

# City of Oakland Rent Adjustment Program Rent Registry Owner/Manager User Guide

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# City of Oakland RAP Rent Registry Owner/Manager User Guide

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# 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 <u>rentregistry@oaklandca.gov</u> 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 <u>rentregistry@oaklandca.gov</u> to inform them. You may be asked for additional details/information so the records can be updated.



# 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 <u>www.oaklandca.gov/RAP</u> 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.



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3. Select "Register" to create a new account.

Username(Email)*	LOGIN	
Password*		۲
Remember Me		Forgot Password
	ALOGIN Register	

- 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

OAKLAND	
	REGISTRATION Username[Enail]* Page control and page Determines can be your enail address and it is not and
	sension.
	Confirm Password* Planse confirm your password.
	First Name* Rease order your for nome.
	Last Name* Reose enter your last name.
	Register
	Back to Portal



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

OAKLAND		
	REGISTRATION	
	Username(Email)* Please create a unique Libername. Libername can be your email address and it is not case sensitive.	
	Personand* Personand should be minimum of 6 chemicans, and include at least one uppercase letter, one lower case letter, and one symbol (DB#30×6).	
	Confirm Password* Pittate confirm your patchered.	
	First Name* Please onter your first name.	
	Last Name* Please onter your last nome.	
	REGISTER NOW	
	Back to Portal	
	Already Registered ? Login	

6. 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.

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.

LOGI	Ν
Username(Email)*	
johndoe@3diemail.com	
	۲
Remember Me	Forgot Password?
C Logi	in
Register I	Now



	<b>\$</b>	CITY OF OAKLAND		Q Typ	e Here To Search	John Doe 🗡   🔯 🗸
Му	Dashboard					
	My Prope	erties				Add Property
	III No Record	=			Sort By	Parcel Number Asc 🗸

- 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

			<b>Q</b> Type Here To Search	John Doe 🗡
My Dashboard My Properties	Add Property Asset Contact Type* Select	Housing and Community Development Dept. RET AUX5TWEYT PROGRAM 230 Frank In: Ogene Pisas, Sure S113 Dealard, CA Me12-2014	TEL: (510) 238-7271 PAC: (510) 238-6181 EMALI: rentregistry@oaklandca.gov WEB: www.oaklandca.gov/RAP	Add Property
No Record	Parcel Number* Parcel Number Pin*	ACTION REQUIRE Jone Doc PO Box 103 Outliner CA 94612	D PROPERTY : 1 Frank H. Ogmes Plaza ADDRESS Galand CA (#012 US PARCEL #: 0123450789 PN : 422880	Sort By Parcel Number Asc 🗸
	Enter Pin Cancel Add	May 2023 Dear Cukland Property Owner: This letter is to inform you about an important new law that affects the ab	bow-released property.	





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 PlazaADDRESSOakland CA 94612 USPARCEL #:0123456789PIN:422680
--	--

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

CITY OF OAKLAND	<u> </u>	Q. Type Here To Search John Doe 😒
My Dashboard	Add Property Asset Contact Type"	Hauding and Community Servicignment Days. TDL: (216) 218-2211 HST AdultSheht MICGAMA Dist. (216) 228-011 207/mark H. Ogunel Mark, Servis S17) Datasci, C. 448-2216 WE: www.adultancka.gov
My Properties	Owner 👻	Cittor (MUMP) Add Prope
	Parcel Number*	ACTION REQUIRED Sort By Piecel Number Ast
No Record	0123456789	Jone Tox         HIGHERT         1 Family A Open Place           PD No H0         4009755         0409751         0409751           calaxed 23 All T         PMARE         0209751         0409751
	Pin"	CHARACT OF MERCEL & VICENSING PMIL 42280
	422680	May 2023 Dear Oskand Property Owner:
	Cancel Add	This where is to inform you about an important saw the first address the above-informated pagewy.



