

City of Alameda Rent Program

Rent Registry Landlord User Guide

CITY OF ALAMEDA RENT PROGRAM
ONLINE RENT REGISTRY 1.0

Welcome to the rent registry for the City of Alameda!

Alameda Municipal Code section 6-58.55 requires that most rental properties be registered with the city.

This system allows Owners and Property Managers to:

- Register Rental Units
- Manage Contact Information
- Apply for Exemptions from the Program Fee
- Pay Annual Rent Program Fee

CONTACT US

Email : rentprogram@alamedahsg.org
Phone : (510) 747-4346
Web : www.alamedarentprogram.org

LOGIN

Email Address *

Password *

[Forgot Password?](#)

LOGIN

NEW USER? [Click here to create an account.](#)

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Version 1.0

January 15, 2020

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Introduction

The purpose of this User Guide is to instruct Landlords, Property Managers, or Landlord Agents how to navigate and use the Alameda Rent Program's Online Rent Registry System. Each property can be managed by only one user account at a time. Although it is not required that the Landlord themselves uses the system to register the Landlord's property, this document will refer to the responsible party as 'Landlord'.

In the first year of registration (2020) the system will require Landlords to setup their account in the Rent Registry System. Setup includes creating an account, adding properties to the account, verifying contact information, entering unit information, registering tenancies, and applying for exemptions. In subsequent years, the registration process will require less data entry as the account setup will already be complete.

This document outlines the processes for a landlord to submit required information. If you have questions, contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org.

Regulation Types

Fully Regulated Units

- Multi-unit property built before 1995 (Two or more units on a legal lot of record)

Partially Regulated Units

- Single-family homes
- Condo/ Townhouse
- Multi-unit property built after 1995
- Section 8 units not owned by the Housing Authority or a non-profit organization

Exempt Units

- Government regulated or regulated by agreement
- Section 8 units owned by the Housing Authority or a non-profit organization
- Commercial units, institutions
- Mobile homes, houseboats
- Accommodations of 30 days or less

	Fully Regulated Units	Partially Regulated Units	Exempt Units
Annual Fee	x	x	
Registration	x	x	
Just Cause Terminations	x	x	
Rent Control	x		

Registration Schedule

Information	Schedule	Requirement
• Registration Account Set Up	2020	Required for <u>Fully Regulated</u> and <u>Partially Regulated</u> units
• Current rent • Date of last rent increase	During the registration period	Required for <u>Fully Regulated</u> and <u>Partially Regulated</u> units
• New tenancy information	Within 30 days of the inception of new tenancy	Required for <u>Fully Regulated</u> units
• Change in ownership information	Within 30 days of the close of escrow	Required for <u>Fully Regulated</u> units

Ongoing Registration Requirements

Landlords will need to keep their property information up to date, such as reporting changes in contact information. In addition, as indicated in the table above, landlords of Fully Regulated units must register a New Tenancy within 30 days of the inception of a new tenancy and must register a change in ownership within 30 days of the close of escrow.

Access the Online Rent Registry

Landlords can access the Alameda Rent Program Online Rent Registry website at <https://registry.alamedarentprogram.org>. This URL will take you directly to the login screen.

The system works best in a Google Chrome browser.

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LOGIN

Email Address *

Password *

[Forgot Password?](#)

LOGIN

NEW USER? Click here to create an account.

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Creating an Account with the Online Rent Registry

This section will describe how to create an online account where you can add and manage your properties in the Rent Registry system.

1. Click on the 'NEW USER? Click here to create an account' link to initiate account creation.

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LOGIN

Email Address *

Password *

[Forgot Password?](#)

LOGIN

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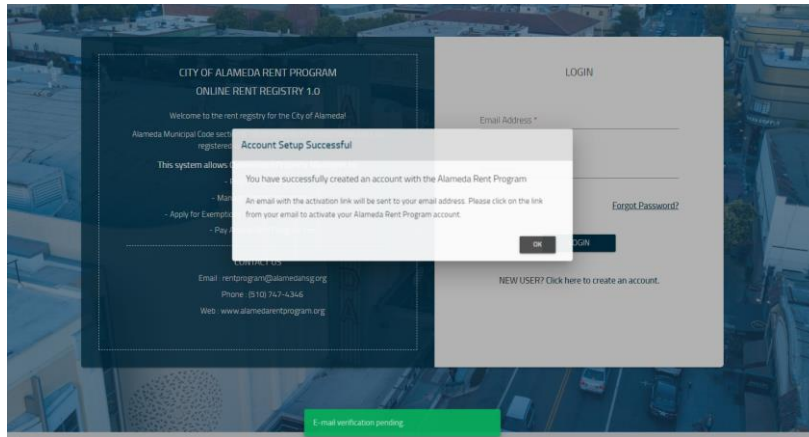
2. A pop up will appear on the screen titled, 'Create Account'. To create an account, you will need to enter all the required fields indicated below. If there is any required information missing, an error message will appear on the screen to describe the error.
- First Name
 - Last Name
 - Email Address (this will be used as your login ID)
 - Password (must be between 8-16 characters, must contain both uppercase and lowercase letters, and must contain at least one number)

The screenshot shows a 'Create Account' form with the following fields: First Name *, Last Name *, Mobile Number (Optional), Email *, Password *, and Confirm Password *. The First Name field is highlighted in red, and an error message 'This Field is Required.' is displayed below it. At the bottom, there are two buttons: CANCEL and SUBMIT.

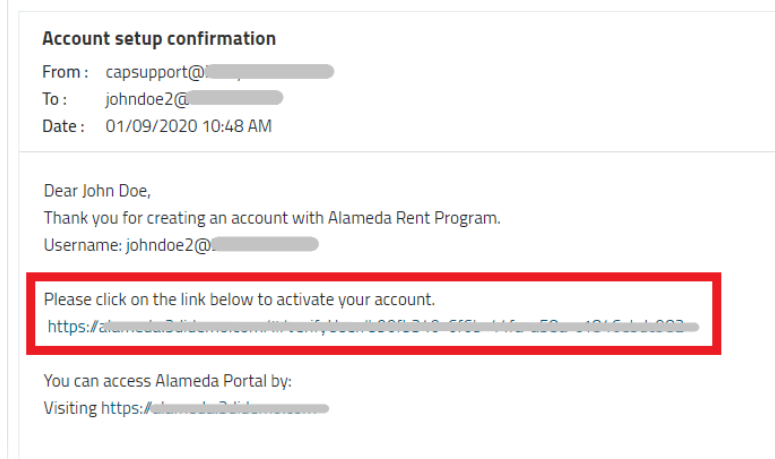
3. Once all the required fields are entered, the 'Submit' button will be enabled (it will change from gray to blue in color). Click on the Submit button. If an account with the same Email ID already exists, an error message will prompt on the screen. If this is the case, follow the instructions to learn how to recover and reset your password, for the existing account, using the 'Forgot Password' function.

The screenshot shows the 'Create Account' form with all fields filled out: First Name * (John), Last Name * (Doe), Mobile Number (Optional), Email * (Johndoe@3dimail.com), Password * (*****), and Confirm Password * (*****). The SUBMIT button is highlighted in blue, indicating it is enabled. The CANCEL button is also visible.

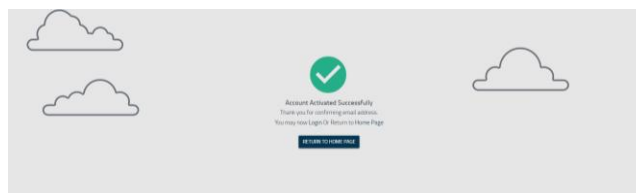
- Once you have successfully created an account, you will see a pop up on the screen along with a message indicating that 'email verification is pending'. Navigate to your email account to verify creation of your Rent Registry account.



- An email with the subject line 'Account setup confirmation' will be in your inbox. Login into the email to setup the Rent Registry account. Open the email and click on the verification link in the email. (If you did not receive a verification email, check your SPAM folder. If it does not arrive after 30 minutes, please contact the Alameda Rent Program and inform them the Account Activation Email did not arrive.)



- If the account verification is successful, you will be redirected to a page which indicates the account was successfully activated. You can click on the 'RETURN TO HOMEPAGE' button to return to the Home Page and Login. If there is an error in the verification process, please contact the Alameda Rent Program and inform them the Account Activation failed and you need assistance.



Recover Account Password

This section will describe how to recover and reset your password if you have forgotten it.

1. Visit the Rent Registry website homes screen at <https://registry.alamedarentprogram.org>. Click on the 'Forgot Password' link to initiate the process to recover and reset your password. The Register pop-up will appear on the screen.

CITY OF ALAMEDA Rent Program

Register

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LOGIN

Email Address *

Password *

Forgot Password?

LOGIN

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2. Enter the Email Address that was used when you created your account.

the rent registry for the City of Alameda!

section
be re
ows
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- Pay

Forgot Password

Please enter your email address. You will receive a link to create a new password via email.

Email Address *

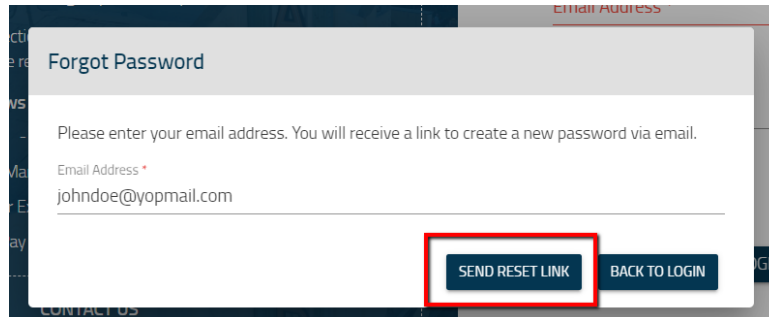
SEND RESET LINK **BACK TO LOGIN**

CONTACT US

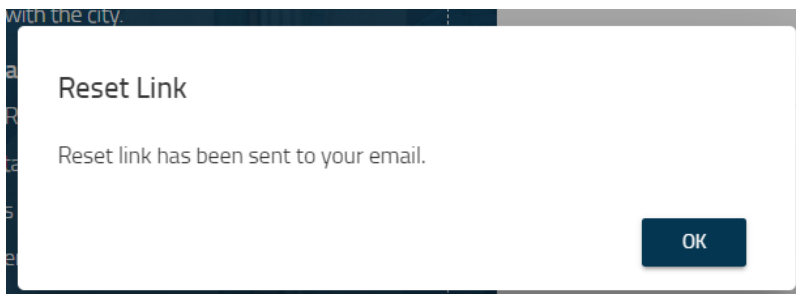
ail : rentprogram@alamedahsg.org

NEW USER? Click here to cre

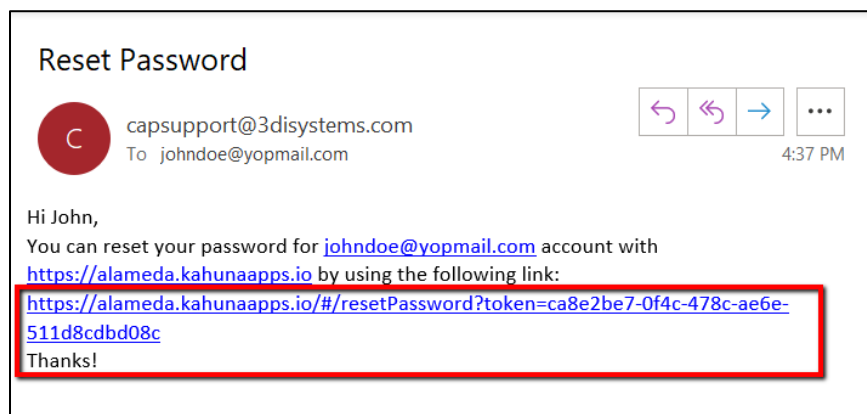
- Once the Email Address is entered, the 'SEND RESET LINK' button will be enabled (it will change from gray to blue in color). Click on the 'SEND RESET LINK' button. If there is not an account associated with the Email Address, an error will be displayed on the screen indicating that there is no record for the entered email address.



