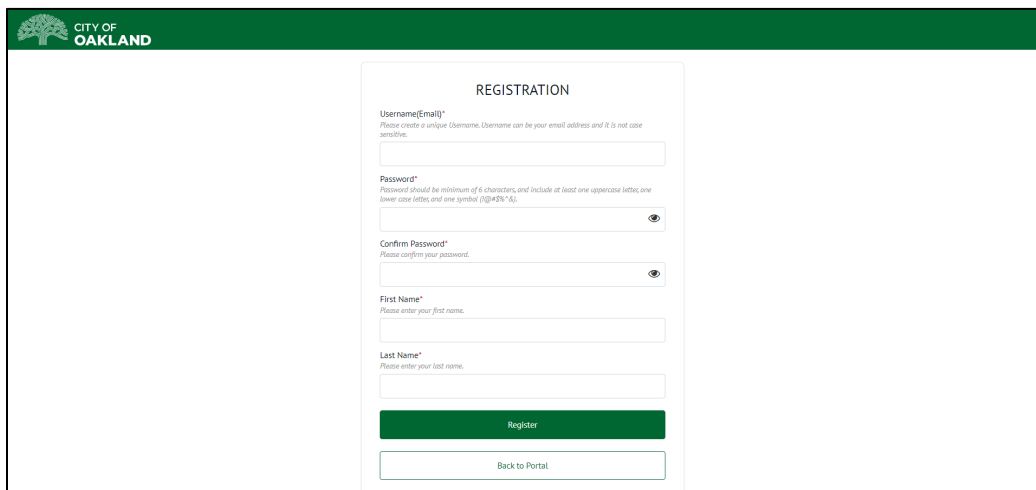
1. Open your web browser and go to www.oaklandca.gov/RAP and click on “Rent Registry” button under “Key Services.” This will take you to the Oakland Rent Registry portal page.
2. To create an account: Click on the “Create an Account / Log In” button OR click on “Login” at the top righthand corner of the page.



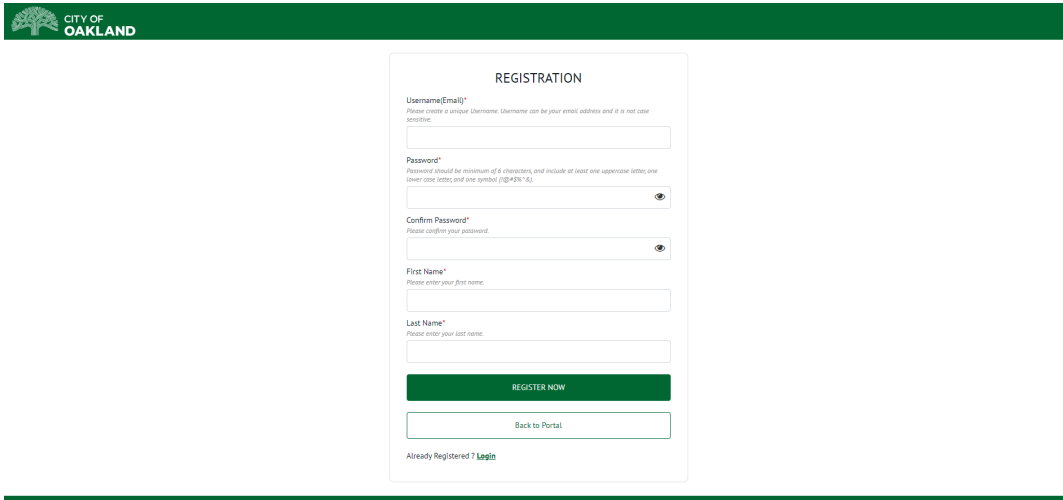
3. Select “Register” to create a new account.



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 complete account creation.
 - **Password** - Password should be minimum of 6 characters, and include at least one uppercase letter, one lower case letter, and one symbol (!@#\$\$%^&)
 - **First Name**
 - **Last Name**



- Click on the “Register Now” button to submit your account information.

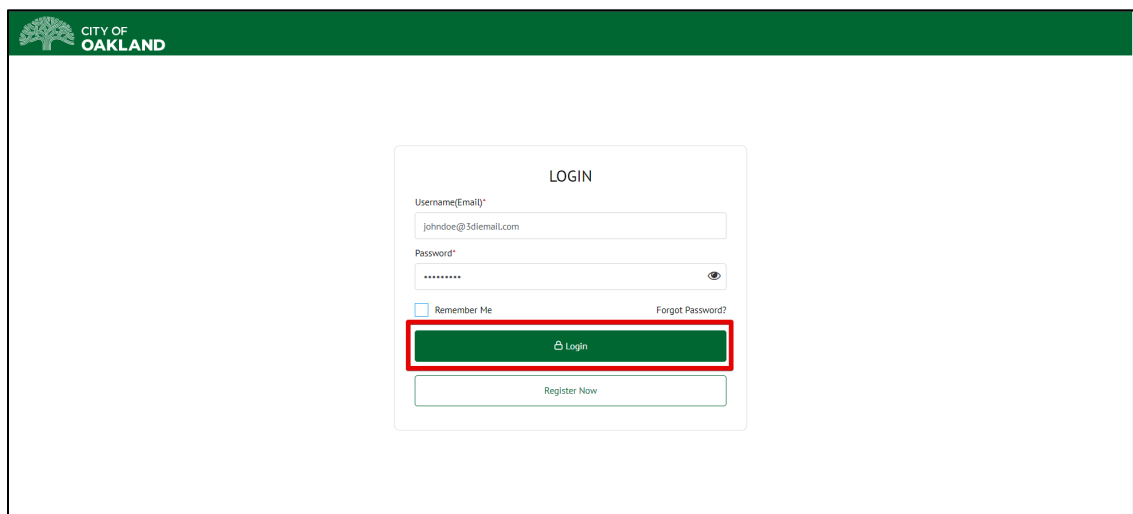


- The system will send an account verification email to the Username/Email Address you provided with an Activation Link. The email should arrive within a few minutes and the **activation link expires in 15 minutes**. If you do not see it in your inbox, please check your spam folder. Click on the activation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

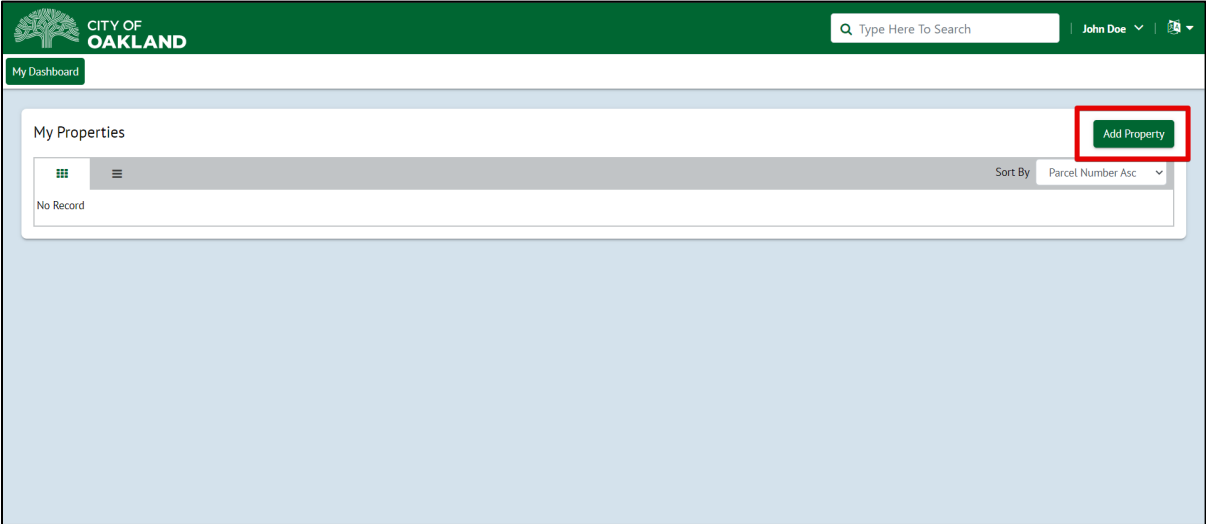
I have created a login to the rent portal. How do I see/access my property?

Now that you have created an account and activated it, you can login to the Rent Portal 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 for every property you own.

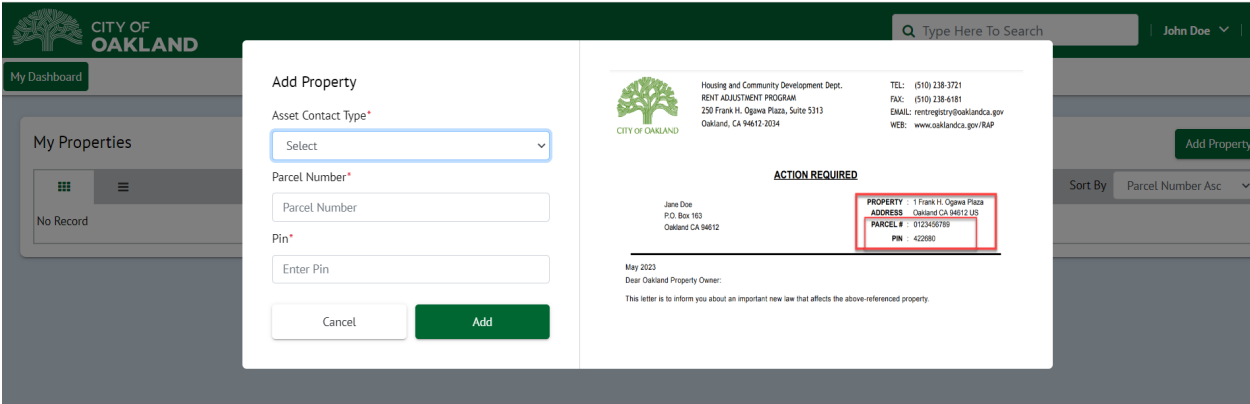
- Click on the “Login” link on the top right corner of the page, enter your username and password, then click on the Login button.



- 2. Retrieve the "Action Required" notice sent to you by RAP and click on the 'Add Property' button on the top right corner of your dashboard.