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

1 7 7	1 0		
	Q Type Here To Search	John Doe 💙	1 10 -
My Dashboard			
My Properties		Add Proper	rty
	Sort By	Parcel Number Asc	-
Parcel Number: 0123456789			
Site Address: 1 Frank H. Ogawa Plaza Oakland CA 94612 US			
Property Status:			
View			

# 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.

OR OF OAKLAND	<b>Q</b> Type Here To Search	John Doe 🌱   🗐	•
My Dashboard			
My Properties		Add Property	
<b>Ⅲ Ξ</b>	Sort By	Parcel Number Asc 🗸	
Parcel Number: 0123456789			
Site Address: 1 Frank H. Ogawa Plaza Oakland CA 94612 US			
Property Status: Registration Open			
View			÷



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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.

	<b>Q</b> Type Here To Search	John Doe 🗡   🔯
My Dashboard		
Overview Parcel Number : 0123456789   Site Address : 1 Frank H. Ogawa Plaza Oakland CA 94612 US   Year Built : 1914   Assessor Total Unit Count : 3   To Property Status : Registration Open	vtal Units Added : 0	← 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 BC 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 Prefer 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, yo "Action" button.	u may claim individual unit(s) exempt by clicking	g on each unit's yellow
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 confirmation email from RAP.	o submit property for registration. After submitti	ng, you will receive a
Address Printie Antioc		



## 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.

 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.

rimary Owner and Prop	perty Manager Contact Inform	nation is Incomplete.						
Contacts							+ Add Contact +	Contact Preferences
Columns 🕨							C Search	۹
Associated to asset as	Contact Type <b>T</b>	Name	T	Address † T	Phone Number 🛛 🍸	Email <b>T</b>	Contact Preference	Action
Owner	Individual	John Doe				johndoe@3diemail.com		I Î

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

								+ Add Conta	act	Contact Prefei	
mns 🕨								0	Search		Q
ated to is	Contact Type 🔻	Name	Ŧ	Address ↑	•	Phone Number 🛛 🍸	Email <b>T</b>	Contact Preference	•	Action	
	Individual	John Doe					iohndoe@3diemail.com			1	
	Individual	John Doe					johndoe@3diemail.com			1	]



Add Contact	×
Contact Type*	A .
Select 🗸	
Owner Type*	
Individual ~	
First Name*	Last Name*
Title	Company Name
Address	
Address Type*	
Select 🗸	
Search Address	
Enter a location	
123, Main Street, Los Angeles, CA	
	Save

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.

State* Zip*   CA 94612   Country*		∠ıp•
Country* United States  Communication Communication Communication Final  Final  Final Fina	CA.	
United States       v         communication       Communication Type*         Email       v         janedoe@3diemail.com       v         Communication Type*       Country Code         Phone       1         V       (\$10) 555-9876	GA	94612
communication         Communication Type*         Email         ianedoe@3diemaiLcom         Communication Type*         Country Code         Phone         1         (510) 555-9876	Country*	
Communication Type*     Email*       Email     janedoe@3diemail.com       Communication Type*     Country Code       Phone     1       V     (510) 555-9876	United States 🗸	
Communication Type*     Email*       Email     janedoe@3diemail.com       Communication Type*     Country Code       Phone     1       V     (510) 555-9876		
Email       janedoe@3diemail.com       Image: Primary         Communication Type*       Country Code       Phone*       Extension         Phone       1       (510) 555-9876       Image: Primary	ommunication	
Communication Type* Country Code Phone* Extension Phone ✓ 1 ✓ (510) 555-9876 ✓ Primary	Communication Type" Email"	
Phone         ✓         1         ✓         (510) 555-9876         ✓         Primary	Email v janedoe@3diemail.com	Primary
	Communication Type" Country Code Phone	e" Extension
	Phone	0) 555-9876
+ Add New communication		
	- Add New	v communication