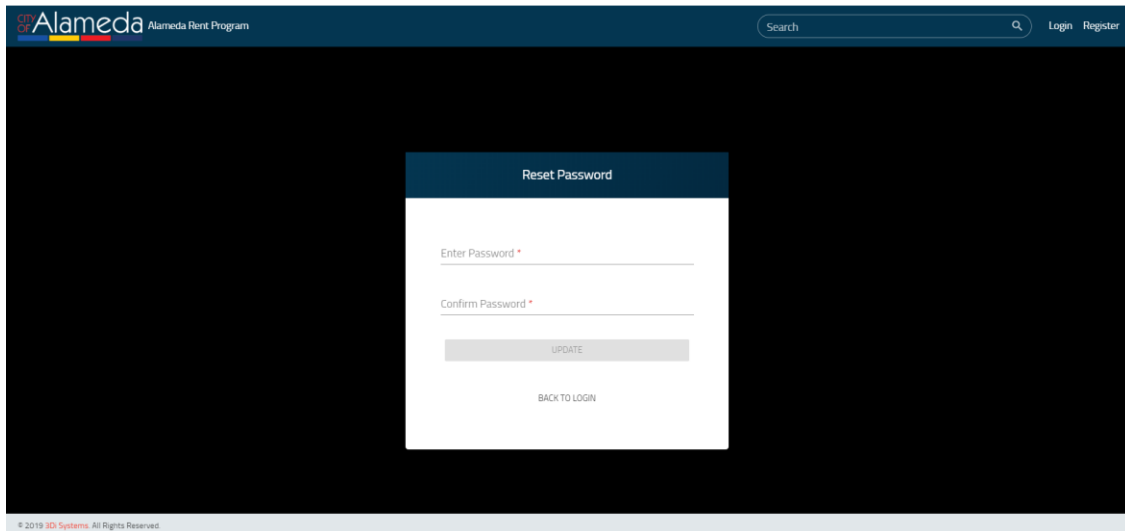
- When there is an account associated with the entered Email Address, the following pop-up will appear. Navigate to your email account to verify your Rent Registry account.



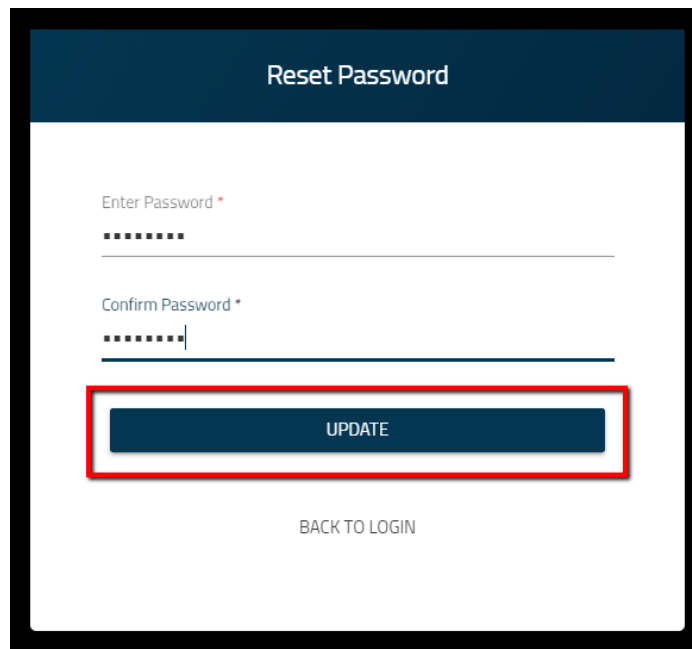
- Click on the verification link in the 'Reset Password' email. (If you did not receive a reset password email, check your SPAM folder. If it still did not arrive after 30 minutes, please contact the Alameda Rent Program and inform them the Reset Password Email did not arrive.)



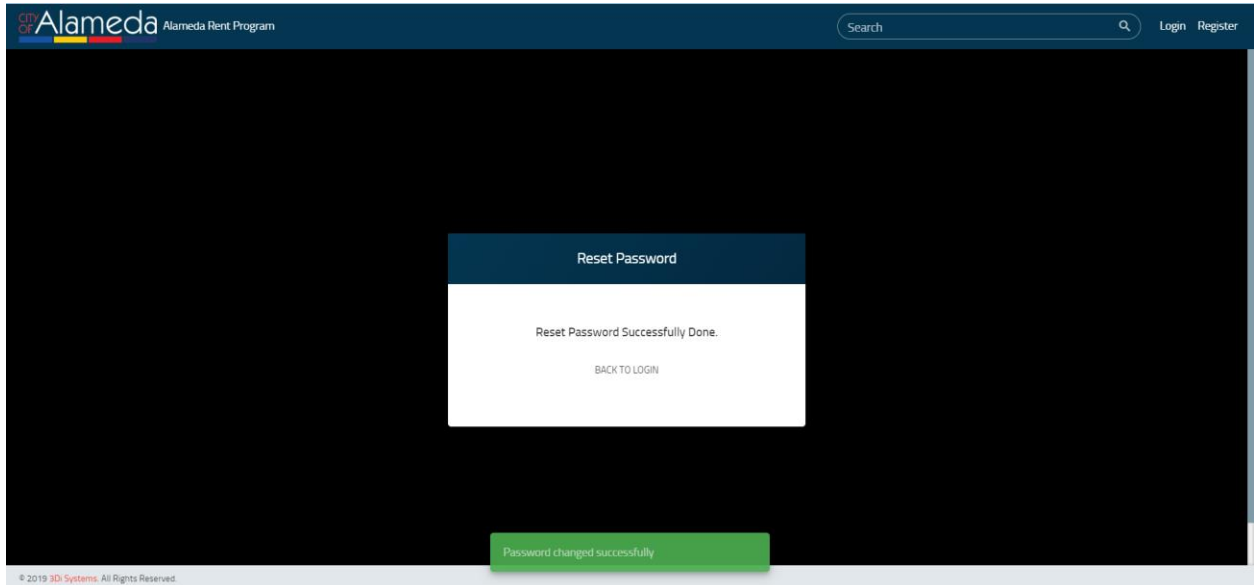
6. You will be redirected to a Reset Password screen. Enter your new password and confirm password. If the entered passwords do not match, an error message will be displayed on the screen.



7. Once the passwords are entered, the 'UPDATE' button will be enabled (it will change from gray to blue in color). Click on the Update button.



8. If your password is successfully reset, you will see a message on the screen indicating the password update was successful. You can click on the 'BACK TO LOGIN' link to return to the Home Page and Login.



Login to the Online Rent Registry

This section will describe how to login to the Rent Register to access your account. If you do not yet have an account, refer to the section in this document to learn [how to create an account](#).

1. Enter your Email Address and Password.

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Password *

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2. Click on the 'LOGIN' button. (If you entered the incorrect Email Address and/or Password, an error message will appear on the screen.)

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Phone : (510) 747-4346
Web : www.alamedarentprogram.org

LOGIN

Email Address *

landlord@3dimail.com

Password *

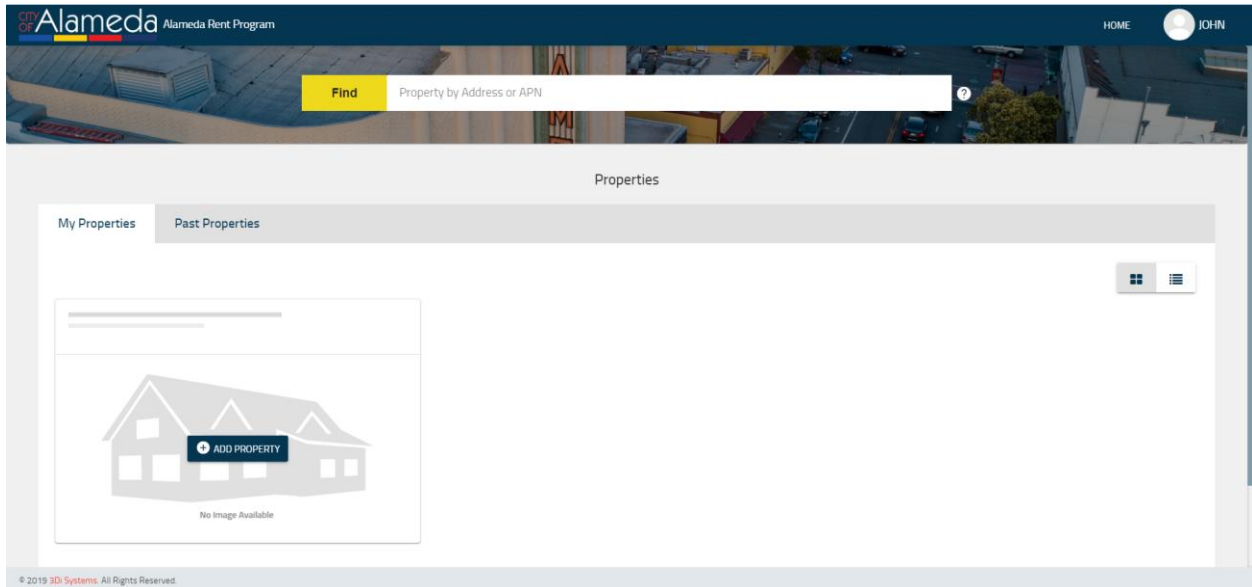
[Forgot Password?](#)

LOGIN

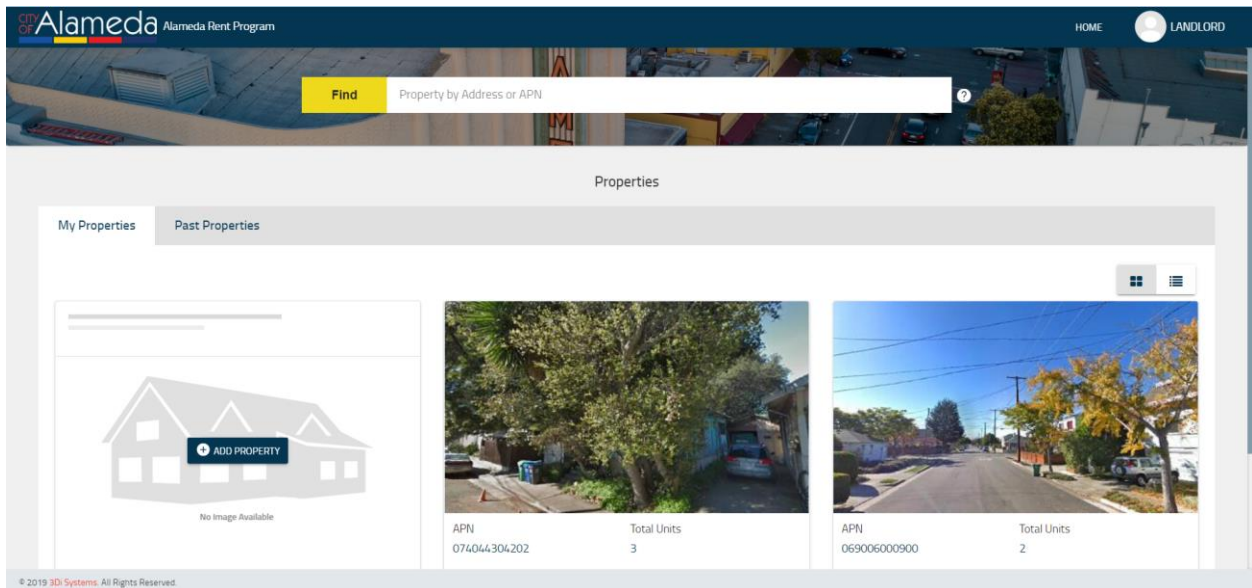
NEW USER? [Click here to create an account.](#)

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- Upon successful login, you will be directed to your account dashboard. If this is your first time logging in, your dashboard will be empty as shown below.