- 3. In the Add Property pop up, you will need to enter the following:
 - **Asset Contact Type** – indicate if you are the Owner or the Manager of the property
 - **Parcel Number (Parcel #)** – you can find this in the Action Required Letter
 - **PIN** - you can find this in the Action Required Letter





Housing and Community Development Dept.
RENT ADJUSTMENT PROGRAM
250 Frank H. Ogawa Plaza, Suite 5313
Oakland, CA 94612-2034

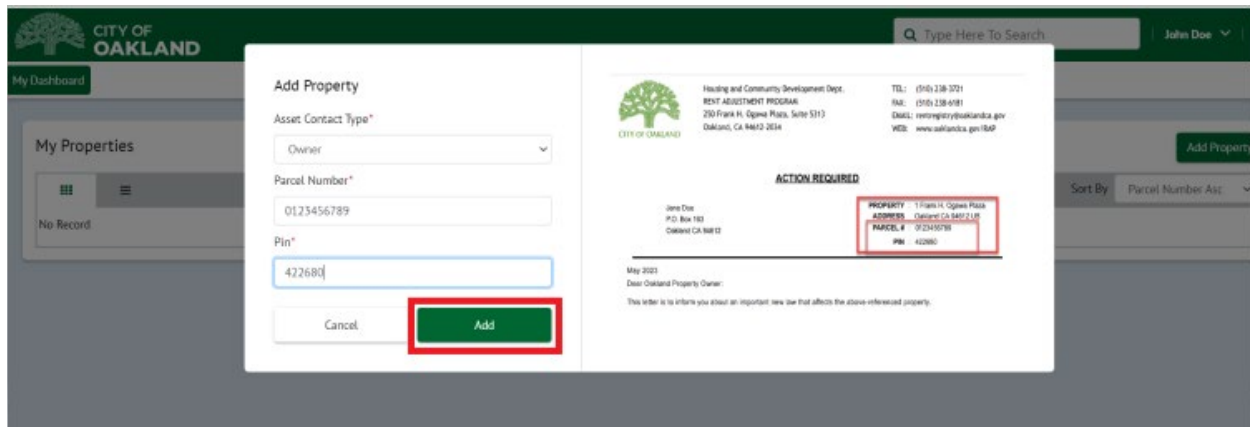
TEL: (510) 238-3721
FAX: (510) 238-6181
EMAIL: rentregistry@oaklandca.gov
WEB: www.oaklandca.gov/RAP

ACTION REQUIRED

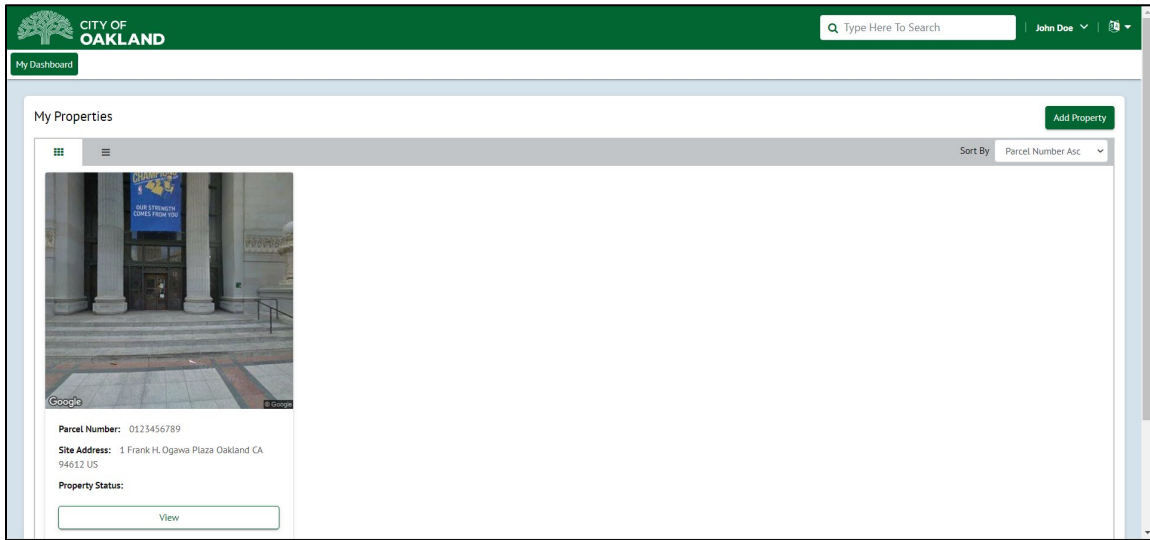
Jane Doe
P.O. Box 163
Oakland CA 94612

PROPERTY : 1 Frank H. Ogawa Plaza
ADDRESS : Oakland CA 94612 US
PARCEL # : 0123456789
PIN : 422680

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

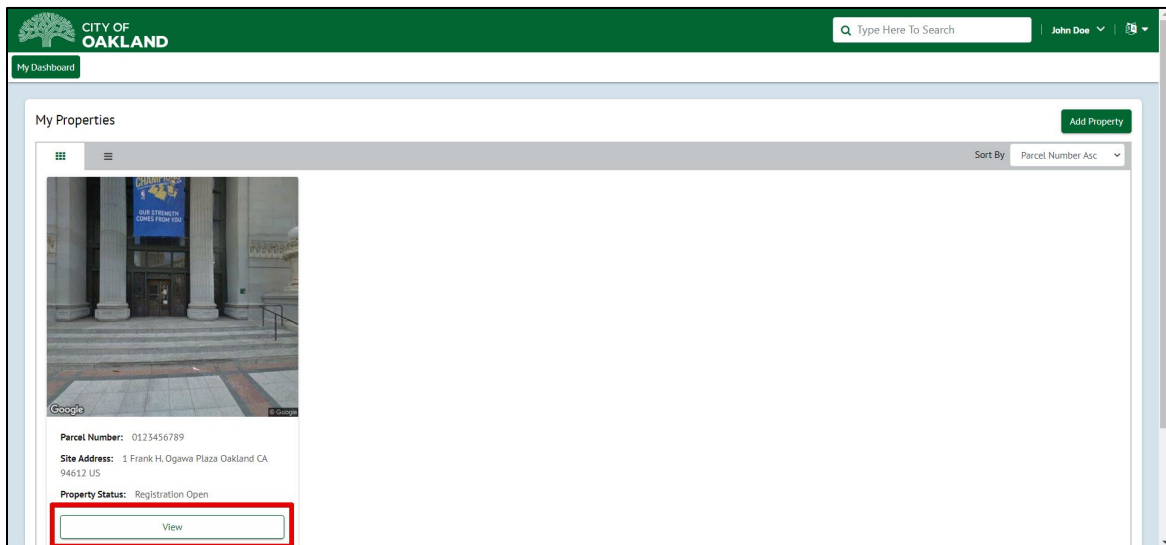


5. Your property will appear on your dashboard as shown below. Repeat these steps for each property that you are required to register.



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

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



City of Oakland RAP Rent Registry Owner/Manager User Guide

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.

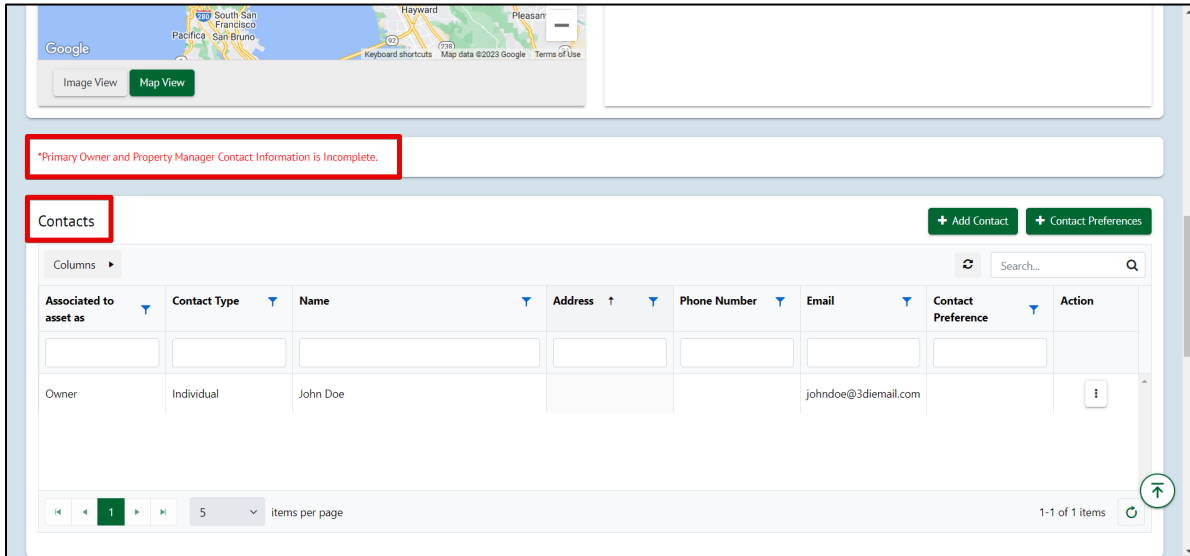
The screenshot displays the 'My Dashboard' page for the City of Oakland. At the top, there is a green header with the City of Oakland logo and a search bar. Below the header, the page is titled 'My Dashboard' and contains several sections:

- Overview:** This section displays key property information: Parcel Number: 0123456789, Site Address: 1 Frank H. Ogawa Plaza Oakland CA 94612 US, Year Built: 1914, Assessor Total Unit Count: 3, and Total Units Added: 0. The Property Status is 'Registration Open'. A 'Back' button is located to the right.
- INSTRUCTIONS TO REGISTER YOUR PROPERTY:** This section provides a four-step guide:
 - Step 1: Update Contact Information:** Scroll down to 'Contacts' 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 'Set Preferences' button to designate who should receive future rent registry communications.
 - Step 2: Add Units:** Scroll down to 'Unit Inventory' and click on 'Add Unit' (top right) and add ALL residential units to the unit inventory. After adding units to inventory, you may claim individual unit(s) exempt by clicking on each unit's yellow 'Action' button.
 - Step 3: Claim Exemption(s):** Once all units are added, use each unit's yellow 'Action' button to claim an exemption for individual units (e.g., 'Owner-occupied'). Note: If you believe your entire property is exempt from rent registration requirements, then use the blue property 'Action' button to submit a property-wide exemption.
 - Step 4: Submit for Registration:** After you have added all units and/or claimed any exemptions, use the blue property 'Action' button at the top right corner of the page to submit property for registration. After submitting, you will receive a confirmation email from RAP.
- Address:** This section shows a map with a location pin and labels for 'Pinole' and 'Antioch'.

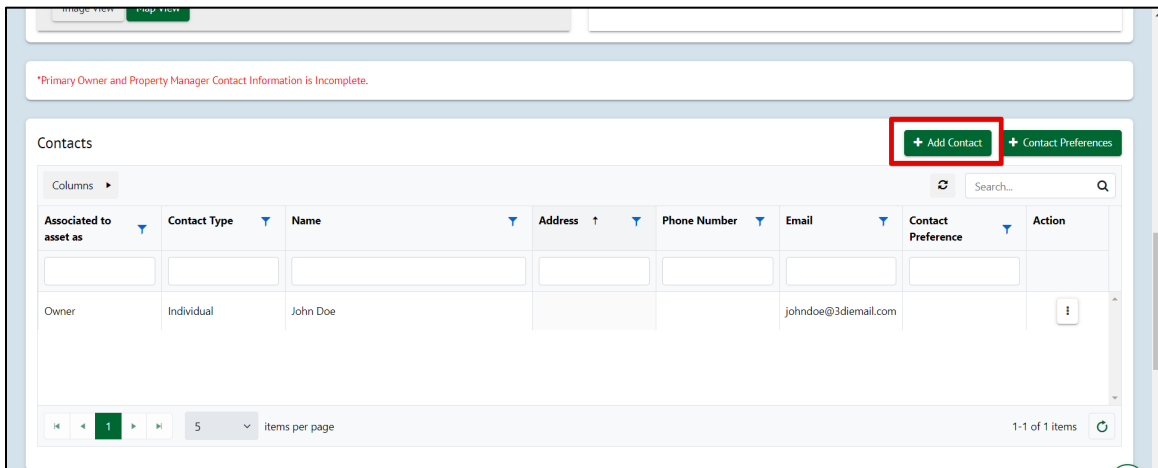
Step 1: Update Contact Information

The first step to property registration is to add/update the property contacts. It is required that each property contains at least 1 Owner contact and at least 1 Property Manager contact.

1. Scroll down to the Contacts area. You will be able to manage the property contacts from this section. If you see the red text “Primary Owner and Property Manager Contact Information is Incomplete” as shown in the image below, you will need to add the missing contact type.