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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
Columns 🕨						Search	Q
Associated to asset as	Contact Type 🛛 🔻	Name T	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		i
Owner	Individual	John Doe			johndoe@3diemail.com		:
H ← 1 → →	5 v item	is per page					1-2 of 2 items

# 6. Select the "Edit" action.

Columns 🕨							Search	c
Associated to	Contact Type	<b>Name</b>	Ŧ	Address ↑ Ţ	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	Edit	
Dwner	Individual	John Doe				johndoe@3diemail.com	Delete	
Owner	Individual	John Doe				johndoe@3diemail.com	Delete	



7. 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.

it Contact						×	
State*			Zip*				1
CA			94612				
Country*							
United States			~				
ommunication							
							1
Communication Type*	Email*			Primary			n
Email 🗸	johndo	e@3diema	ail.com				1
							d
Communication Type*	Country C	ode	Phone*	Extension			l
Phone 🗸	1	~	(510) 987-6543		Primary		l
							Į
		_					
		+	Add New communication				
						)	ų
							*
					Save Ca	ancel	

8. 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.

Columns 🕨							C Search	Q
Associated to sset as	Contact Type 🛛 🍸	Name	T	Address ↑ Ţ	Phone Number <b>Y</b>	Email <b>T</b>	Contact Preference	Action
Dwner	Individual	John Doe		1603 Martin Luther King Jr Way Oakland CA 94612 US	(510) 987-6543	johndoe@3diemail.com		:
roperty Manager	Individual	Jane Doe		P.O. Box 163 Oakland CA 94612 US	(510) 555-9876	janedoe@3diemail.com		1

9. 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	
Select	~	Select	~
The selected RAP Contact will be the recipient of all RAP rer regarding other Rent Adjustment/Just Cause ordinance upda		, , , ,	tacted
	1602 Ma	Save	Cancel

10. 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.

C Search	Q
Y Contact Preference	Action
.com Primary Owner Contact	
com RAP Contact	1
cor	n RAP Contact



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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 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.

dress Pinole Map Satellite San Padlo Cancord	Address + Add
Correction of the second secon	1 Frank H. Ogawa Plaza Oekland CA 94612 US

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

Edit Site Address	×
Address 1*	Address 2
1	Frank H. Ogawa Plaza
City* Oakland	State*
Oakland	CA
Zip*	Country*
Zip* 94612	United States 🗸
Primary	
Hayward	Save



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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.

Add Site Address		×
Address 1*	Address 2	
City*	State*	
	CA	
Zip*	Country*	
	United States	~
Primary		
(238) IV	<u>.</u>	Save Cancel

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.

Address	
Map Satellite Profe Opnord []	Address +Add
Corte Madera B Richmond Walnut Creek	1 Frank H. Ogawa Plaza Oakland CA 94612 US
Coccjo Marriero Parfero San Erancisco Alamono Parfero San Erancisc	3 Frank H. Ogawa Plaza Oakland CA 94612 US





# 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.

Image: 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 Date       Date of Most Recent Rent Increase       Action         Image: I	Unit Inventory									+ Add Unit
Unit Site Address     Unit Name     Status     Type of Ordinance Coverage     Occupancy Type     Initial Rent     Current Rent     Occupancy Start     Date of Most Recent Rent     Action       Image: Imag	Drag a column board	r and drap it have to	aroup by that colum					Export to Ex	ccel 2 Search	n Q
	-			Type of Ordinance	Occupancy Type	Initial Rent	Current Rent		Recent Rent	Action
No Record Found					No Rec	ord Found				

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.

Add Unit					×
* Associate to: Site Address ⑦ Select	•	No Unit Number	* Unit Number		d
* Property Type Select	•				
a		* Occupant Type			
* Number of Bedrooms		Select * Number of Bathrooms			~
Select	•	Select			~
				Cancel	Submit



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 mailing address is the same as the site address.