- If you have previously logged in and have already added properties to your account, your dashboard will list all your currently owned properties as shown below.

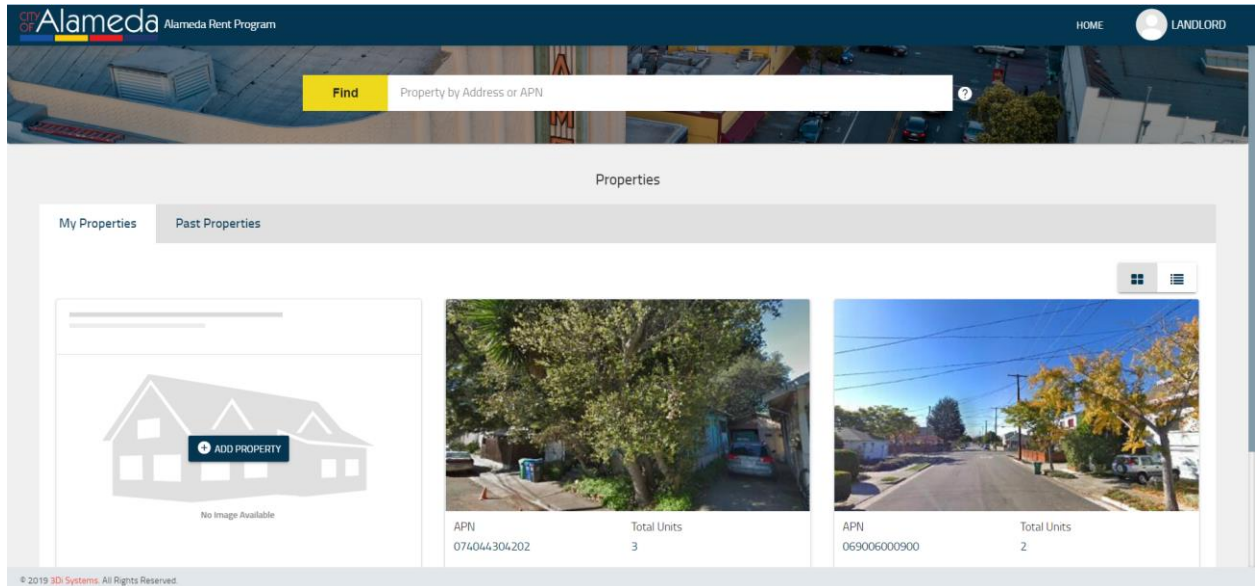


Understanding the Landlord Home Page and Basics

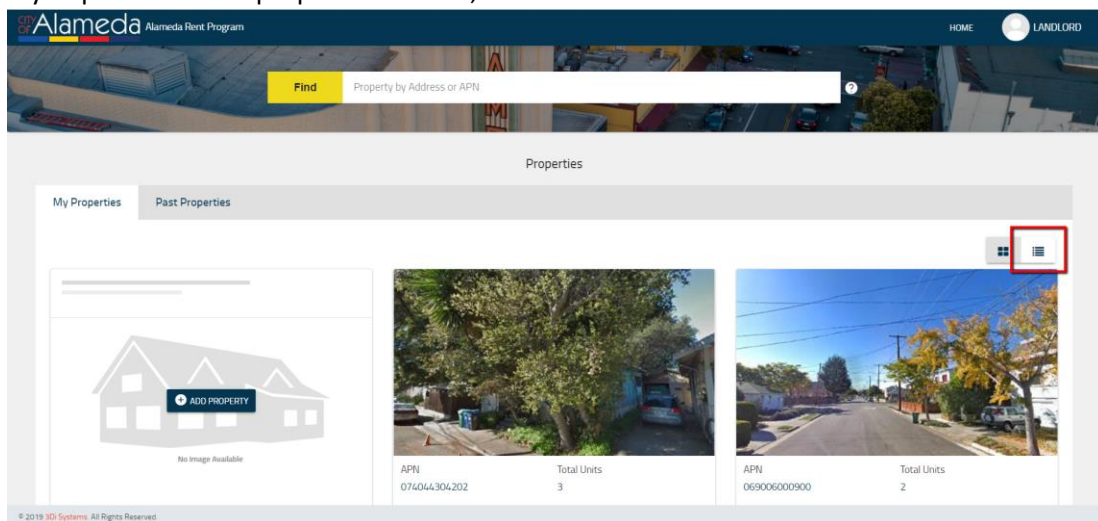
This section will describe the basics of the Landlord account dashboard and outline the features and functions of the system.

Property View Options

1. The default system setting is to display the properties in the 'Property Card' format.



2. If you prefer to view properties in a list, click on the 'List View' icon as shown below.



3. When you are in the 'List View' screen, you can swap views to view the 'Property Card' format by clicking on the 'Card View' icon.

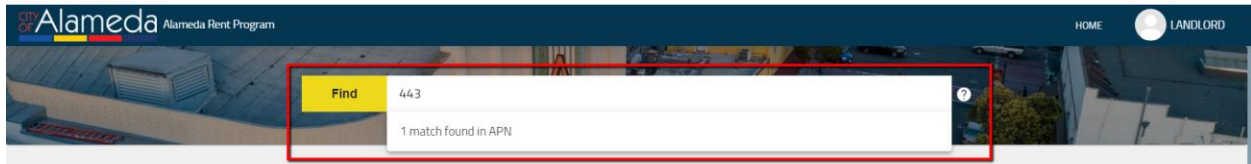
The screenshot shows the 'Properties' section of the Alameda Rent Program website. At the top, there is a search bar with a 'Find' button and a placeholder text 'Property by Address or APN'. Below the search bar, there are two tabs: 'My Properties' and 'Past Properties'. The 'My Properties' tab is active, displaying a table of properties. The table has four columns: 'APN', 'Total Units', 'Address', and 'APN Status'. There are two rows of data. In the top right corner of the table, there is a view toggle icon (a square with four smaller squares) which is highlighted with a red box. Below the table, there is a pagination bar showing '1' and '1 - 2 of 2 items'.

APN	Total Units	Address	APN Status
074044304202	3	1416 HOOVER CT ALAMEDA CA 94501	Registration Open
069006000900	2	1210 PEACH ST ALAMEDA CA 94501	Payment Not Required

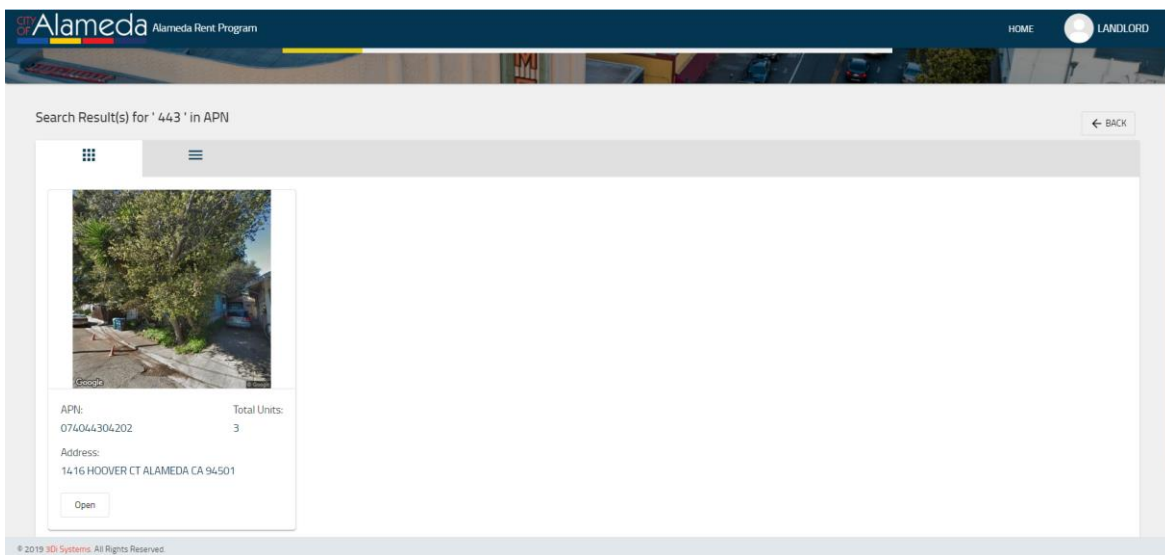
Search Bar

After you have added properties to your account, you can search for the property by using the search bar. As you type the Property Site Address or APN into the search bar, you will see text appear below the search bar showing the number of matches to your search criteria. As you continue to type, the number of matches will likely become smaller and smaller as you narrow down your search.

1. To search, begin entering the Property Site Address or APN in the search bar.
 - a. If you are entering the **APN** do **NOT** use the hyphens or spaces. You will not see results.
 - b. If you are entering the Address, you may use the **House Number and/or Street Name**.