2. Click on the Add Contact button to add the missing contact type.



3. The Add Contact pop up will appear. Select the **Contact Type** from the dropdown list. If your property already has an “Owner” contact added, then you will need to add a “Property Manager”. **If there is no property manager: Add a Property Manager contact and indicate that all contact information is the same as the Owner Contact information.**

The screenshot shows the 'Add Contact' form with the following fields:

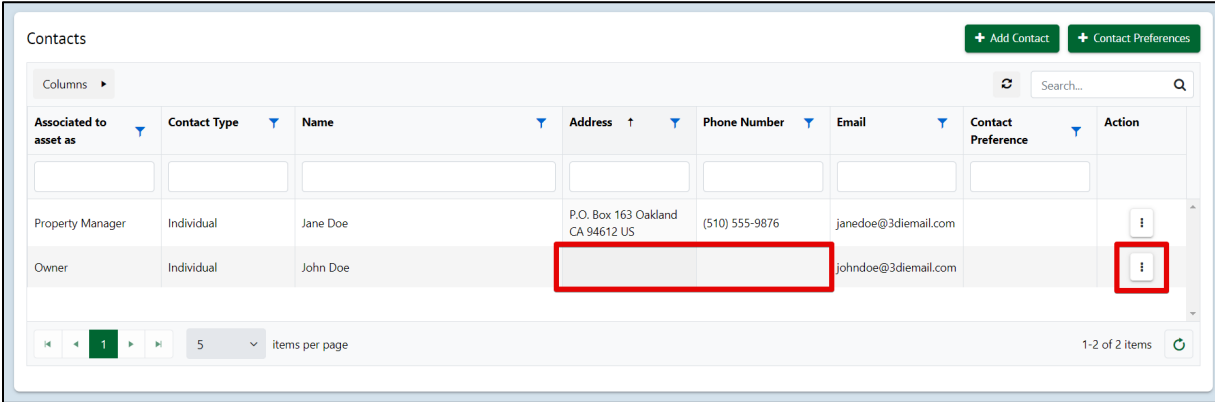
- Contact Type***: A dropdown menu with 'Select' as the current selection, highlighted with a red box.
- Owner Type***: A dropdown menu with 'Individual' selected.
- First Name***: An empty text input field.
- Last Name***: An empty text input field.
- Title**: An empty text input field.
- Company Name**: An empty text input field.
- Address**: A section containing:
 - Address Type***: A dropdown menu with 'Select' selected.
 - Search Address**: A text input field with the placeholder 'Enter a location' and a sample address '123, Main Street, Los Angeles, CA' below it.
- Buttons**: 'Save' and 'Cancel' buttons at the bottom right.

4. Add the required information in the pop up and then Save the contact. You are required to provide the First Name, Last Name, Mailing Address, Email Address, and Phone Number.

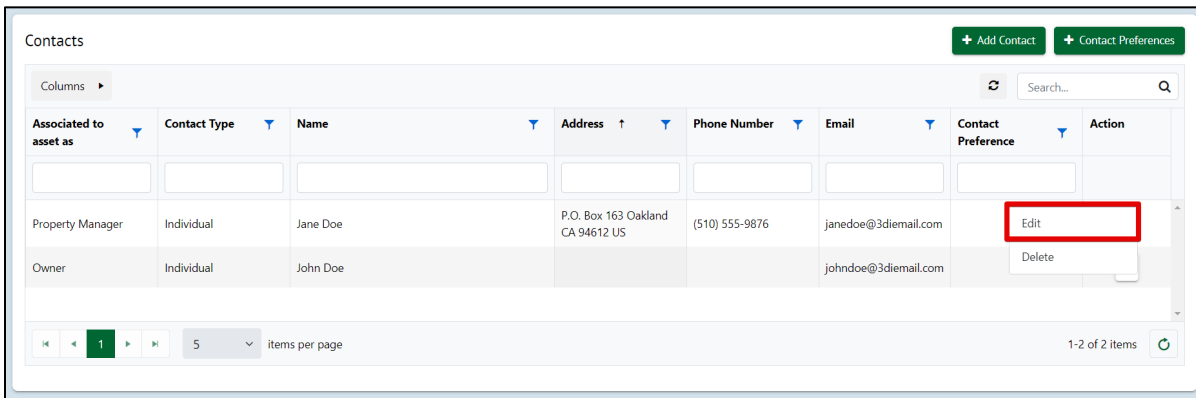
The screenshot shows the 'Add Contact' form with the following fields:

- State***: A dropdown menu with 'CA' selected.
- Zip***: A text input field with '94612' entered.
- Country***: A dropdown menu with 'United States' selected.
- Communication**: A section containing:
 - Communication Type***: A dropdown menu with 'Email' selected.
 - Email***: A text input field with 'janedoe@3diemail.com' entered.
 - Primary**: A checked checkbox.
 - Communication Type***: A dropdown menu with 'Phone' selected.
 - Country Code**: A dropdown menu with '1' selected.
 - Phone***: A text input field with '(510) 555-9876' entered.
 - Extension**: An empty text input field.
 - Primary**: A checked checkbox.
- Buttons**: '+ Add New communication' button below the communication section, and 'Save' and 'Cancel' buttons at the bottom right. The 'Save' button is highlighted with a red box.

- The contacts table will be updated. If the “Owner” contact is missing any information in the grid (Mailing Address, Email, or Phone), click on the 3-dot Action menu as shown below to edit the contact details.



- Select the “Edit” action.

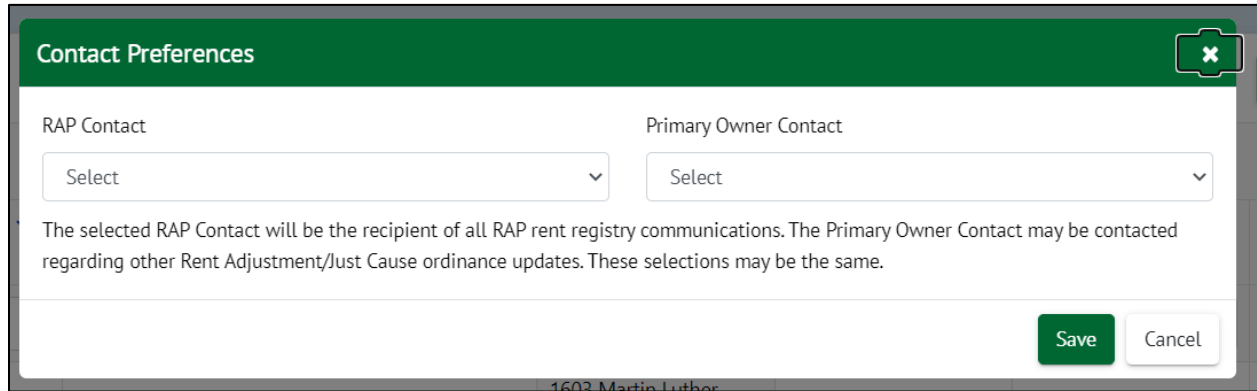


- The 'Edit Contact' pop up will appear. Many of the required fields may be missing (i.e. Ownership share %, Phone, Email, etc). Enter the required information and then Save the contact.

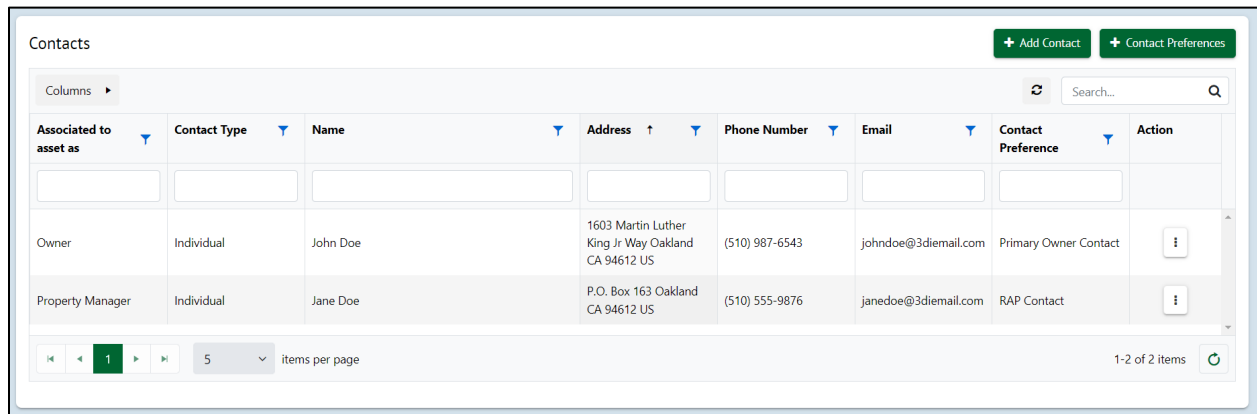
- The contacts table will be updated. Next, click on the "Contact Preferences" button to set the preferences for the contacts. You may already see preset values for this on your property. You can edit/modify this at any time.

Associated to asset as	Contact Type	Name	Address	Phone Number	Email	Contact Preference	Action
Owner	Individual	John Doe	1603 Martin Luther King Jr Way Oakland CA 94612 US	(510) 987-6543	johndoe@3diemail.com		[Info]
Property Manager	Individual	Jane Doe	P.O. Box 163 Oakland CA 94612 US	(510) 555-9876	janedoe@3diemail.com		[Info]

- The 'Contact Preferences' pop up will appear. Select the "RAP Contact". This contact will be the recipient of the communications from the RAP program. Next, select the Primary Owner Contact. This can also be the same as the RAP Contact. Save your preferences using the "Save" button.



- The Contacts table will be updated. If there are additional Property Manager(s) or Property Owner(s) associated with the property, you can add them using the "Add Contact" button.



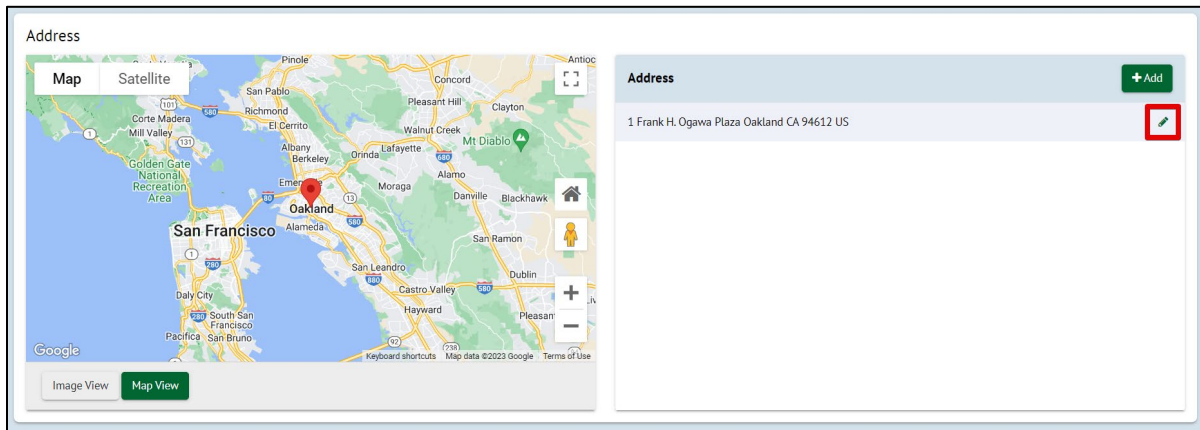
Associated to asset as	Contact Type	Name	Address	Phone Number	Email	Contact Preference	Action
Owner	Individual	John Doe	1603 Martin Luther King Jr Way Oakland CA 94612 US	(510) 987-6543	joindoe@3diemail.com	Primary Owner Contact	[Info]
Property Manager	Individual	Jane Doe	P.O. Box 163 Oakland CA 94612 US	(510) 555-9876	janedoe@3diemail.com	RAP Contact	[Info]