Add Unit			×
* Associate to: Site Address ③ 1 Frank H. Ogawa Plaza Oakland CA 94612 US-Parcels	🗌 No Unit Number	* Unit Number	
* Property Type			
Select ~			
	* Occupant Type Select		~
* Number of Bedrooms	* Number of Bathrooms		
Select ~	Select		¥
			Cancel Submit

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 (\*) 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.

Add Unit			×
* Associate to: Site Address ③ 1 Frank H. Ogawa Plaza Oakland CA 94612 US-Parcels	No Unit Number	* Unit Number	
1 Frank R. Ugawa Piaza Uakianu GA 74612 US-Partets		A	
* Property Type Select			
	* Occupant Type		
	Select		~
* Number of Bedrooms	* Number of Bathrooms		
Select ~	Select		~
			Cancel



5. 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.

Init Inventory									+ Add U
							Export to E	xcel 2 Searc	h
Drag a column heade	er and drop it here to g	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
I 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	=
н н 1 →	ы 5	<ul> <li>items per page</li> </ul>							1-1 of 1 items



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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 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.

							Export to Ex	cel 2 Searc	h Q
Drag a column heade	er and drop it here t	o 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	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	В	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		Non-Exempt	Just Cause for Eviction Ordinance	Owner			08/15/2021		=

2. Select 'Apply for Exemption'.

							Export to Ex	ccel 2 Search	h <b>Q</b>
Drag a column heade	er and drop it here t	o 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
l 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	=
l Frank H. Ogawa Plaza Oakland CA 94612 US	В	Non-Exempt	Rent Adjustment Ordinance/Just Cause for Eviction Ordinance	Tenant	\$ 1,275.00	\$ 1,400.00	07/26/2008	07/31/2022	=
8 Frank H. Ogawa Plaza Oakland CA 94612 US		Non-Exempt	Just Cause for Eviction Ordinance	Owner			08/15/2021		=

If you have any questions, please contact the City of Oakland Rent Adjustment Program by email at <u>rentregistry@oaklandca.gov</u> or by telephone at (510) 238-3721. Note: images may differ slightly from the application.



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3. 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.

การการ	
Apply for Exemption	×
Instructions	
Certain units are exempt from the RAP Fee and from the annual registration requirement. Please submit this form	or 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	
O 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 day	
<ul> <li>Unit is fully owner-occupied</li> </ul>	
<ul> <li>Unit is vacant and unavailable for rent for the entire fiscal year (July 1 - June 30)</li> </ul>	
<ul> <li>Unit is occupied rent free</li> </ul>	
O 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	8
1919/00/1111	
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
i ult Nanie	
	Select 🗸
	Cancel Submit
	Cancel Submit

4. 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.

							Export to Ex	cel 2 Sear	ch Q
Drag a column head	er and drop it here t	o 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
I 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	=
Frank H. Ogawa Plaza Oakland CA 14612 US	В	Non-Exempt	Rent Adjustment Ordinance/Just Cause for Eviction Ordinance	Tenant	\$ 1,275.00	\$ 1,400.00	07/26/2008	07/31/2022	=
8 Frank H. Ogawa Plaza Oakland CA 94612 US		Applied for Exemption	Just Cause for Eviction Ordinance	Owner			08/15/2021		=



#### City of Oakland RAP Rent Registry Owner/Manager User Guide

#### 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.

CITY OF OAKLAND	<b>Q</b> Type Here To Search	John Doe 🗡 🕴 💐 👻
My Dashboard         Overview         Parcel Number : 0123456789       Site Address : 1 Frank H. Ogawa Plaza Oakland CA 94612 US       Year Built : 1914       Assessor Total Unit Count : 3       Total Units Added : 3		
Parcel Number : 0123456789   Site Address : 1 Frank H. Ogawa Plaza Oakland CA 94612 US   Year Built : 1914   Assessor Total Unit Count : 3   1	fotal Units Added : 3	← Back Action ▼
Step 2: Update Contact Information. Scroll down to "Contacts" and click "Add Contact" to add necessary contacts (Primary Owner and Property Manager). You must add B 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 Prefe 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	erences" button to designate who should receive fu	uture rent registry
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 confirmation email from RAP.		ng, you will receive a