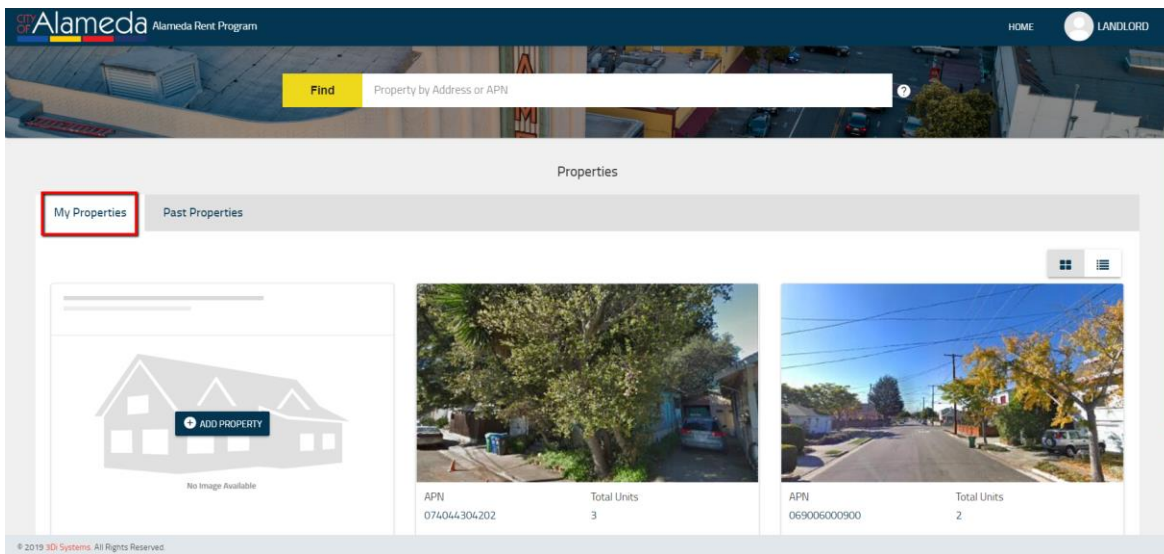


2. Once you are satisfied with the number of possible matches to your search criteria, click on the text to see the search results. In the example above, '1 match found in APN' was clicked. The matching APN will appear in the search results.



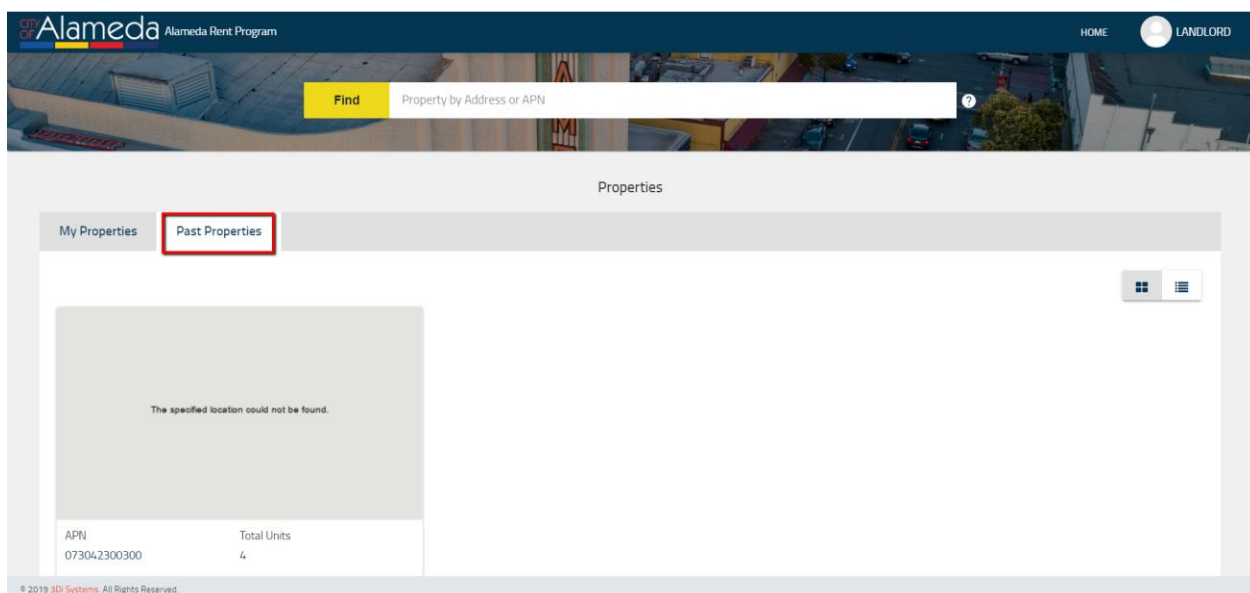
My Properties Tab

The 'My Properties' tab contains all the properties that 1) you have added to your account; and 2) that you currently own. When you log in, this is default tab displayed. You must be in this tab to add properties to your profile.



Past Properties Tab

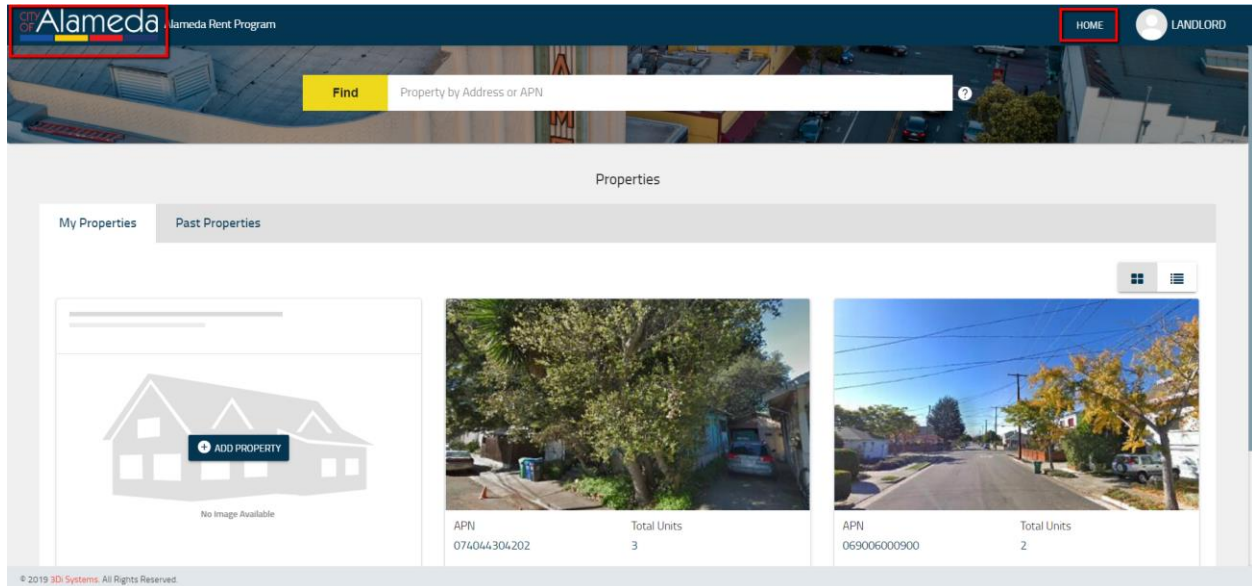
The 'Past Properties' tab contains all the properties that 1) you have added to your account; and 2) that you no longer own. A property will move from the 'My Properties' tab to the 'Past Properties' tab when you register a 'Change in Ownership' and the submission is approved by staff. You will have limited access to the data on properties that you no longer own.



Return to Dashboard View

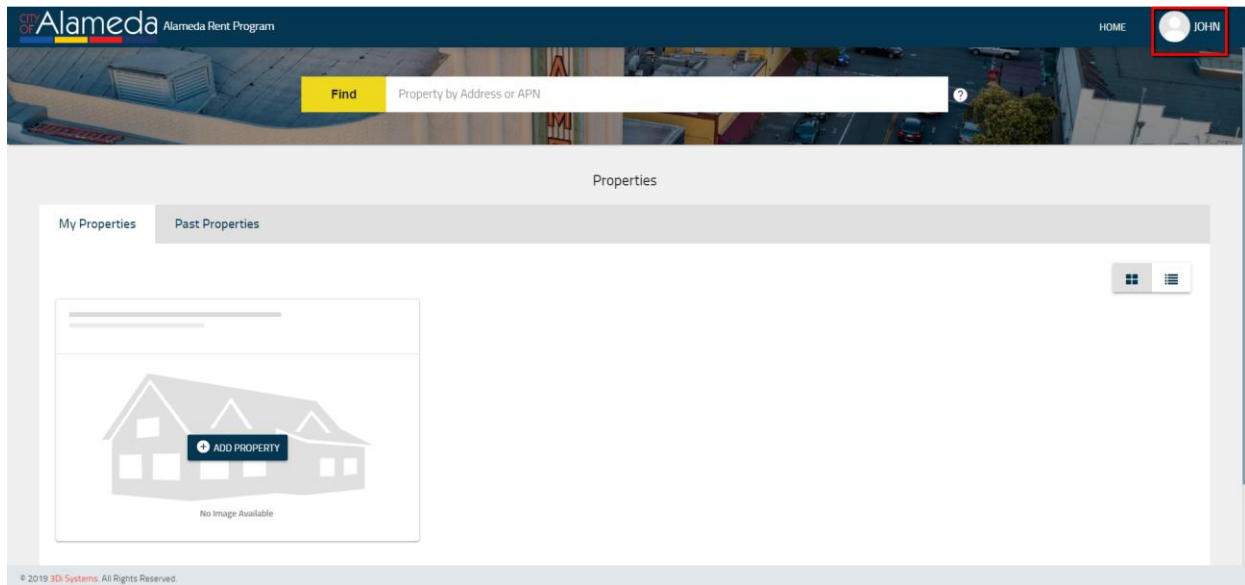
You can return to the Dashboard one of two ways if you have navigated away from your dashboard:

1. Click on the 'City of Alameda' Logo in the top left corner
2. Click on the 'Home' link in the Header

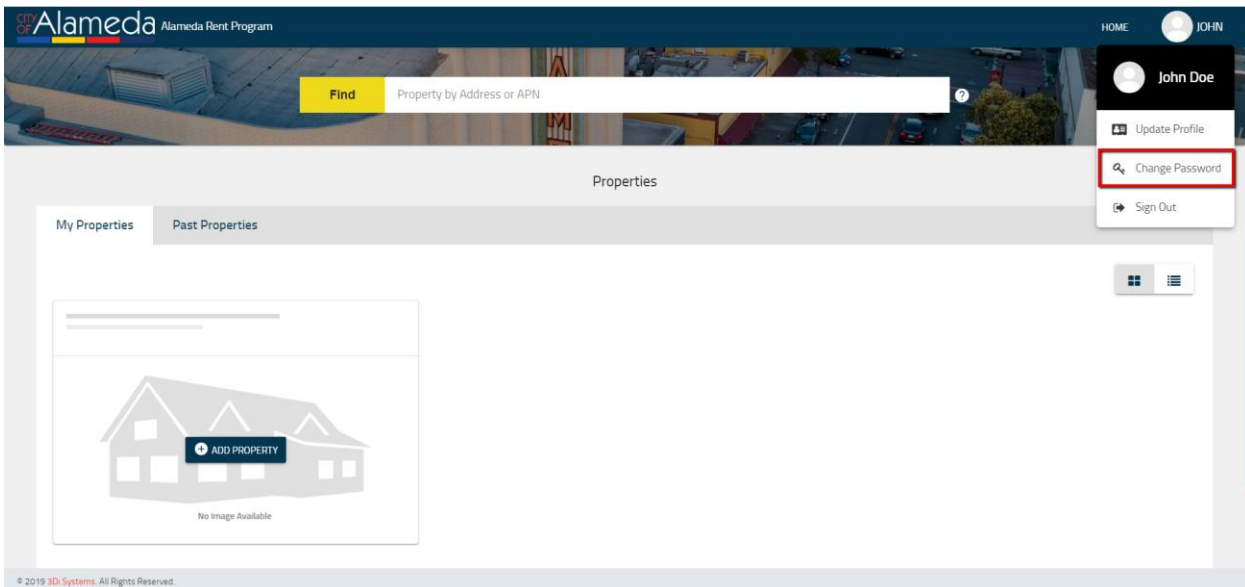


Change Account Password

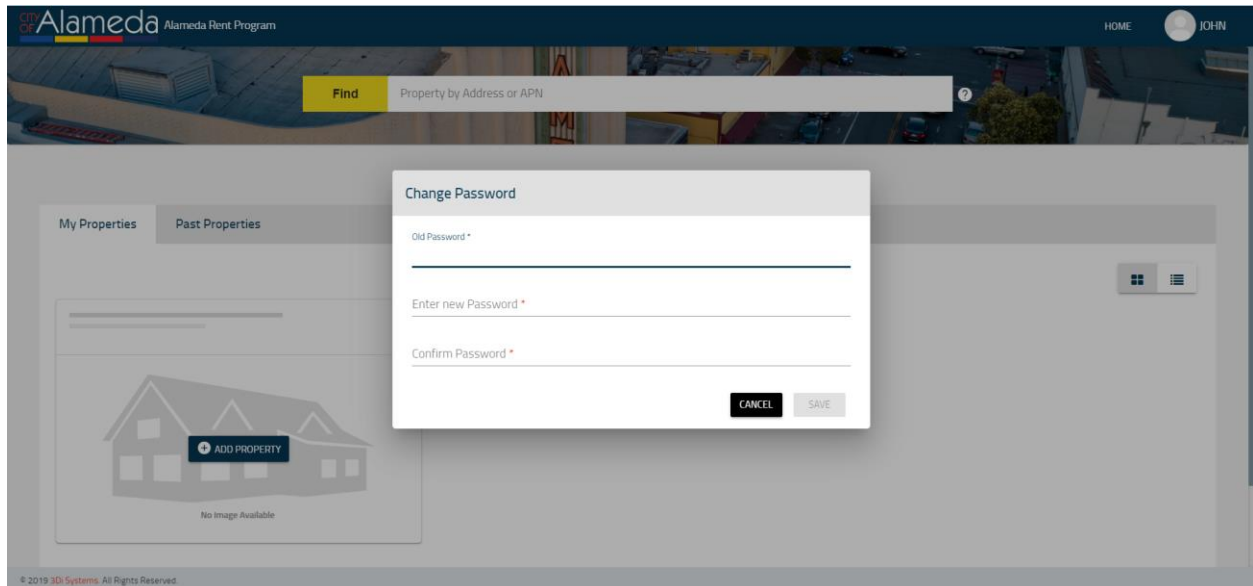
1. To change your password once you are logged in to your account, click on your name in the top right corner of the website.



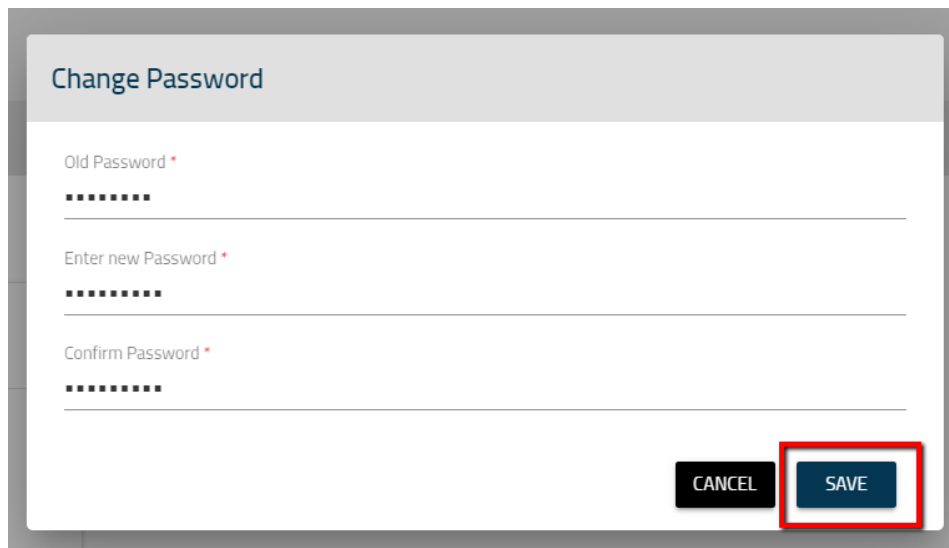
2. Click on 'Change Password' from the drop-down menu.



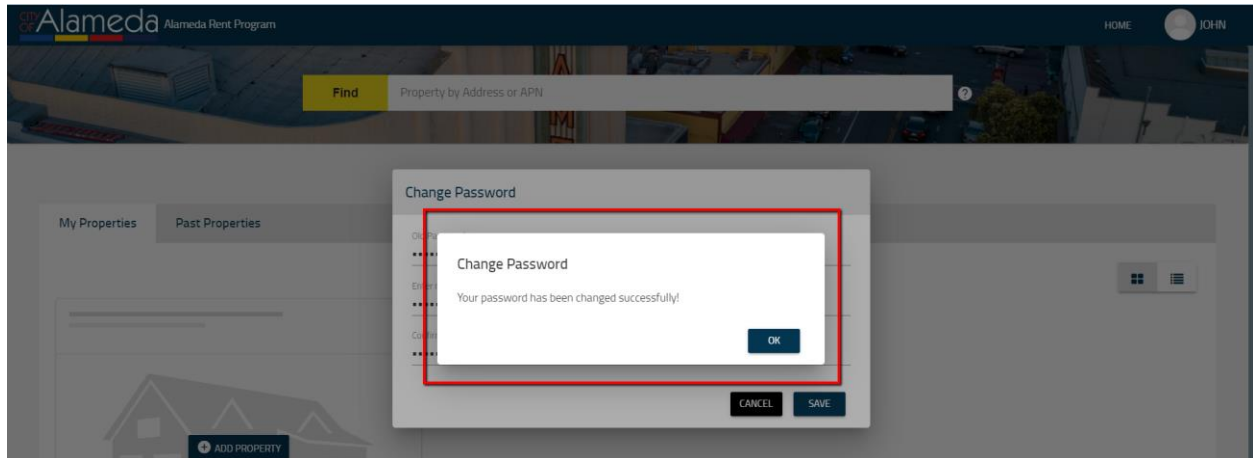
3. The 'Change Password' pop-up will appear. Enter your current password in the 'Old Password' field and your new password in the following two password fields. If there are any errors with the new password, an error message will appear on the screen to describe the issue.



4. Once the password information is entered, the 'SAVE' button will be enabled (it will change from gray to blue in color). Click on the 'SAVE' button.

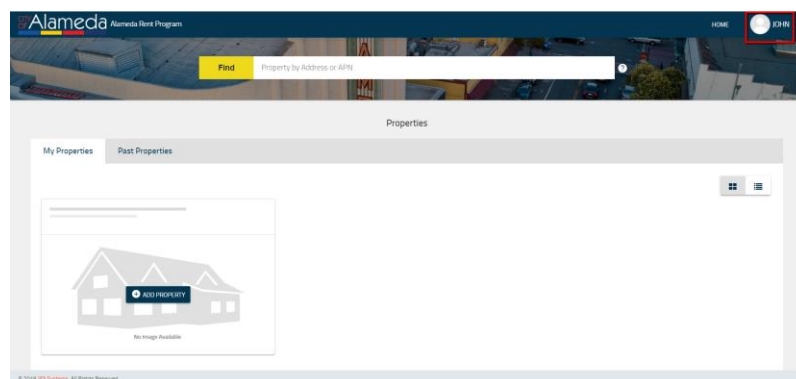


5. If your password is successfully reset, you will see a message on the screen indicating the password update was successful. You can click on the 'OK' button to close the pop-up. The system will log out of your account and require you to sign in with the new password.

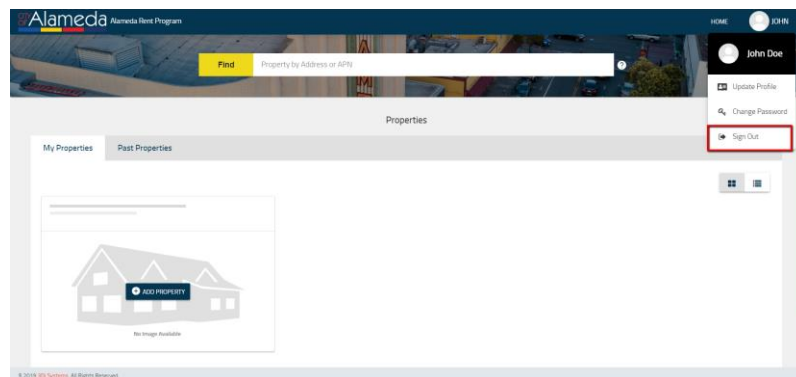


Sign Out of the Online Rent Registry

1. To sign out of the system, click on your name in the top right corner of the website.



2. Click on 'Sign Out' from the drop-down menu. The system will sign out of your account and you will return to the Rent Registry home screen.

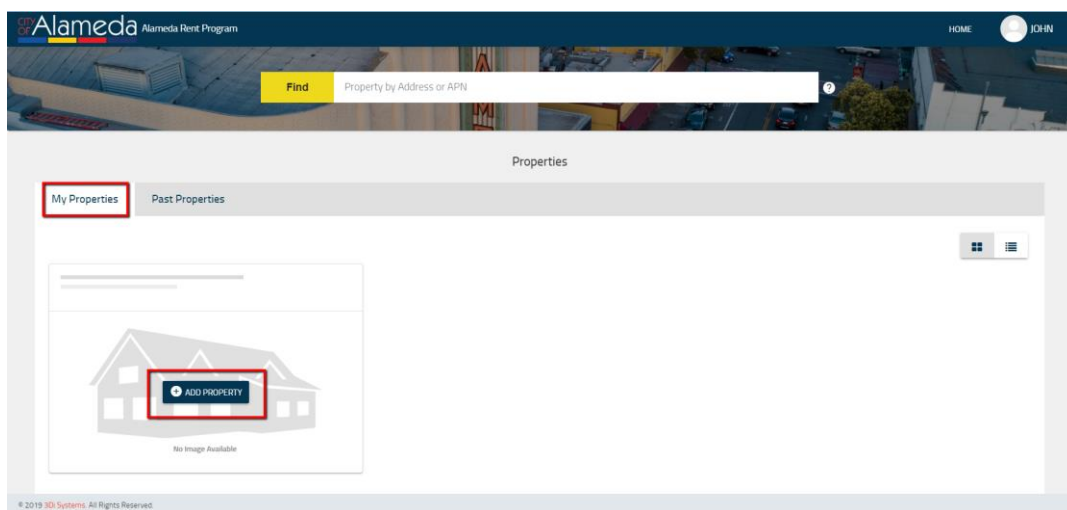


Add a Property to Your Account

This section will describe how you can add a property to your dashboard to complete registration.

Adding a property to your account is a one-time activity. Once the property is added, it will remain on your profile until there is a change in ownership.