Step 2: Property Site Address(es)

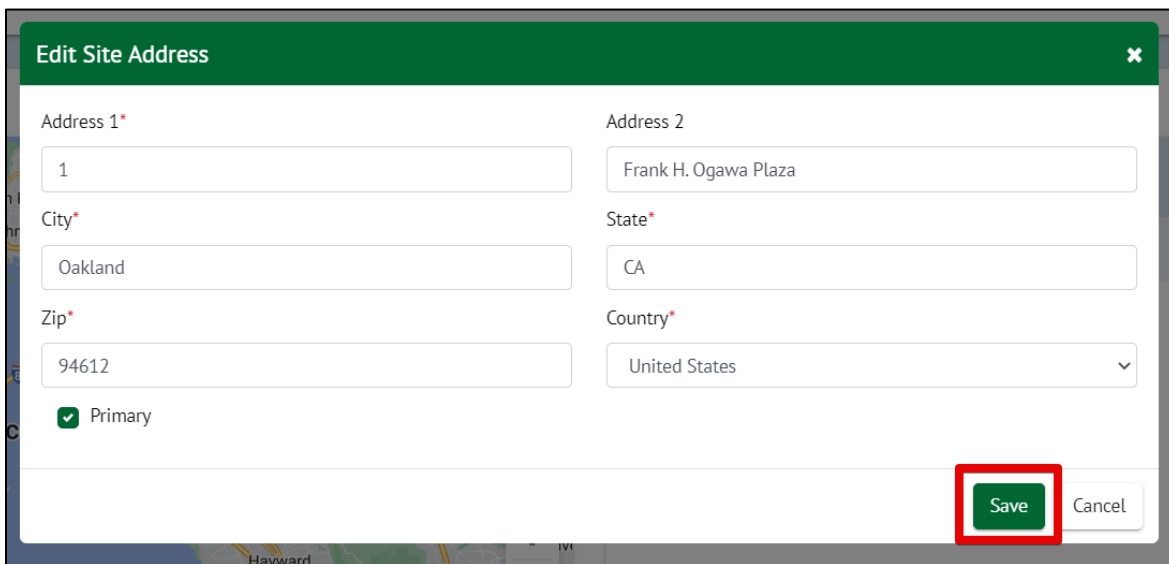
Your property will have only the primary site address (primary address for mailing) added to it. Some properties are large and may contain more than one site address. Please review the Address(es) associated with your property and follow the steps listed below if changes are required.

***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 see if this looks correct. If it does not look accurate, click on the Edit icon next to the address to modify it, as shown below.

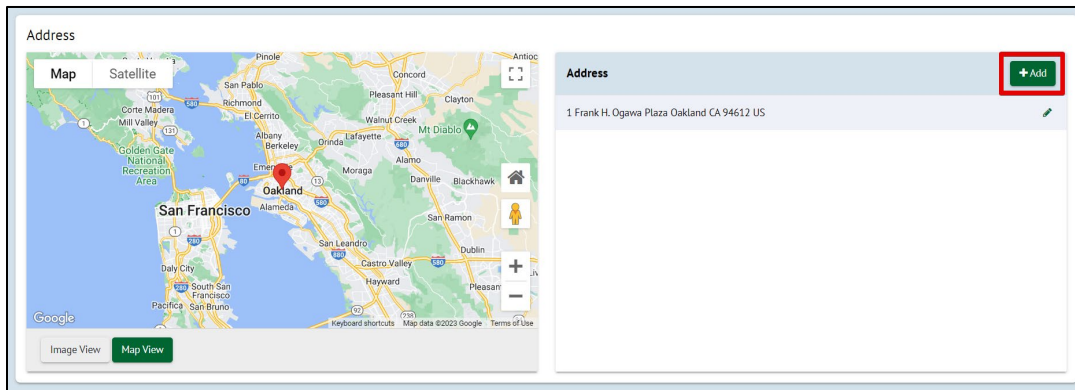


2. The ‘Edit Site Address’ pop up will appear. Modify the necessary information and save your changes.



City of Oakland RAP Rent Registry Owner/Manager User Guide

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



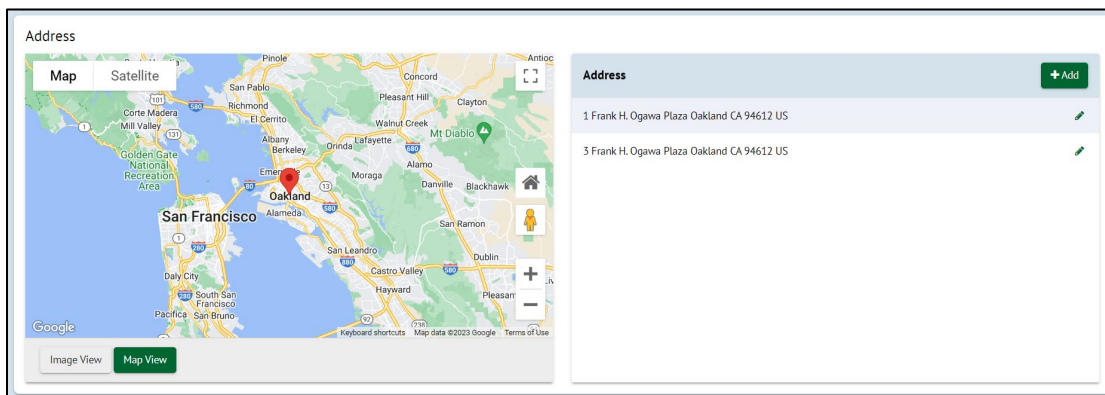
4. The ‘Add Site Address’ pop up will appear. Enter the required information (Address Line 1, City, Zip) and save your changes.

The screenshot shows a modal window titled "Add Site Address" with a close button (X) in the top right. The form contains the following fields:

- Address 1* (text input)
- City* (text input)
- Zip* (text input)
- Address 2 (text input)
- State* (dropdown menu, currently showing "CA")
- Country* (dropdown menu, currently showing "United States")
- Primary

At the bottom right, there are two buttons: "Save" (green) and "Cancel" (white).

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.

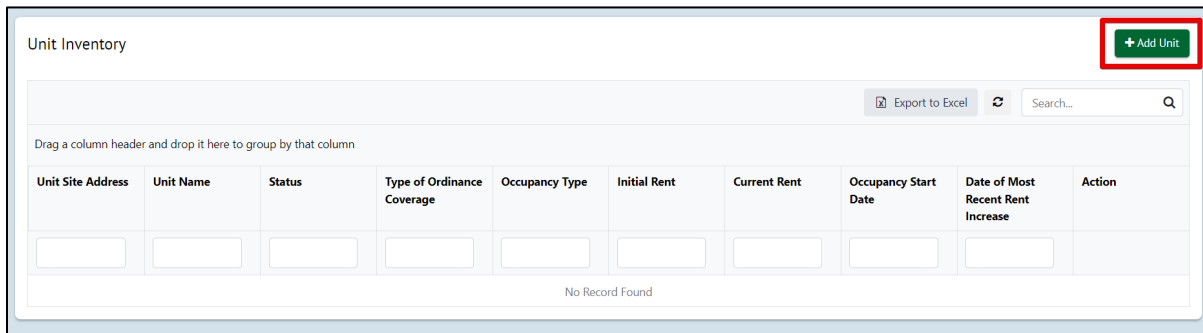


Step 3: Add Unit(s)

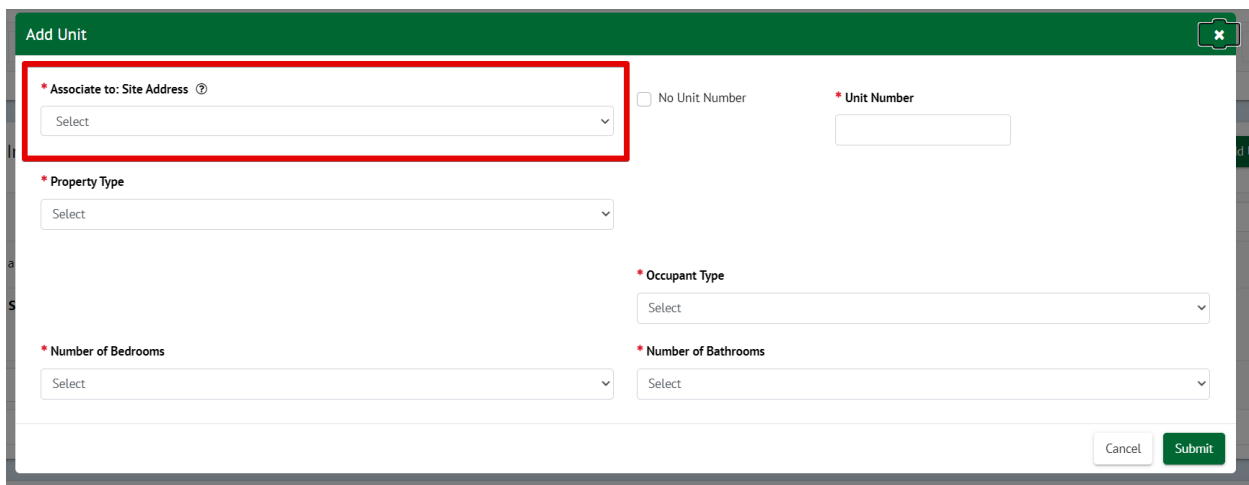
You now need to add units to your property so you can provide details regarding the occupancies of these units. Adding units is an activity that you will only need to complete in the first year of registration. Once the inventory of units is established on your property, you will only need to provide 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 Oakland Rent Program.

1. 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 of 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.



- 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 mailing address is the same as the site address.

The screenshot shows the 'Add Unit' form with the following fields and highlights:

- * Associate to: Site Address**: A dropdown menu showing '1 Frank H. Ogawa Plaza Oakland CA 94612 US-Parcels'.
- No Unit Number**: A checkbox highlighted with a red box.
- * Unit Number**: An input field highlighted with a red box.
- * Property Type**: A dropdown menu with 'Select'.
- * Occupant Type**: A dropdown menu with 'Select'.
- * Number of Bedrooms**: A dropdown menu with 'Select'.
- * Number of Bathrooms**: A dropdown menu with 'Select'.
- Buttons: 'Cancel' and 'Submit'.

- 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 (*) next to them. The form cannot be saved until all required fields are entered. Once all the required information is entered, click on the “Submit” button.

The screenshot shows the 'Add Unit' form with the following fields and highlights:


- * Associate to: Site Address**: A dropdown menu showing '1 Frank H. Ogawa Plaza Oakland CA 94612 US-Parcels'.
- No Unit Number**: A checkbox.
- * Unit Number**: An input field containing the letter 'A'.
- * Property Type**: A dropdown menu with 'Select'.
- * Occupant Type**: A dropdown menu with 'Select'.
- * Number of Bedrooms**: A dropdown menu with 'Select'.
- * Number of Bathrooms**: A dropdown menu with 'Select'.
- Buttons: 'Cancel' and 'Submit', with the 'Submit' button highlighted by a red box.

- The Unit Inventory table will be updated. Each unit added to the inventory will have its own action menu displayed in yellow. If you made any error in the entry, you can use the yellow 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

Export to Excel Search...