#### 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.

ubmit Rent Registration		
Please Take Note: You must submit an exemption reques and you cannot apply for an exemption from the fee afte		program fees for the upcoming fiscal year. The annual program fee is based on your registration statem
ubmitted Exemption Request		
• By checking this box, I understand that all unit exe	mption(s) and property exemption request must be s	ubmitted prior to completing registration.
Init Exemption(s)		Property Exemption(s)
1		0
lease return to the home screen to submit an exemptio aclaration Statement	ו request. For information on how to apply for an exe	emption, please review the user guide
unable, despite the use of reasonable diligence, to as	certain the exact information to be reported, I have p ed that the information is unknown. I certify under p	the best of my knowledge, the information contained herein is true and complete. To the extent I was provided the most accurate approximation possible based on information and belief where possible or enalty of perjury under the laws of the State of California that the foregoing is true and correct.
		Select
		Cancel Su
	Concoro	Auuress

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.

bmit Rent Registration	
Please Take Note: You must submit an exemption request for e and you cannot apply for an exemption from the fee after regi	ch unit that you believe is not subject to the program fees for the upcoming fiscal year. The annual program fee is based on your registration stateme ration is submitted.
ubmitted Exemption Request	
By checking this box, I understand that all unit exemption	(s) and property exemption request must be submitted prior to completing registration.
Jnit Exemption(s)	Property Exemption(s)
1	0
Please return to the home screen to submit an exemption req	st. For information on how to apply for an exemption, please review the user guide
Declaration Statement	
<ul> <li>I have used all reasonable diligence in preparing this sta unable, despite the use of reasonable diligence, to ascerta</li> </ul>	ement. I have reviewed the statement and, to the best of my knowledge, the information contained herein is true and complete. To the extent I was the exact information to be reported, I have provided the most accurate approximation possible based on information and belief where possible or, the information is unknown. I certify under penalty of perjury under the laws of the State of California that the foregoing is true and correct.
<ul> <li>I have used all reasonable diligence in preparing this sta unable, despite the use of reasonable diligence, to ascerta</li> </ul>	the exact information to be reported, I have provided the most accurate approximation possible based on information and belief where possible or,
I have used all reasonable diligence in preparing this stunable, despite the use of reasonable diligence, to ascerta where such approximation is not feasible, I have stated th	the exact information to be reported, I have provided the most accurate approximation possible based on information and belief where possible or, the information is unknown. I certify under penalty of perjury under the laws of the State of California that the foregoing is true and correct.
<ul> <li>I have used all reasonable diligence in preparing this st unable, despite the use of reasonable diligence, to ascerta where such approximation is not feasible, I have stated th</li> <li>Enter Full Name</li> </ul>	the exact information to be reported, I have provided the most accurate approximation possible based on information and belief where possible or, the information is unknown. I certify under penalty of perjury under the laws of the State of California that the foregoing is true and correct. * Select Title
<ul> <li>I have used all reasonable diligence in preparing this st unable, despite the use of reasonable diligence, to ascerta where such approximation is not feasible, I have stated th</li> <li>Enter Full Name</li> </ul>	the exact information to be reported, I have provided the most accurate approximation possible based on information and belief where possible or, the information is unknown. I certify under penalty of perjury under the laws of the State of California that the foregoing is true and correct. * Select Title



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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.