1. To add a property to your account, you must have the unique PIN and APN combination provided by the Alameda Rent Program in the 'Welcome' Registration Packet. Each property has a unique PIN. If you do not have the PIN, contact the Alameda Rent Program.
2. Login to your account in the Online Rent Registry. From the 'My Properties' tab while you are in the 'Property Card' view, the 'ADD PROPERTY' button is displayed. Click on the 'ADD PROPERTY' button.



3. The 'ADD PROPERTY' pop-up will appear.

A screenshot of the 'Add Property' pop-up form. The title 'Add Property' is at the top. The form is divided into two columns. The left column is titled 'Find APN' and contains two input fields: 'APN' and 'PIN Number', both with red asterisks indicating required fields. Below these fields are 'RESET' and 'VERIFY' buttons. The right column is titled 'Help' and contains text explaining that users should enter the APN and Registration PIN from their Welcome Letter. It also provides contact information for the Housing Authority of the City of Alameda: (510) 747-4346 or email rrac@alamedahsg.org. At the bottom right of the form are 'CANCEL' and 'SUBMIT' buttons.

4. Enter the APN and PIN for your property. The PIN can be found in the 'Welcome' Registration Packet that was mailed to you.

Alameda Alameda Rent Program

Find Property by Address or APN

Add Property

Find APN

APN *

PIN Number *

RESET VERIFY

Help

Please enter the APN and Registration PIN located on the Welcome Letter sent to the mailing address on file for your property. Should you need assistance with registration or if you need a new Registration PIN to be issued, please contact the Housing Authority of the City of Alameda at (510) 747-4346 or email rrac@alamedahsg.org

CANCEL SUBMIT

5. Once the APN and PIN are entered, the 'VERIFY' button will be enabled (it will change from gray to blue in color). Click on the 'VERIFY' button. If the property was already added to a different user's account, an error message will be displayed on the screen to describe the error. If you see an error message, try entering the APN and PIN again. If the issue persists, contact the Alameda Rent Program and inform them of your issue.

Add Property

Find APN

APN *

070018502801

PIN Number *

RESET VERIFY

Help

Please enter the APN and Registration PIN located on the Welcome Letter sent to the mailing address on file for your property. Should you need assistance with registration or if you need a new Registration PIN to be issued, please contact the Housing Authority of the City of Alameda at (510) 747-4346 or email rrac@alamedahsg.org

CANCEL SUBMIT

6. When you have successfully entered the correct APN and PIN combination, the associated Site Address(es) for the property will appear as shown below.

Add Property

Find APN

APN
070018502801

PIN Number

RESET **VERIFY**

Address(es)

- 1332 PARK ST ALAMEDA CA 94501
- 1330 PARK ST ALAMEDA CA 94501

Help

Please enter the APN and Registration PIN located on the Welcome Letter sent to the mailing address on file for your property.

Should you need assistance with registration or if you need a new Registration PIN to be issued, please contact the Housing Authority of the City of Alameda at (510) 747-4346 or email rrac@alamedahsg.org

CANCEL **SUBMIT**

7. After verifying the Site Address(es) match the APN, click on the 'SUBMIT' button to add the property to your account.

Add Property

Find APN

APN
070018502801

PIN Number

RESET **VERIFY**

Address(es)

- 1332 PARK ST ALAMEDA CA 94501
- 1330 PARK ST ALAMEDA CA 94501

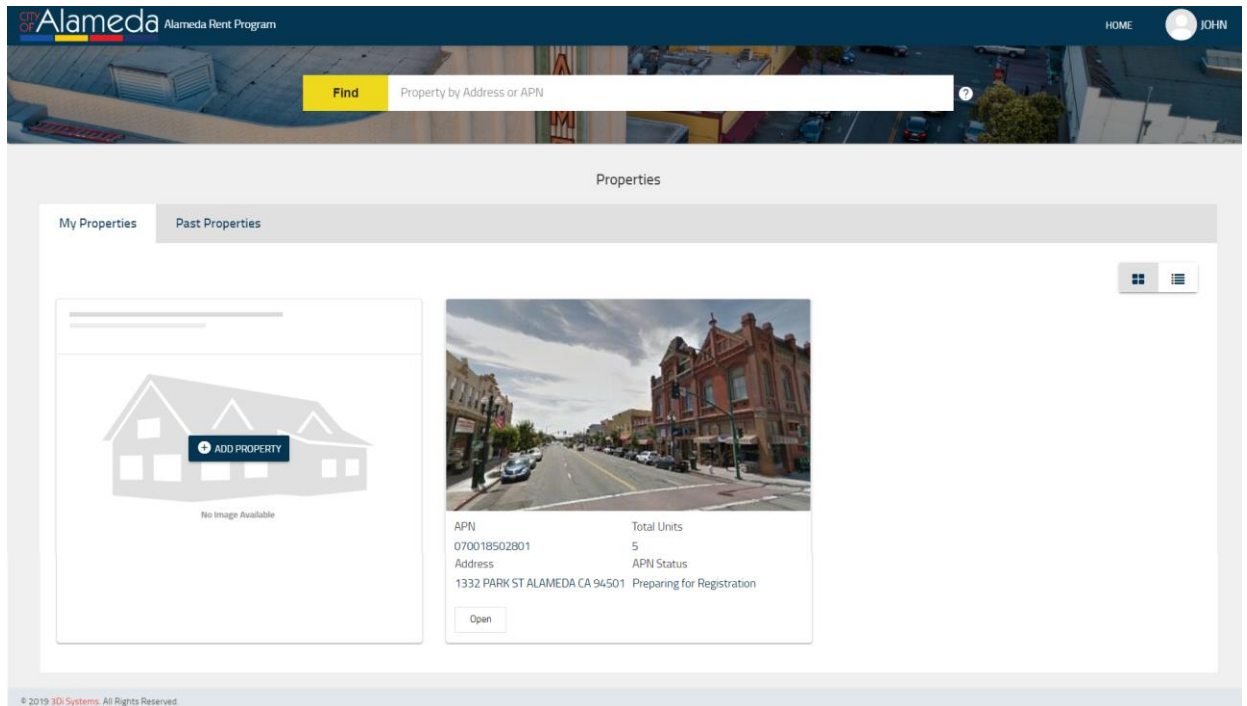
Help

Please enter the APN and Registration PIN located on the Welcome Letter sent to the mailing address on file for your property.

Should you need assistance with registration or if you need a new Registration PIN to be issued, please contact the Housing Authority of the City of Alameda at (510) 747-4346 or email rrac@alamedahsg.org

CANCEL **SUBMIT**

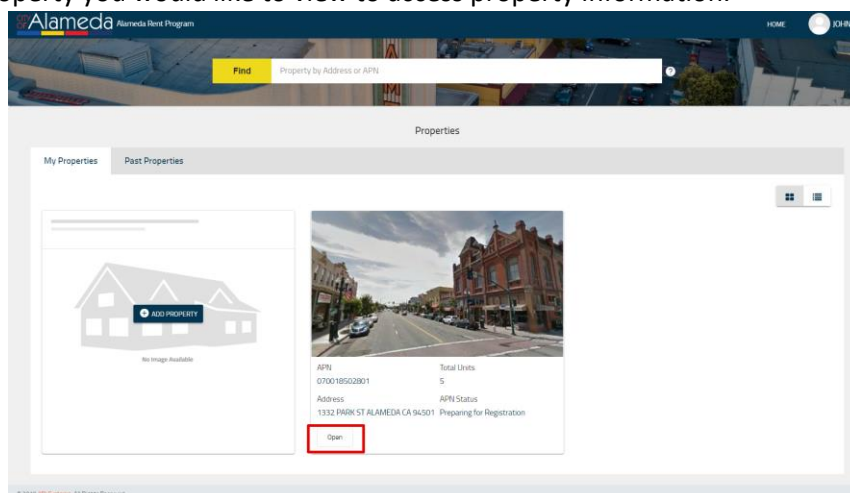
- When you have successfully added the property to your profile, you will be redirected to your dashboard where you will be able to see your newly added property.



Understanding the Property Information Display

This section will describe the basics of the information displayed on the property page and provide steps for navigating the property information display. The section familiarizes you with the terminology and placement of the features to enhance your experience with the Alameda Rent Program Online Rent Registry system.

- Login into the Alameda Rent Program Online Rent Registry system. Click on the 'OPEN' button for the property you would like to view to access property information.



- The property information will appear when you click on the 'Open' button as shown above.

City of Alameda
Alameda Rent Program
HOME
JOHN

Find
Property by Address or APN

APN : 070018502801 | Address : 1332 PARK ST ALAMEDA CA 94501 | Total Units : 5 | Regulation Type : Fully Regulated
PROPERTY ACTIONS
BACK

Addresses
Contacts
Geo View

Site Address
1332 PARK ST ALAMEDA CA 94501
1330 PARK ST ALAMEDA CA 94501

Total Units: 5
Status: Registration Open
Unit Details Missing

1332 PARK ST ALAMEDA CA 94501

Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Maximum Allowable Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type	Action
A	Non-Exempt	-	-	-	-	-	-	-	MORE
B	Non-Exempt	-	-	-	-	-	-	-	MORE
C	Non-Exempt	-	-	-	-	-	-	-	MORE
D	Non-Exempt	-	-	-	-	-	-	-	MORE

1 - 4 of 4 items

1330 PARK ST ALAMEDA CA 94501

Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Maximum Allowable Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type	Action
1330 PARK ST ALAMEDA CA 94501	Non-Exempt	-	-	-	-	-	-	-	MORE

1 - 1 of 1 items

Case History
5
Search

Case Id	Created on Entity	Case Type	Created Date	Last Modified	Case Status	Action
RR2019-44081	APN: 070018502801	Rent Registry	12-10-2019	12-13-2019	Registration Open	

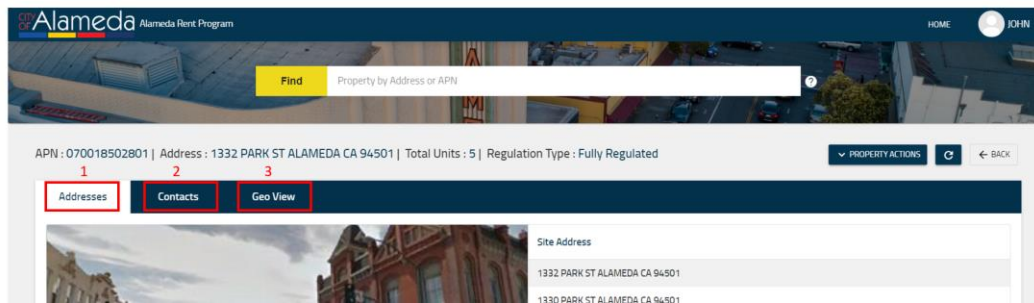
1 - 1 of 1 items

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- Much like the dashboard view, the property information page is broken into different tabs. There are three tabs. Each tab contains different data and actions available to the user.