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

Unit Site Address	Unit Name	Status	Type of Ordinance Coverage	Occupancy Type	Initial Rent	Current Rent	Occupancy Start Date	Date of Most Recent Rent Increase	Action
1 Frank H. Ogawa Plaza Oakland CA 94612 US	A	Non-Exempt	Just Cause for Eviction Ordinance	Tenant	\$ 1,500.00	\$ 1,500.00	03/01/2023	03/01/2023	

5 items per page 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 registration requirement. 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 for Staff to review. If you do not have any exemptions to claim, you can skip to the next section.

***Note:** not every unit field will be explained in this guide. If you have specific questions, contact the Oakland Rent Adjustment Program.

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

Unit Site Address	Unit Name	Status	Type of Ordinance Coverage	Occupancy Type	Initial Rent	Current Rent	Occupancy Start Date	Date of Most Recent Rent Increase	Action
1 Frank H. Ogawa Plaza Oakland CA 94612 US	A	Non-Exempt	Rent Adjustment Ordinance/Just Cause for Eviction Ordinance	Tenant	\$ 1,500.00	\$ 1,500.00	03/01/2023	03/01/2023	[Yellow Action Menu]
1 Frank H. Ogawa Plaza Oakland CA 94612 US	B	Non-Exempt	Rent Adjustment Ordinance/Just Cause for Eviction Ordinance	Tenant	\$ 1,275.00	\$ 1,400.00	07/26/2008	07/31/2022	[Yellow Action Menu]
3 Frank H. Ogawa Plaza Oakland CA 94612 US		Non-Exempt	Just Cause for Eviction Ordinance	Owner			08/15/2021		[Yellow Action Menu]

2. Select 'Apply for Exemption'.

Unit Site Address	Unit Name	Status	Type of Ordinance Coverage	Occupancy Type	Initial Rent	Current Rent	Occupancy Start Date	Date of Most Recent Rent Increase	Action
1 Frank H. Ogawa Plaza Oakland CA 94612 US	A	Non-Exempt	Rent Adjustment Ordinance/Just Cause for Eviction Ordinance	Tenant	\$ 1,500.00	\$ 1,500.00	03/01/2023	03/01/2023	[Yellow Action Menu]
1 Frank H. Ogawa Plaza Oakland CA 94612 US	B	Non-Exempt	Rent Adjustment Ordinance/Just Cause for Eviction Ordinance	Tenant	\$ 1,275.00	\$ 1,400.00	07/26/2008	07/31/2022	[Yellow Action Menu]
3 Frank H. Ogawa Plaza Oakland CA 94612 US		Non-Exempt	Just Cause for Eviction Ordinance	Owner			08/15/2021		[Yellow Action Menu]

City of Oakland RAP Rent Registry Owner/Manager User Guide

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

Apply for Exemption

Instructions

Certain units are exempt from the RAP Fee and from the annual registration requirement. Please submit this form for any unit at the property that qualifies as an exempt unit for the current fiscal year based on the reasons listed below.

*** Select Reason for Unit Exemption**

- Unit is ground-up new construction that received a Certificate of Occupancy on or after April 1, 2013
- Unit is in hotel, motel, inn, tourist home, or rooming/boarding house and is rented for less than 30 days
- Unit is fully owner-occupied
- Unit is vacant and unavailable for rent for the entire fiscal year (July 1 - June 30)
- Unit is occupied rent free
- Unit is ground-up new construction that received a Certificate of Occupancy on or after January 1, 1983; AND owner of record occupies property as their principal residence; AND owner shares kitchen or bath with tenant.

*** 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.

Submitter's Info

*** Full Name**

*** Title**

Cancel **Submit**

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

Unit Site Address	Unit Name	Status	Type of Ordinance Coverage	Occupancy Type	Initial Rent	Current Rent	Occupancy Start Date	Date of Most Recent Rent Increase	Action
1 Frank H. Ogawa Plaza Oakland CA 94612 US	A	Non-Exempt	Rent Adjustment Ordinance/Just Cause for Eviction Ordinance	Tenant	\$ 1,500.00	\$ 1,500.00	03/01/2023	03/01/2023	
1 Frank H. Ogawa Plaza Oakland CA 94612 US	B	Non-Exempt	Rent Adjustment Ordinance/Just Cause for Eviction Ordinance	Tenant	\$ 1,275.00	\$ 1,400.00	07/26/2008	07/31/2022	
3 Frank H. Ogawa Plaza Oakland CA 94612 US		Applied for Exemption	Just Cause for Eviction Ordinance	Owner			08/15/2021		

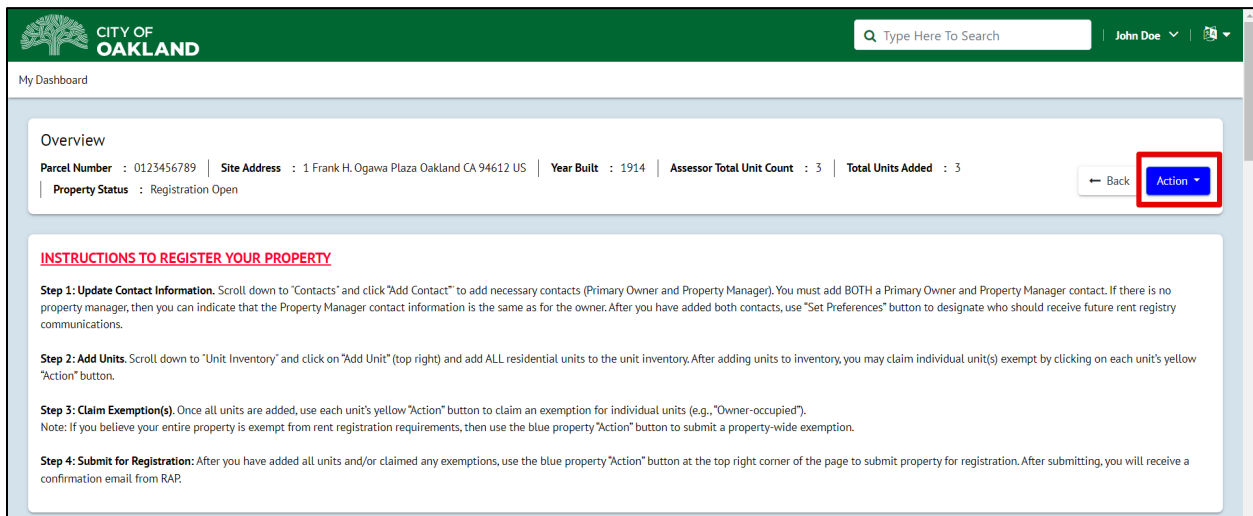
Step 5: Submit Property for Registration

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

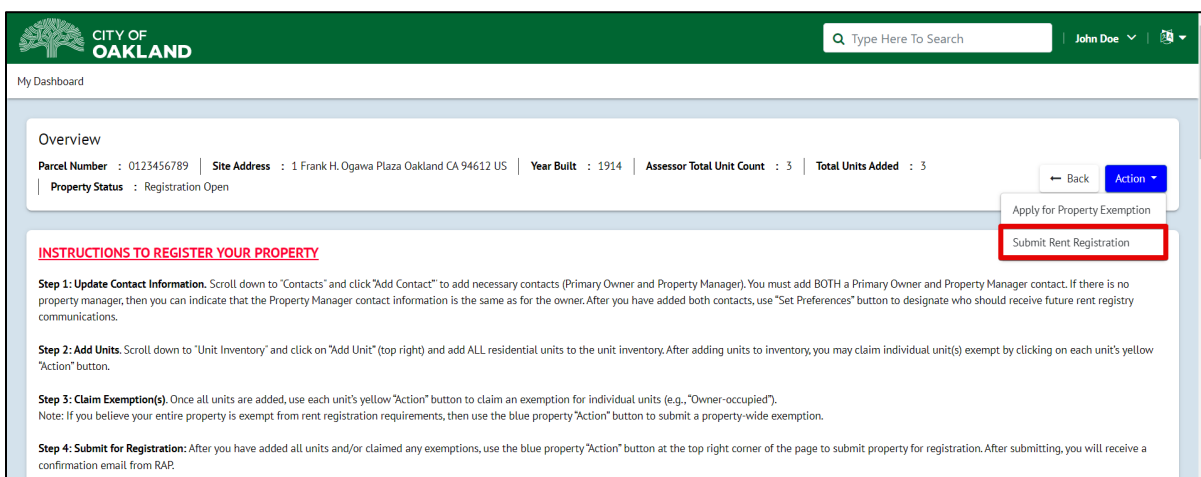
- Property Contacts are accurate (Contacts section)
- There is an Owner Contact AND a Property Manager Contact
- All Units are added (Unit Inventory Section)
 - Unit Mailing Addresses are accurate
 - Unit Details provided are accurate
 - Unit Exemptions are applied for, as needed (My Cases section or 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.



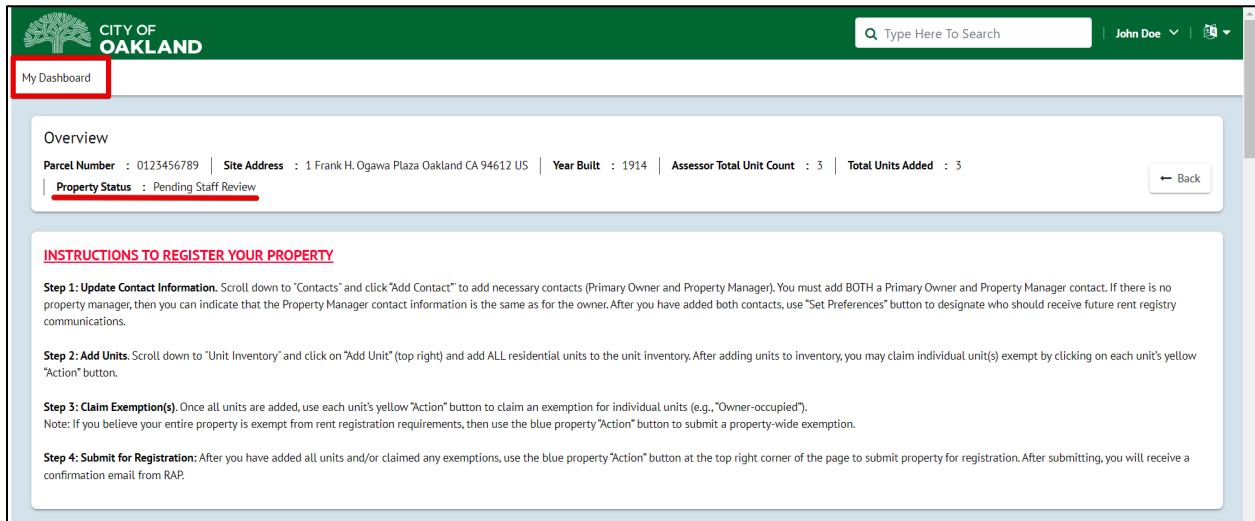
2. Select the option for “Submit Rent Registration”.



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

4. Click on "Submit" to complete the registration of your property. You will receive an email confirmation once the property is submitted. The email will provide you with additional information.