Å		<b>Q</b> Type Here To Search	John Doe 🗡 🕴 💆 🔻
My D	d iew umber : 0123456789   Site Address : 1 Frank H. Ogawa Plaza Oakland CA 94612 US   Year Built : 1914   Assessor Total Unit Count : 3   Total Units Added : 3 rty Status : Pending Staff Review UCTIONS TO REGISTER YOUR PROPERTY Index 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 ther manage, 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 ications. dd 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 u		
	verview rcet Number : 0123456789   Site Address : 1 Frank H. Ogawa Plaza Oakland CA 94612 US   Year Built : 1914   Assessor Total Unit Count : 3   T Property Status : Pending Staff Review	otal Units Added : 3	← Back
	ep 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, yc ction" button.	u may claim individual unit(s) exempt by clicking	g on each unit's yellow
	ep 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"). te: 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.		
	ep 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 I nfirmation email from RAP.	to submit property for registration. After submitti	ng, you will receive a



# 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).





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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.

	19       Site Address       1 Frank H. Ogawa Plaza Oakland CA 94612 US       Year Built       1914       Assessor Total Unit Count       3       Total Units Added       0         tion Open	John Doe 🗡   🔯 🔫
My Dashboard		
Overview Parcel Number : 0123456789   Site Address : 1 Frank H. Ogawa Plaza Oakland CA 94612 US   Year Built : 1914   Assessor Total Unit Count : 3   To Property Status : Registration Open	stal Units Added : 0	← Back
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, yo "Action" button.	u may claim individual unit(s) exempt by clicking	on each unit's yellow
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 t confirmation email from RAP.	o submit property for registration. After submittir	ng, you will receive a
Address Prince Antioc		

# 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.

Google	Paor South San Francisco Pacífica San Bruno	Haywar 97 Keyboard shortcuts	Pleasan (238) Map data ©2023 Google Terms of	Jse					
Image View Ma	ap View								
himan Ounor and Dray	perty Manager Contact Info	mation is locomplete							
filliary Owner and Fro	ferty manager contact mos	mation is incomplete.							
ontacts							+ Add Cont	act +	Contact Preference
Columns 🕨							•	Search	c
Associated to asset as	Contact Type	Name	▼ Ada	dress ↑ Ţ	Phone Number <b>T</b>	Email 🔻	Contact Preference	Ŧ	Action
Owner	Individual	John Doe				johndoe@3diemail.com			1
H <b>4</b> 1 ►		tems per page							1 of 1 items



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

ontacts									<ul> <li>Contact Prefe</li> </ul>	
Columns ussociated to sset as	Contact Type	<sup>7</sup> Name	Ŧ	Address ↑	▼ P	hone Number 🏻 🍸	Email 🔻	Contact Preference	Action	Q
)wner	Individual	John Doe					johndoe@3diemail.co	m	] []	

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".

Add Contact	×
Contact Type*	]
Select 🗸	
Owner Type*	·
Individual ~	
First Name*	Last Name*
Title	Company Name
Address	
Address Type*	
Select ~	
Search Address	
Enter a location	
123, Main Street, Los Angeles, CA	•
	Save



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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*		Zip*		
CA		94612		
Country*				
United States		~		
Communication	Email*			
Email 🗸	janedoe@3diema	il.com	Primary	
Communication Type*	Country Code	Phone*	Extension	
Phone 🗸	1 ~	(510) 555-9876		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.

Columns 🕨						C Search	Q
Associated to	Contact Type 🛛 🍸	Name T	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		1
Owner	Individual	John Doe			johndoe@3diemail.com		1



6. Select the "Edit" action.

Columns 🕨						Search	c
Associated to T	Contact Type 🔻	Name T	Address ↑ Ţ	Phone Number 🛛 🍸	Email 🔻	Contact Preference	Action
roperty Manager	Individual	Jane Doe	P.O. Box 163 Oakland CA 94612 US	(510) 555-9876	janedoe@3diemail.com	Edit	
Dwner	Individual	John Doe			johndoe@3diemail.com	Delete	



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7. 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.