The three tabs are:

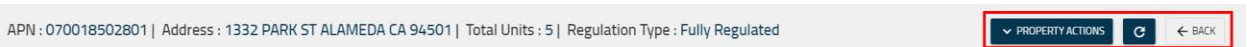
- Addresses (default tab when the property information page opens)
- Contacts
- Geo View




- At the top of the property information page, the APN, Primary Address, Total Units, and Regulation Type are listed. If the information listed here is inconsistent with your records, please contact the Alameda Rent Program and inform staff of the inconsistency. If you believe the property has the incorrect Regulation Type, contact the Alameda Rent Program **PRIOR** to making any updates to the data.



- Additionally, on the top of this page, there is a button for 'PROPERTY ACTIONS', Refresh , and 'BACK'. The 'PROPERTY ACTIONS' button displays a dropdown menu. The dropdown menu changes at different stages of the registration process. The variety of dropdown menu options will be discussed throughout this user guide.



- At the bottom of the property information page, there is a section titled, 'Case History'. The system will generate and display the cases relevant to your registration in this section. Each case has a unique case ID and stores the information and documents you submitted for the case.

Case History						
Case Id	Created on Entity	Case Type	Created Date	Last Modified	Case Status	Action
RR2019-44081	APN: 070018502801	Rent Registry	12-10-2019	12-13-2019	Registration Open	

7. The 'Created on Entity' column identifies if the case is for the entire property or if the case is specific to a single unit. When the case is for the entire property, the APN number will be displayed. When the case is for a specific unit, the unit address will be displayed.

Case History	
Case Id	Created on Entity
RR2019-44081	APN: 070018502801

8. To view the information and documents you submitted for the case, click on the case record in the 'Case History' section.
9. Read the *Case History & Case Details* section in this guide to learn more.

Addresses Tab

1. 'Addresses' is the default tab displayed when you open the property information page. This tab displays information about the property.

Addresses Contacts Geo View

Site Address

1332 PARK ST ALAMEDA CA 94501

1330 PARK ST ALAMEDA CA 94501

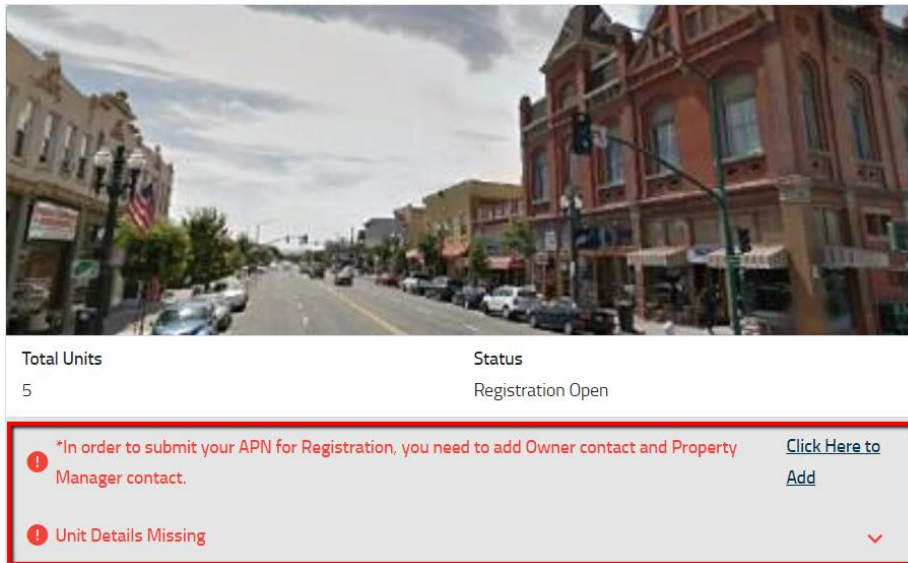
Total Units: 5 Status: Registration Open

*In order to submit your APN for Registration, you need to add Owner contact and Property Manager contact. [Click Here to Add](#)

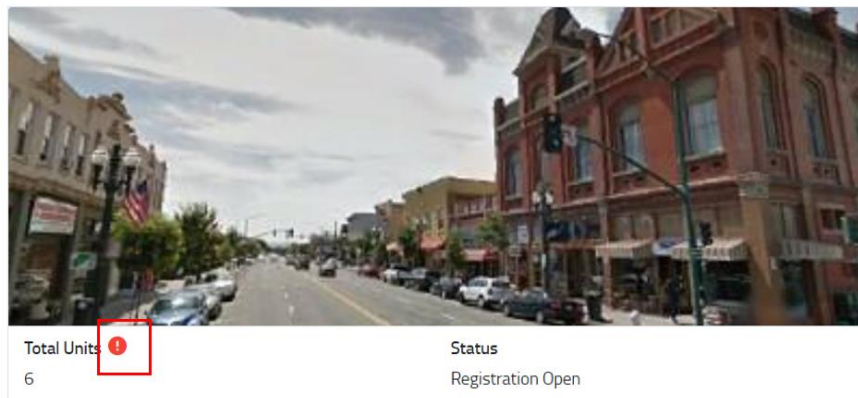
Unit Details Missing

2. Every property will have a Property Image displayed on the 'Address' tab. The image that appears is coming from Google and may not be accurate. If you would like a different image displayed, email the image with your request to the Alameda Rent Program at rentprogram@alamedahsg.org.

- Each property in the system must submit information for 1) Owner Contact; 2) Property Manager Contact; 3) Unit Details for each unit (Number of Units and Occupant Type). If any of the information is missing, error messages will be displayed to inform you of the missing data.

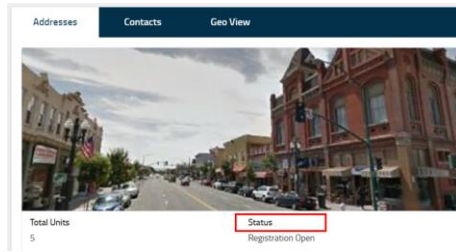


- Just below the Property Image, there is a section with some text displayed. On the left, the **Total Units** value is displayed, indicating the total number of units at the property.



The number displayed under 'Total Units' does not match the number of units listed, an error will display as shown below. If you see this error, please contact the Alameda Rent Program.

5. Moving to the right, **Registration Status** is displayed.

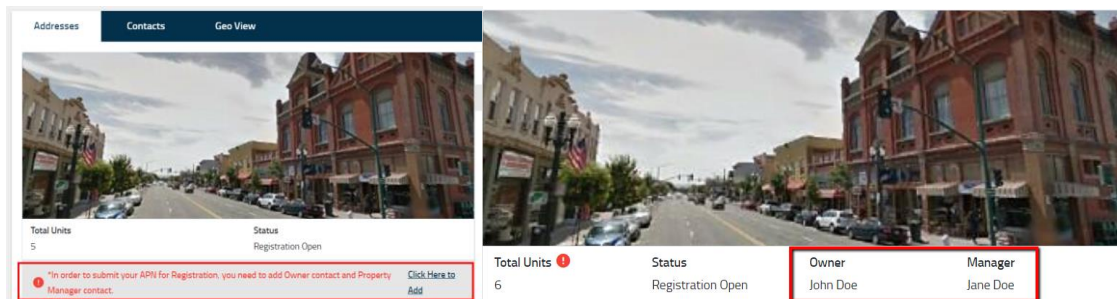


The status of the property change as the landlord submits information for the registration process. All properties start in 'Registration Open' status. When registration is submitted, the status will be updated to 'Pending Staff Review.' If staff notifies the landlord to make a correction on the registration submission, the status will be updated to 'Registration Denied'. When the landlord makes the correct and submits registration again, the status will update to 'Pending Staff Review.' When the fee collection period opens in May for the Annual Rent Program Fee, the status will be updated to 'Payment Pending' and the Landlord will have access to submit payment online.

See the table below for an overview of statuses and actions available to the Landlord.

Registration Status	Actions Available to the Landlord
Registration Open	<ul style="list-style-type: none"> Edit landlord contact information Edit tenant contact information Register rental units Apply for a unit exemption Apply for a property exemption
Pending Staff Review	<ul style="list-style-type: none"> Edit landlord contact information Edit tenant contact information Submit a 'New Tenancy' case Submit a 'Change in Ownership' case Submit a 'No Fault Termination' case
Registration Denied	<ul style="list-style-type: none"> Edit landlord contact information Edit tenant contact information Register rental units Apply for a unit exemption Apply for a property exemption
Payment Pending	<ul style="list-style-type: none"> Pay annual Rent Program fee online Edit landlord contact information Edit tenant contact information Submit a 'New Tenancy' case Submit a 'Change in Ownership' case Submit a 'No Fault Termination' case
Payment Received	<ul style="list-style-type: none"> Edit landlord contact information Edit tenant contact information Submit a 'New Tenancy' case Submit a 'Change in Ownership' case Submit a 'No Fault Termination' case

- Further to the right, the **Owner name** and **Property Manager name** will display in this section when the Owner and Property Manager contact information have been added to the property.



When no contact information has yet been added to the property, this section will display an error message informing the user that contact information must be added to the property. You can click on the 'Click Here to Add' text to enter contact information.

- To the right of the property image, the addresses associated with the property, 'Site Addresses' will be listed. If a Site Address is missing or not needed, please report this to the Alameda Rent Program.

Site Address
1332 PARK ST ALAMEDA CA 94501
1330 PARK ST ALAMEDA CA 94501

- Each Site Address is listed next to the property image and will also appear below the property image with the number of units associated with that site address displayed below.

1332 PARK ST ALAMEDA CA 94501								
Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type	Action
A	Non-Exempt	-	-	-	-	-	-	MORE ▾
B	Non-Exempt	-	-	-	-	-	-	MORE ▾
C	Non-Exempt	-	-	-	-	-	-	MORE ▾
D	Non-Exempt	-	-	-	-	-	-	MORE ▾
1 - 4 of 4 items								
1330 PARK ST ALAMEDA CA 94501								
Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type	Action
1330 PARK ST ALAMEDA CA 94501	Non-Exempt	-	-	-	-	-	-	MORE ▾
1 - 1 of 1 items								

9. The default status for each Unit is 'Non-Exempt', which means the unit is not exempt from the fee and that unit will be required to pay the Annual Rent Program Fee. This guide will cover the process to apply for a [Unit Exemption](#) from the Annual Rent Program Fee in a later chapter.

1332 PARK ST ALAMEDA CA 94501

Unit Name	Status	Number of Bedrooms	Base Rent
A	Non-Exempt	-	-
B	Non-Exempt	-	-

10. If any of the following issues are encountered with the Units listed on the property information page, please contact the Alameda Rent Program:

- Unit listed on the property does not exist
 - Provide Staff with the Site Address and Unit Name
- Unit name is not accurate
 - Provide Staff with the appropriate Unit Name
- Unit is missing and needs to be added
 - Provide Staff with the Site Address, Unit Name, Number of Bedrooms, and Occupant Type

11. Some of the Units in the system have their own 'Unit Name' whereas some Units are the property's actual Site Address. In the example below, the property has two Site Addresses, one of which serves as the Unit Name; whereas the other Site Address's Units have unique names like 'A', 'B', etc.