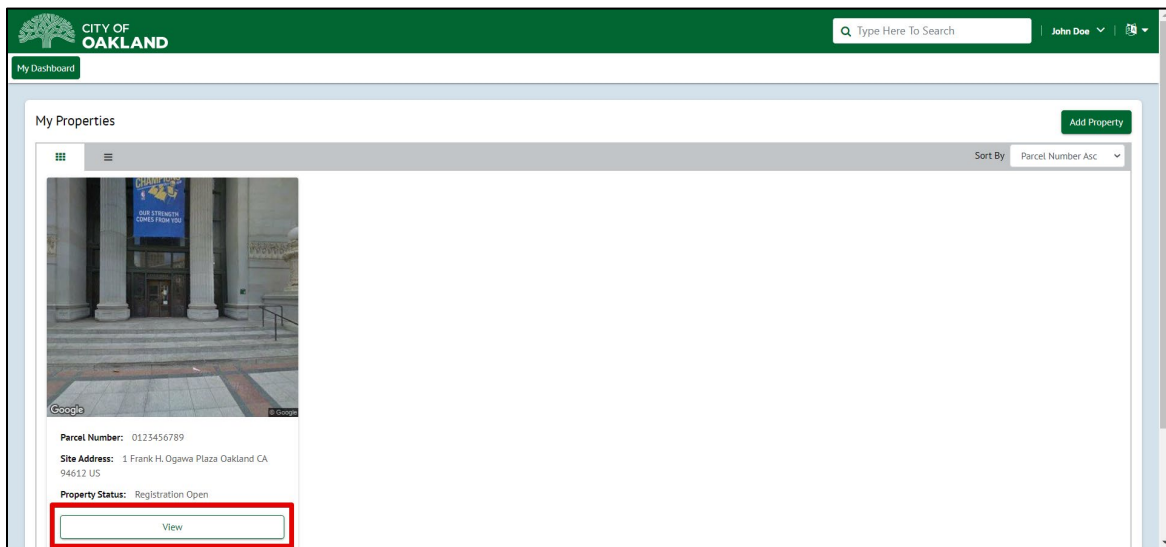
- 5. Your property status will be updated accordingly. You can click on 'My Dashboard' at the top left of the page to return to your dashboard to view/register your other properties. Repeat these steps for any other properties you may be required to register.



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

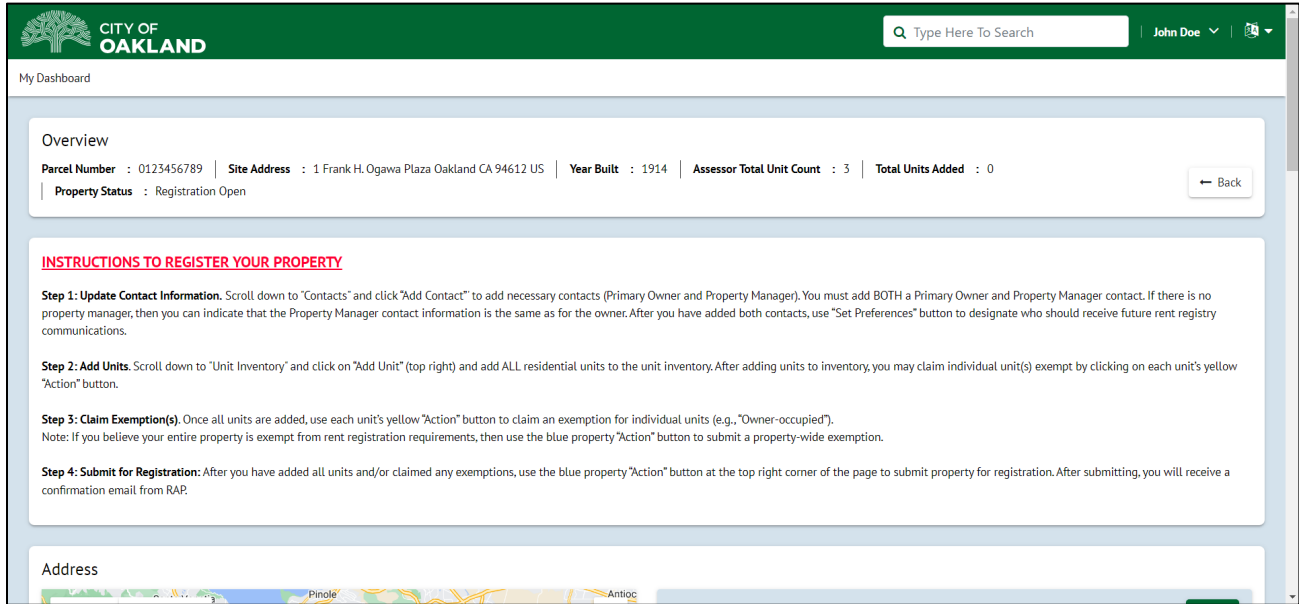
Now that you have added your property to your profile, you need to complete the Registration process. If you believe that all units on your property are Exempt from the program, you will still need to take action to inform the Rent Program. To begin, click on the property's View button to begin the registration process.

Note: If you are the owner-occupant of a single-family home, you cannot submit a Property Exemption. You must add the unit to the Unit Inventory (go to Page 17), and then claim the unit exempt as "Owner Occupied" (go to Page 20).



City of Oakland RAP Rent Registry Owner/Manager User Guide

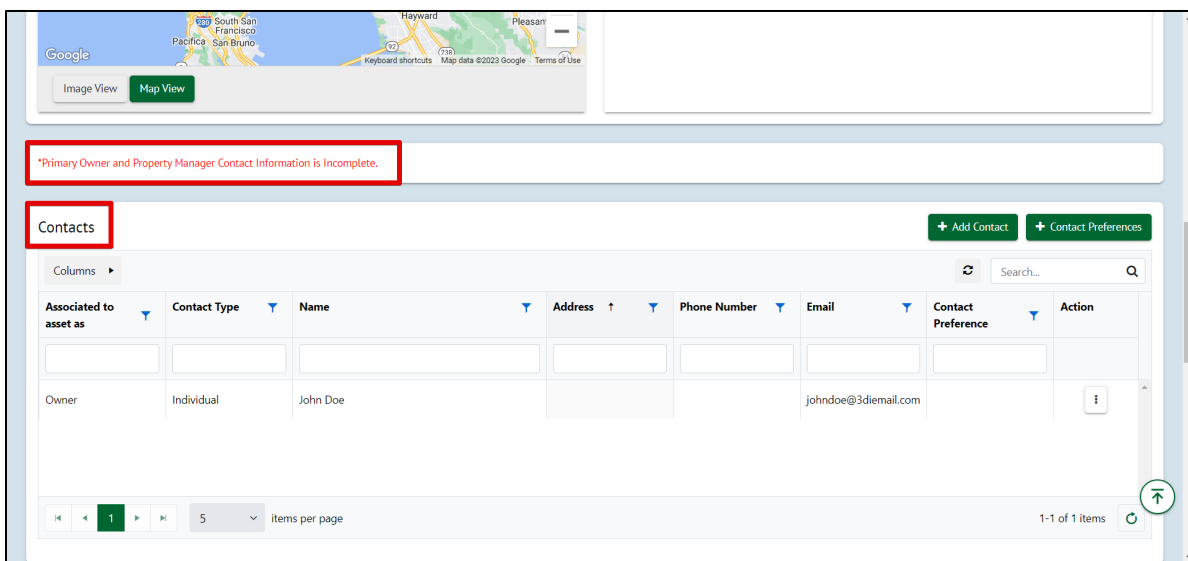
The property details page will open. The page is broken down into different sections, where each section houses different information as part of the registration process.



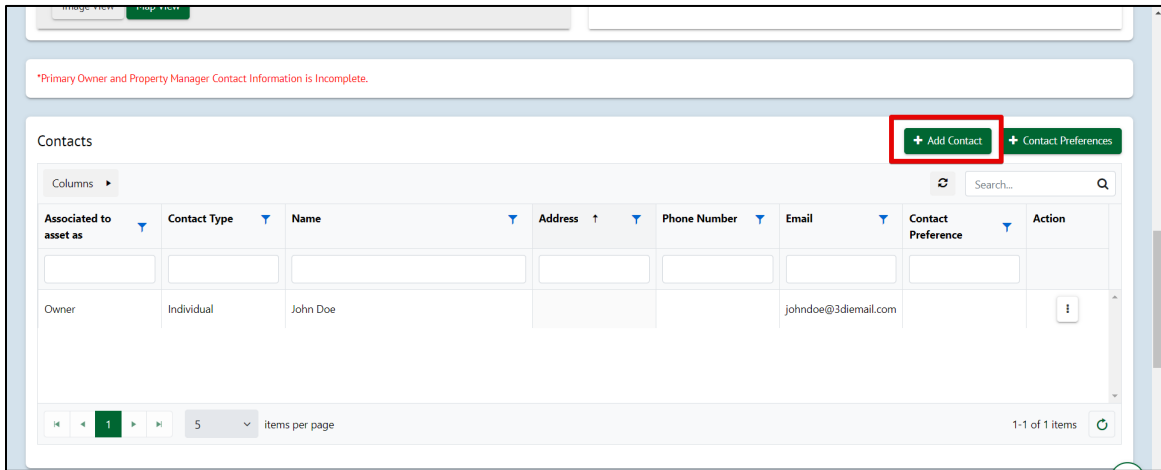
Step 1: Update Contact Information

The first step to claim your property exemption with the Rent Board is to add/update the property contacts. It is required that each property contains at least 1 Owner contact and at least 1 Property Manager before any applications can be submitted.

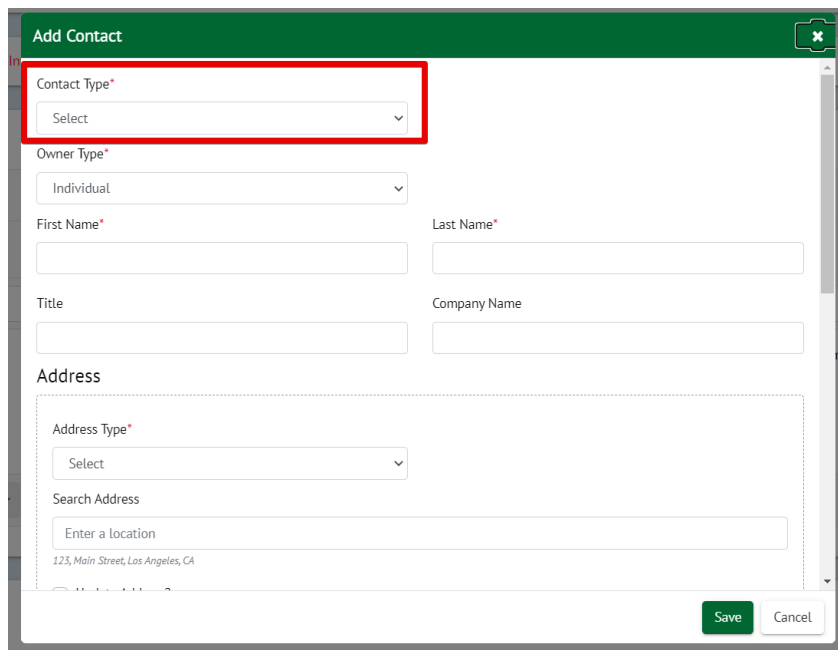
1. Scroll down to the Contacts area. You will be able to manage the property contacts from this section. If you see the red text “Primary Owner and Property Manager Contact Information is Incomplete” as shown in the image below, you will need to add the missing contact type.



2. Click on the Add Contact button to add the missing contact type.



3. The Add Contact pop up will appear. Select the **Contact Type** from the dropdown list. If your property already has an “Owner” added, then you will need to add a “Property Manager”.



City of Oakland RAP Rent Registry Owner/Manager User Guide

4. Add the required information in the pop up and then Save the contact. You are required to provide the First Name, Last Name, Mailing Address, Email Address, and Phone Number.