Edit Contact					×
State*		Zip*			
CA		94612			
Country*					
United States		~			
Communication					
- · · <del>·</del> ·					
Communication Type*	Email*		Primary		
Email 🗸	johndoe@3diem	ail.com			
					-
Communication Type*	Country Code	Phone*	Extension		
Phone 🗸	1 ~	(510) 987-6543		Primary	
					-
	+	Add New communication			
					J
				Save Can	cel

8. 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.

Columns • Search						Q		
Associated to <b>T</b>	Contact Type 🛛 🍸	Name T	Address ↑ ▼	Phone Number 🛛 🍸	Email <b>T</b>	Contact Preference	▼ Action	
Owner	Individual	John Doe	1603 Martin Luther King Jr Way Oakland CA 94612 US	(510) 987-6543	johndoe@3diemail.com		:	]
Property Manager	Individual	Jane Doe	P.O. Box 163 Oakland CA 94612 US	(510) 555-9876	janedoe@3diemail.com		1	



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9. 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.

RAP Contact     Primary Owner Contact       Select     Select       The selected RAP Contact will be the recipient of all RAP rent registry communications. The Primary Owner Contact may bregarding other Rent Adjustment/Just Cause ordinance updates. These selections may be the same.	<b>×</b>
The selected RAP Contact will be the recipient of all RAP rent registry communications. The Primary Owner Contact may	
	~
	e contacted
s	Cancel

10. 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.

Columns >						Search	Search Q	
Associated to Type T Name T asset as		Address † 🔻	Phone Number 🛛 🍸	Email <b>T</b>	Contact Preference	Action		
wner	Individual	John Doe	1603 Martin Luther King Jr Way Oakland CA 94612 US	(510) 987-6543	johndoe@3diemail.com	Primary Owner Contact	1	
operty Manager	Individual	Jane Doe	P.O. Box 163 Oakland CA 94612 US	(510) 555-9876	janedoe@3diemail.com	RAP Contact		

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# 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.

Address           Map         Satellite         Pinde         Cancord         []]	Address	+ Add
Cores Maine Cores Maine Berker	1 Frank H. Ogawa Plaza Oakland CA 94612 US	Z



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

Edit Site Address	×
Address 1*	Address 2
1	Frank H. Ogawa Plaza
City*	State*
Oakland	A
Zip*	Country*
94612	United States ~
Primary	
	Save Cancel
Hayward	

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

Address	
Map Satellite San Pablo Concord []	Address +Add
Cone Madere CT Returned Pleasant Hill Clayton Cone Madere Di El Cento Matti Valay (T) El Cento	1 Frank H. Ogawa Plaza Oakland CA 94612 US
Golden Gate National Recreation	
Area Oakand O Damme Blackhawk A San Francisco Alameda O San Pamon &	
Sân Lendro Dublin	
Daly City Castor Valley 😳 🕂 , i 1975 South San Hayward Pleasan –	
Google Pacifice Sanithuno. Kejecerd siloritotis Map data 62023 Google Terms el·lue	
Image View Map View	



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

Add Site Address		
Address 1*	Address 2	
City*	State*	
	CA	
Zip*	Country*	
	United States 🗸	
Primary		
(238)	Save	

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.

Map Satellite	Pinole San Pablo	Concord C3	Address	+ Add
Corte Madera Mill Valley	El Cerrito	Walnut Creek	1 Frank H. Ogawa Plaza Oakland CA 94612 US	å
Colden Gate National Area San Fr. San Fr. San San Fr. Davion	Alameda San L	Alamo Moraga Danvile Blacknawk A San Ramon	3 Frank H. Ogawa Plaza Oakland CA 94612 US	



# 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.

Unit Inventory	Jnit Inventory								+ Add Unit
	Export to Excel     Search								h <b>Q</b>
Unit Site Address	Drag a column header and drop it here to group by that column       Type of Ordinance Coverage       Occupancy Type Ordinance Coverage       Current Rent Date       Occupancy Start Date of Most Recent Rent Increase       Action Recent Rent Increase							Action	
				No Rec	ord Found				

 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.