Add Contact

State* CA Zip* 94612

Country* United States

Communication

Communication Type* Email Email* janedoe@3diemail.com Primary

Communication Type* Phone Country Code 1 Phone* (510) 555-9876 Extension Primary

+ Add New communication

Save Cancel

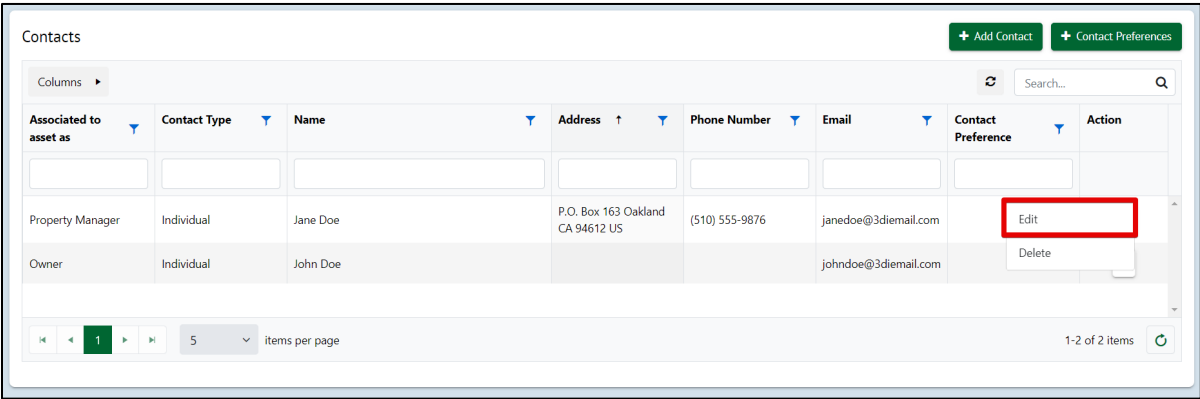
5. The contacts table will be updated. If the “Owner” contact is missing any information in the grid (Mailing Address, Email, or Phone), click on the 3-dot Action menu as shown below to edit the contact details.

Contacts + Add Contact + Contact Preferences

Associated to asset as	Contact Type	Name	Address	Phone Number	Email	Contact Preference	Action
Property Manager	Individual	Jane Doe	P.O. Box 163 Oakland CA 94612 US	(510) 555-9876	janedoe@3diemail.com		⋮
Owner	Individual	John Doe			johndoe@3diemail.com		⋮

5 items per page 1-2 of 2 items

6. Select the “Edit” action.



City of Oakland RAP Rent Registry Owner/Manager User Guide

- The 'Edit Contact' pop up will appear. Many of the required fields may be missing (i.e. Ownership %, Phone, Email, etc). Enter the required information and then Save the contact.

- The contacts table will be updated. Next, click on the "Contact Preferences" button to set the preferences for the contacts. You may already see preset values for this on your property. You can edit/modify this at any time.

Associated to asset as	Contact Type	Name	Address	Phone Number	Email	Contact Preference	Action
Owner	Individual	John Doe	1603 Martin Luther King Jr Way Oakland CA 94612 US	(510) 987-6543	johndoe@3diemail.com		[Action Icon]
Property Manager	Individual	Jane Doe	P.O. Box 163 Oakland CA 94612 US	(510) 555-9876	janedoe@3diemail.com		[Action Icon]

- The 'Contact Preferences' pop up will appear. Select the "RAP Contact". This contact will be the recipient of the communications from the RAP program. Next, select the Primary Owner Contact. This can also be the same as the RAP Contact. Save your preferences using the "Save" button.

Contact Preferences

RAP Contact:

Primary Owner Contact:

The selected RAP Contact will be the recipient of all RAP rent registry communications. The Primary Owner Contact may be contacted regarding other Rent Adjustment/Just Cause ordinance updates. These selections may be the same.

- The Contacts table will be updated. If there are additional Property Manager(s) or Property Owner(s) associated with the property, you can add them using the "Add Contact" button.

Contacts

Columns

Associated to asset as	Contact Type	Name	Address	Phone Number	Email	Contact Preference	Action
Owner	Individual	John Doe	1603 Martin Luther King Jr Way Oakland CA 94612 US	(510) 987-6543	john.doe@3diemail.com	Primary Owner Contact	<input type="button" value="i"/>
Property Manager	Individual	Jane Doe	P.O. Box 163 Oakland CA 94612 US	(510) 555-9876	janedoe@3diemail.com	RAP Contact	<input type="button" value="i"/>

1 5 items per page 1-2 of 2 items

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 Rent 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.

Some property exemptions are temporary, which means in 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.

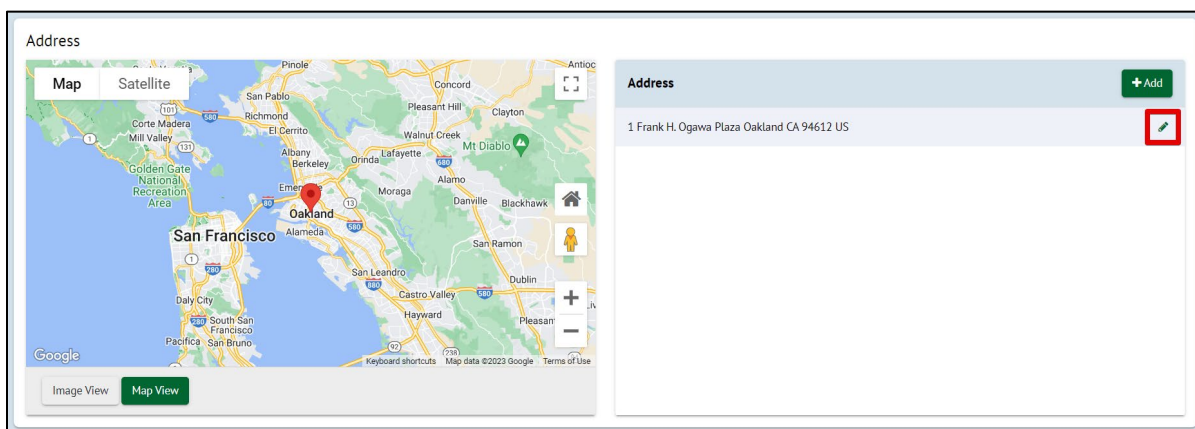
Follow the steps in this section if you would like to add units to your property before submitting a Property Exemption application. If not, you can skip ahead to Step 3.

Step 2A: Property Site Address(es)

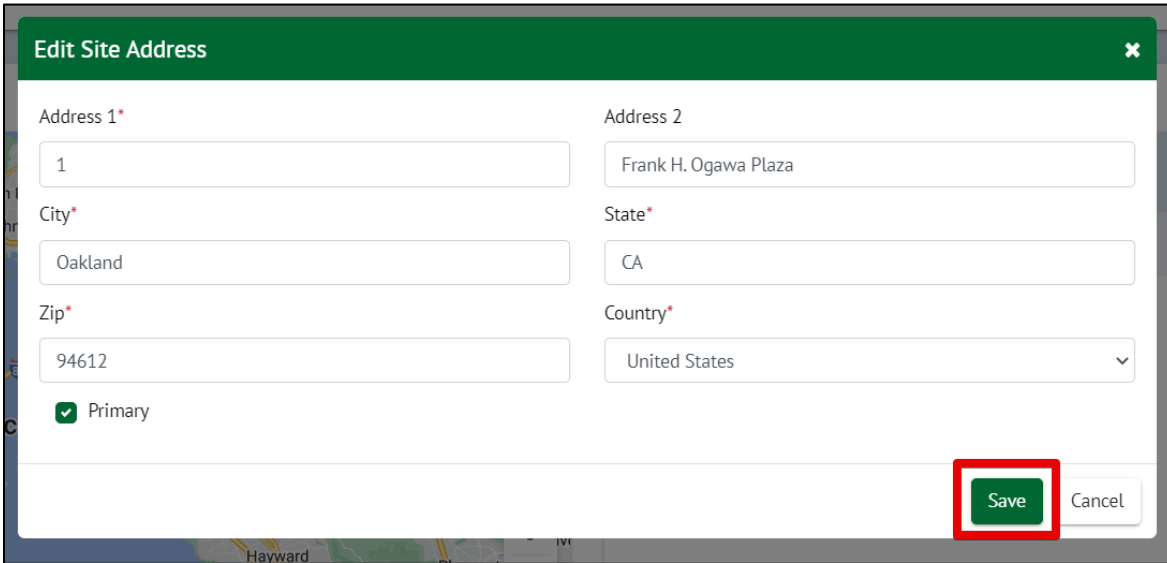
Your property will have only the primary site address (primary address for mailing) added to it. Some properties are large and may contain more than one site address. Please review the Address(es) associated with your property and follow the steps listed below if changes are required.

***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.

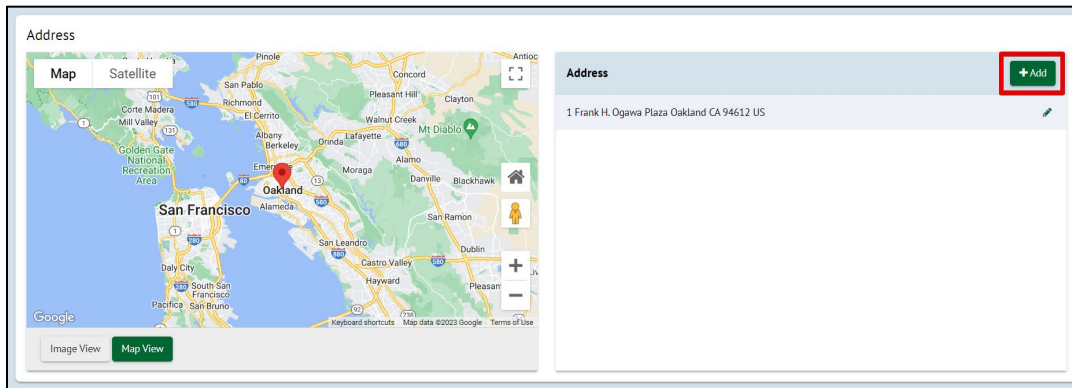
1. Scroll to the Address area. You will be able to manage the site addresses from this section. The Address listed on the property is the primary site address. Check to see if this looks correct. If it does not look accurate, click on the Edit icon next to the address to modify it, as shown below.



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

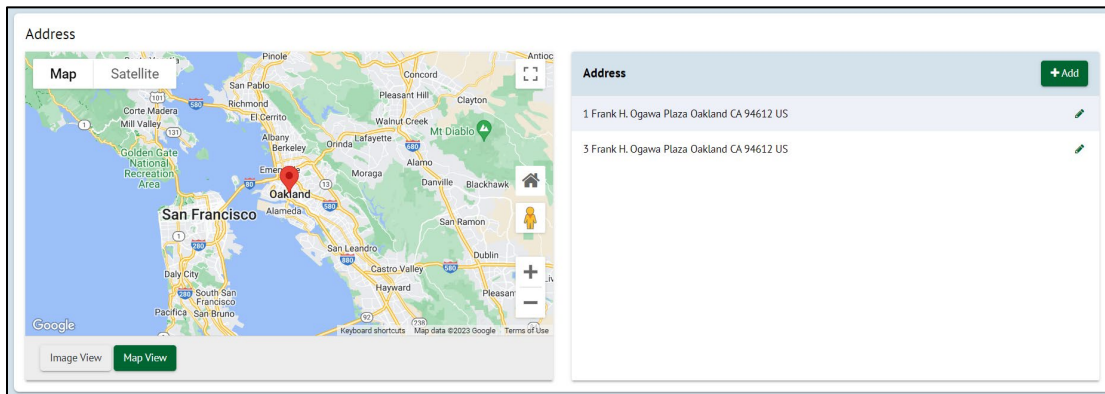


- If a new site address needs to be added, click on the "Add" button.



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.

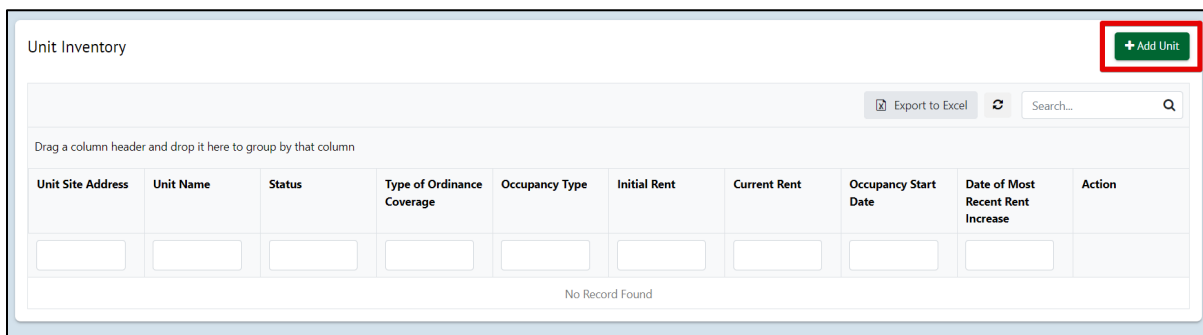


Step 2B: Add Unit(s)

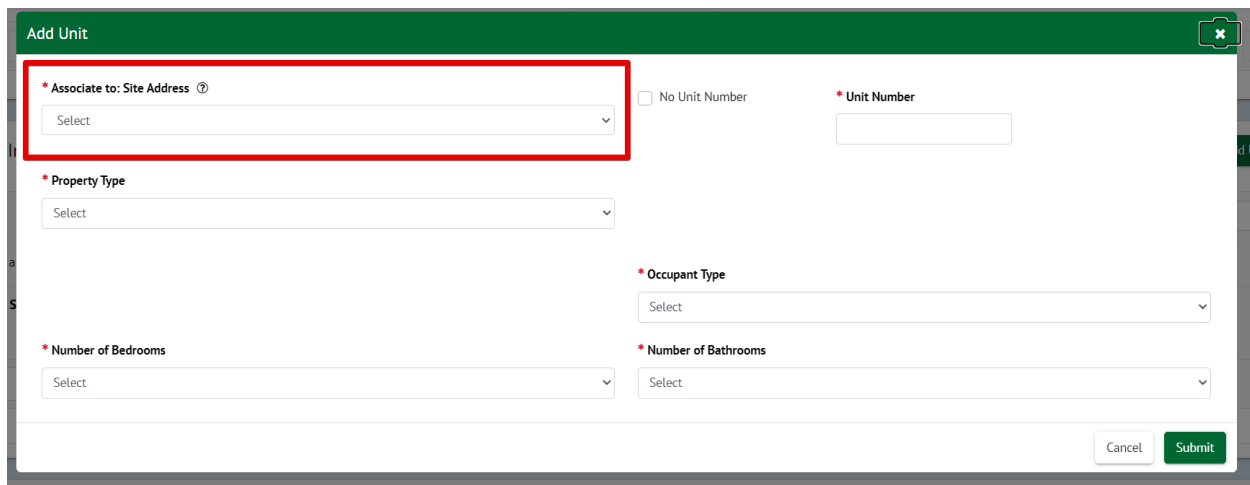
You now can add units to your property and provide details regarding the occupancies of these units. Adding units is an activity that you will only need to complete once. Once the inventory of units is established on your property, you will only need to provide updates to the occupancies and rents of 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 Oakland Rent Program.

1. 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 of 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.



- 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 site address doubles as the unit address.

- 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 (*) next to them. The form cannot be saved until all required fields are entered. Once all the required information is entered, click on the “Submit” button.

- The Unit Inventory table will be updated. Each unit that gets added will have its own action menu displayed in yellow. If you made any error in the entry, you can use the yellow action menu to select the 'Edit' option and correct the details. Repeat these steps to add all the units on your property.

Unit Site Address	Unit Name	Status	Type of Ordinance Coverage	Occupancy Type	Initial Rent	Current Rent	Occupancy Start Date	Date of Most Recent Rent Increase	Action
1 Frank H. Ogawa Plaza Oakland CA 94612 US	A	Non-Exempt	Just Cause for Eviction Ordinance	Tenant	\$ 1,500.00	\$ 1,500.00	03/01/2023	03/01/2023	

Step 3: Submit a Property Exemption Application

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

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

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

CITY OF OAKLAND

My Dashboard

Overview

Parcel Number : 0112345678 | Site Address : 934 34TH STREET OAKLAND CA 94608 US | Year Built : 2017 | Assessor Total Unit Count : 3 | Total Units Added : 0

Property Status : Registration Open

[← Back](#) [Action](#)

INSTRUCTIONS TO REGISTER YOUR PROPERTY

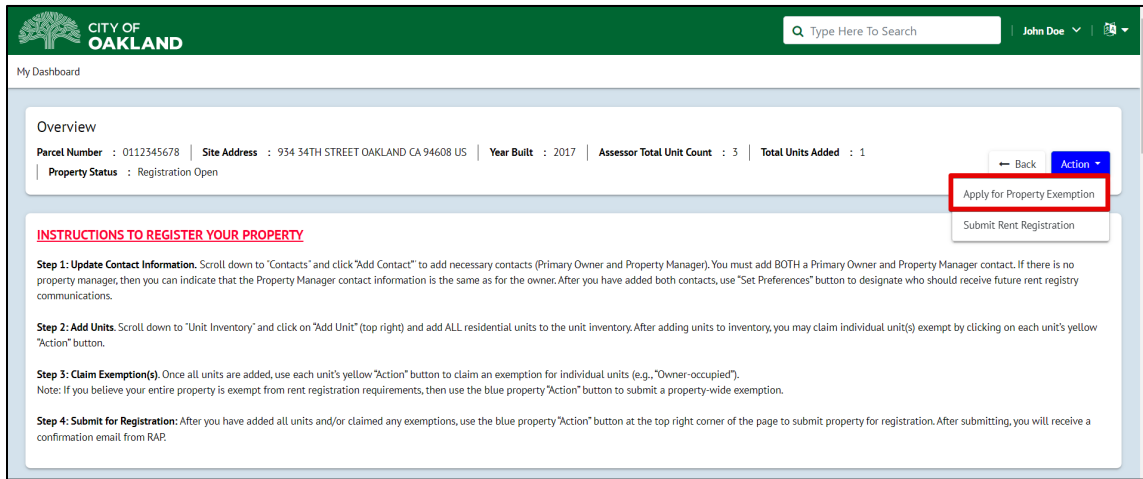
Step 1: Update Contact Information. Scroll down to “Contacts” and click “Add Contact” to add necessary contacts (Primary Owner and Property Manager). You must add BOTH a Primary Owner and Property Manager contact. If there is no property manager, then you can indicate that the Property Manager contact information is the same as for the owner. After you have added both contacts, use “Set Preferences” button to designate who should receive future rent registry communications.

Step 2: Add Units. Scroll down to “Unit Inventory” and click on “Add Unit” (top right) and add ALL residential units to the unit inventory. After adding units to inventory, you may claim individual unit(s) exempt by clicking on each unit’s yellow “Action” button.

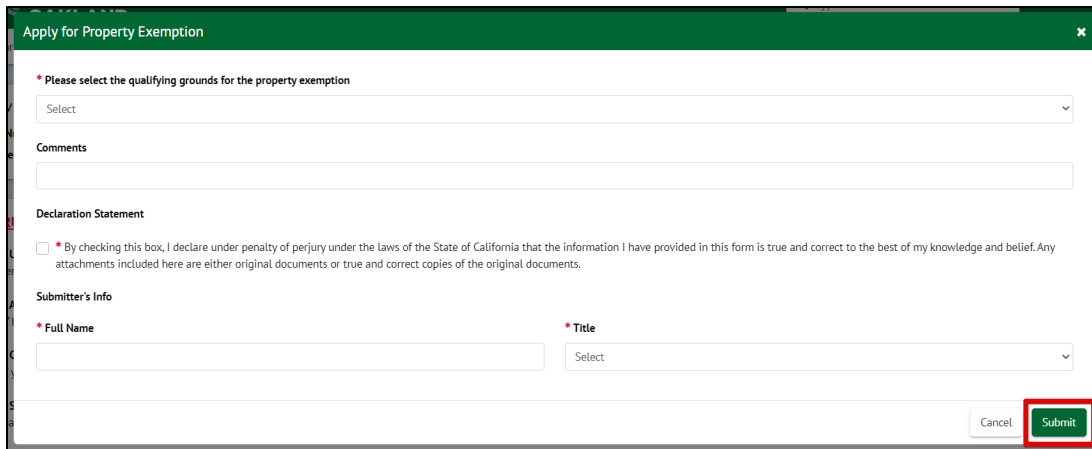
Step 3: Claim Exemption(s). Once all units are added, use each unit’s yellow “Action” button to claim an exemption for individual units (e.g., “Owner-occupied”).
Note: If you believe your entire property is exempt from rent registration requirements, then use the blue property “Action” button to submit a property-wide exemption.

Step 4: Submit for Registration: After you have added all units and/or claimed any exemptions, use the blue property “Action” button at the top right corner of the page to submit property for registration. After submitting, you will receive a confirmation email from RAP.

2. Select 'Apply for Property Exemption'.



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



City of Oakland RAP Rent Registry Owner/Manager User Guide

- 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.

My Cases

Columns ▾ Export to Excel ↻ Search...

Case Number	Created On Entity	Case Type	Created On ↓	Updated Date	Status
FE2023-2348432	APN: 0112345678	Property Exemption	03/21/2023 06:04 PM	03/21/2023 06:04 PM	Pending Review
RR2023-2348430	APN: 0112345678	Rent Registry	03/21/2023 04:20 PM	03/21/2023 04:22 PM	Registration Open

10 items per page 1-2 of 2 items

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 complete.

CITY OF OAKLAND Type Here To Search John Doe

My Dashboard

Overview

Parcel Number : 0112345678 | Site Address : 934 34TH STREET OAKLAND CA 94608 US | Year Built : 2017 | Assessor Total Unit Count : 3 | Total Units Added : 1

Property Status : Property Exempt ← Back

INSTRUCTIONS TO REGISTER YOUR PROPERTY

Step 1: Update Contact Information. Scroll down to “Contacts” 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 “Set Preferences” button to designate who should receive future rent registry communications.

Step 2: Add Units. Scroll down to “Unit Inventory” and click on “Add Unit” (top right) and add ALL residential units to the unit inventory. After adding units to inventory, you may claim individual unit(s) exempt by clicking on each unit’s yellow “Action” button.

Step 3: Claim Exemption(s). Once all units are added, use each unit’s yellow “Action” button to claim an exemption for individual units (e.g., “Owner-occupied”).
Note: If you believe your entire property is exempt from rent registration requirements, then use the blue property “Action” button to submit a property-wide exemption.

Step 4: Submit for Registration: After you have added all units and/or claimed any exemptions, use the blue property “Action” button at the top right corner of the page to submit property for registration. After submitting, you will receive a confirmation email from RAP.



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. You will need to review your inputs, 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 Alameda County 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.</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.</p>
Registration Complete	<p>Your property has been submitted for registration and no further action is required.</p>