	Add Unit	
	* Associate to: Site Address ③ Select ~	No Unit Number * Unit Number
	* Property Type Select ~	
a		* Occupant Type
s	* Number of Bedrooms	Select  Number of Bathrooms
	Select ~	Select ~
		Cancel Submit

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 site address doubles as the unit address.

Add Unit	×
Add Unit  * Associate to: Site Address  I Frank H. Ogawa Plaza Oakland CA 94612 US-Parcels  * Property Type Select  * Number of Bedrooms Select  *	No Unit Number
* Property Type Select	
	Occupant Type     Select
* Number of Bedrooms Select ~	* Number of Bathrooms Select
	Cancel Submit

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 (\*) 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.

Add Unit				×
* Associate to: Site Address ③	No Unit Number	* Unit Number		
1 Frank H. Ogawa Plaza Oakland CA 94612 US-Parcels 🗸		А		
* Property Type				
Select ~				
	* Occupant Type			
	Select			~
* Number of Bedrooms	* Number of Bathrooms			
Select 🗸	Select			~
			Cancel	Submit



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5. 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.

							X Export to E	ccel C Search	h C
Drag a column header and drop it here to group by that column Unit Site Address Unit Name Status Type of Ordinance Occupancy Type Initial Rent Current Rent Occupancy Start Date of Most Action									
mit Site Address	Ont Name	Status	Coverage	Occupancy Type	initial Kent	current kent	Occupancy Start Date	Recent Rent Increase	Action
Frank H. Ogawa Iaza Oakland CA 4612 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.

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

	Q Type Here To Search   John Doe 🗸   छि
Dashboard	
Overview Parcel Number : 0112345678   Site Address : 934 34TH STREET OAKLAND CA 94608 US   Year Built : 2017   Assessor Total Unit Property Status : Registration Open	t Count : 3   Total Units Added : 0 - 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 Mar property manager, then you can indicate that the Property Manager contact information is the same as for the owner. After you have added both c communications.	
	contacts, use "Set Preferences" button to designate who should receive future rent registry
Step 1: Update Contact Information. Scroll down to "Contacts" and click "Add Contact" to add necessary contacts (Primary Owner and Property Man property manage, then you can indicate that the Property Manager contact information is the same as for the owner. After you have added both c 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 addin	contacts, use "Set Preferences" button to designate who should receive future rent registry ng units to inventory, you may claim individual unit(s) exempt by clicking on each unit's yellow er-occupied").



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.

Apply for Property Exemption		×
* Please select the qualifying grounds for the property exempt	tion	
Select		~
Comments		
Declaration Statement		
* By checking this box, I declare under penalty of perjury u attachments included here are either original documents of	under the laws of the State of California that the information I have provided in this form is true and co or true and correct copies of the original documents.	prrect to the best of my knowledge and belief. Any
Submitter's Info		
* Full Name	* Title	
	Select	~
		Cancel



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4. 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.

ase Number	Created On Entity	Case Type	Created On ↓	•	Updated Date	Status
2023-2348432	APN: 0112345678	Property Exemption	03/21/2023 06:04 PM		03/21/2023 06:04 PM	Pending Review
<u>R2023-2348430</u>	APN: 0112345678	Rent Registry	03/21/2023 04:20 PM		03/21/2023 04:22 PM	Registration Open

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

	<b>Q</b> 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 Unit Property Status : Property Exempt	Inits Added : 1	← 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 BOT property manages, 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 Preferer 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 "Action" button.	may claim individual unit(s) exempt by clicking	on each unit's yellow
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 confirmation email from RAP.	submit property for registration. After submittin	g, you will receive a



# 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
	The registration period is open, and you need to provide updated information about your property and submit for registration.
Registration Open	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. You will need to review your inputs, 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 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.
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.
Registration Complete	Your property has been submitted for registration and no further action is required.