1332 PARK ST ALAMEDA CA 94501

Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type	Action
A	Non-Exempt	-	-	-	-	-	-	MORE ▾
B	Non-Exempt	-	-	-	-	-	-	MORE ▾
C	Non-Exempt	-	-	-	-	-	-	MORE ▾
D	Non-Exempt	-	-	-	-	-	-	MORE ▾

1 - 4 of 4 items

1330 PARK ST ALAMEDA CA 94501


Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type	Action
1330 PARK ST ALAMEDA CA 94501	Non-Exempt	-	-	-	-	-	-	MORE ▾

1 - 1 of 1 items

12. In order to register your property or to submit a request for a Unit Exemption, the [Unit Details](#) must be submitted for each Unit. This will be covered later in this user guide.


13. Each Unit record contains a 'MORE' button along with a 'View' icon as shown below.

1330 PARK ST ALAMEDA CA 94501

Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type	Action
1330 PARK ST ALAMEDA CA 94501	Non-Exempt	-	-	-	-	-	-	<div>MORE ▾ </div>

1 - 1 of 1 items


14. The 'MORE' button is the Unit's action menu. You will initiate submitting the Unit Details and all other Cases for the unit from the 'MORE' button action menu.

15. The 'View' icon () contains the Unit Details. Click on the icon to view the details that have been submitted for that unit. No actions can be taken from this view.

Contacts Tab

1. Click on the Contact Tab to view the Owner and Property Manager contact information for the property.
2. Owner and Property Manager contact information must be added to the property before the user can submit requests for Unit or Property Exemptions or submit Registration. If there is no Property Manager, the Owner must complete information indicating there is no Property Manager.
3. In the screenshot below, the Contacts have not yet been added to the property. Since the required contacts have not yet been added, there is an 'ADD CONTACT' button. Later in the guide, instructions will be provided to describe how to [add the Contacts](#) to the property.

APN : 070018502801 | Address : 1332 PARK ST ALAMEDA CA 94501 | Total Units : 5 | Regulation Type : Fully Regulated

PROPERTY ACTIONS  ← BACK

Addresses **Contacts** Geo View

+ ADD CONTACT

No Data Available

4. In the screenshot below, the Contacts have been added and the 'ADD CONTACT' button is not available.

The screenshot shows a web application interface with a dark blue header bar containing three tabs: 'Addresses', 'Contacts', and 'Geo View'. The 'Contacts' tab is selected. Below the header, there is a light gray sidebar with a grid icon and a hamburger menu icon. The main content area displays two contact entries. The first entry is titled 'Owner' and the second is titled 'Property Manager'. Both entries show the same information: Name: John Doe, Telephone Number: (650) 555-1234, Email Address: johndoe@yopmail.com, Mailing Address: PO Box 2173, ALAMEDA, CA 94501, Preferred Language: English, and Month & Year Purchased: 12/2019. The Owner Type is listed as Individual. At the bottom of each entry, it says 'Last Updated: 12/17/2019'. There is no 'ADD CONTACT' button visible.

Owner			
Name	: John Doe	Month & Year Purchased	: 12/2019
Telephone Number	: (650) 555-1234	Owner Type	: Individual
Email Address	: johndoe@yopmail.com		
Mailing Address	: PO Box 2173, ALAMEDA, CA 94501		
Preferred Language	: English		
Last Updated: 12/17/2019			

Property Manager			
Name	: John Doe	Month & Year Purchased	: 12/2019
Telephone Number	: (650) 555-1234	Owner Type	: Individual
Email Address	: johndoe@yopmail.com		
Mailing Address	: PO Box 2173, ALAMEDA, CA 94501		
Preferred Language	: English		
Last Updated: 12/17/2019			

5. For each Contact that is added, an Action Menu will appear as shown below.

This screenshot is similar to the previous one, showing the 'Contacts' tab with the 'Owner' contact entry. The information is identical. However, a red rectangular box highlights a vertical ellipsis (three dots) icon in the top right corner of the 'Owner' entry's card, indicating an action menu.

Owner			
Name	: John Doe	Month & Year Purchased	: 12/2019
Telephone Number	: (650) 555-1234	Owner Type	: Individual
Email Address	: johndoe@yopmail.com		
Mailing Address	: PO Box 2173, ALAMEDA, CA 94501		
Preferred Language	: English		
Last Updated: 12/17/2019			

6. The action menu for each Contact displays the options to Edit and Delete the information submitted.

The screenshot shows a web application interface with three tabs: 'Addresses', 'Contacts', and 'Geo View'. The 'Geo View' tab is active. Below the tabs is a contact card for 'John Doe'. The card contains the following information:

Name	: John Doe	Month & Year Purchased	: 12/2019
Telephone Number	: (650) 555-1234	Owner Type	: Individual
Email Address	: johndoe@yopmail.com		
Mailing Address	: PO Box 2173, ALAMEDA, CA 94501		
Preferred Language	: English		

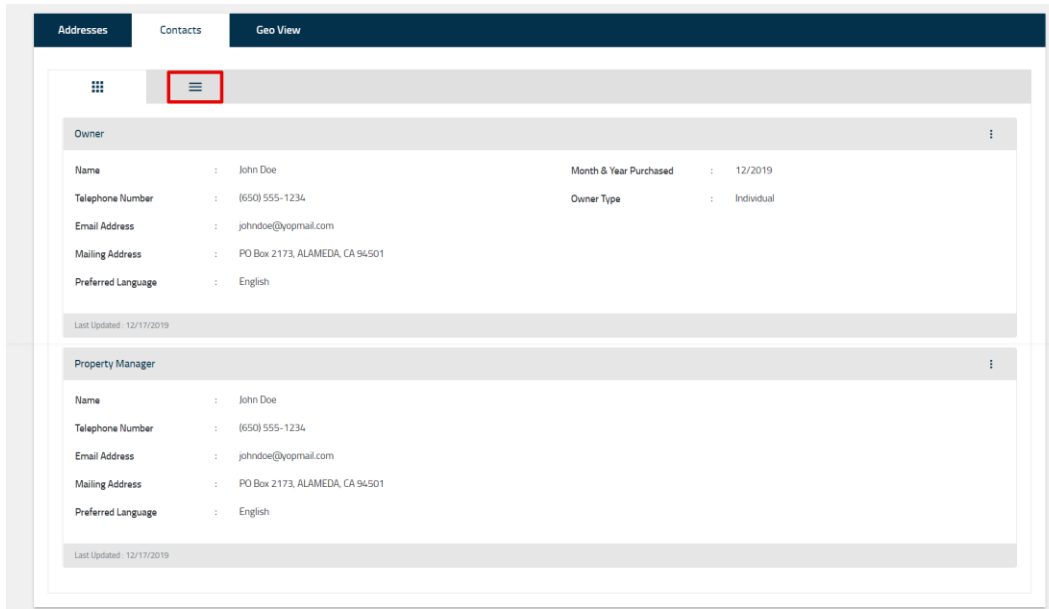
At the bottom of the card, it says 'Last Updated : 12/17/2019'. To the right of the card, an action menu is open, showing 'Edit' and 'Delete' options.

7. When a Contact is added or edited, the 'Last Updated Date' will appear on the contact card as shown below.

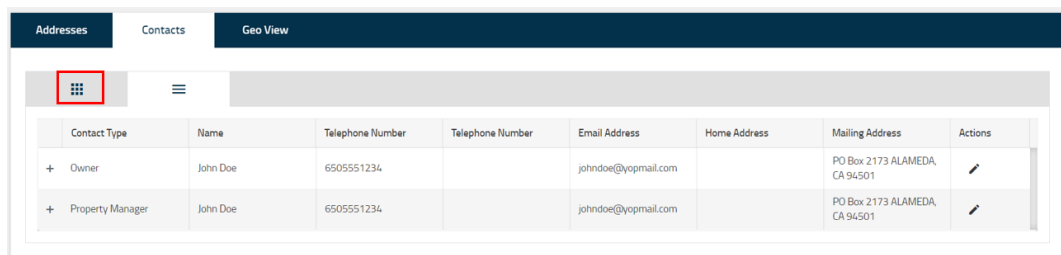
This screenshot is similar to the one above, but the 'Last Updated : 12/17/2019' text at the bottom of the contact card is highlighted with a red box.

Toggle Contact View

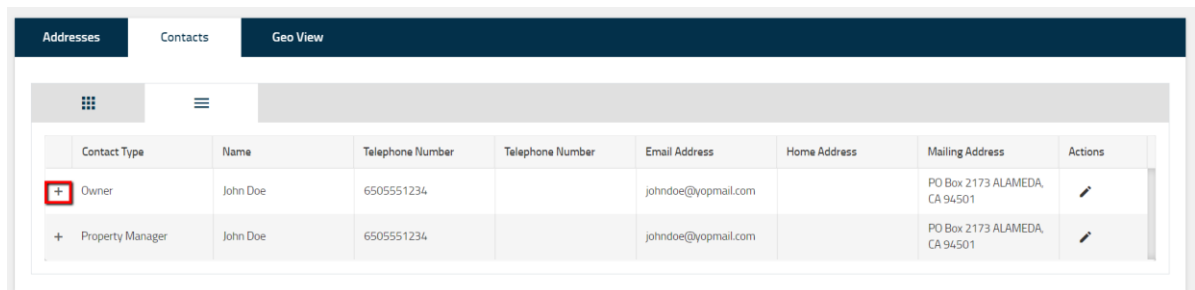
1. The default display for the system is to display the Contacts in a 'Contact Card' format. If you choose to, you may elect to view your Contacts in a list format. Click on the 'List View' icon as shown below.



2. After clicking the 'List View' icon, the Contacts will be shown in a list table format. You can swap views by clicking on the 'Card View' icon.

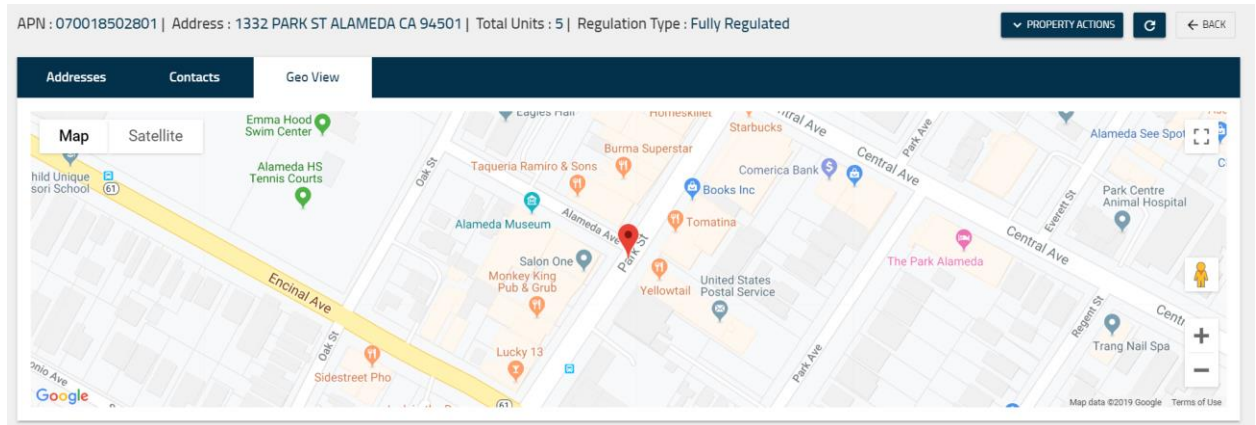


3. The 'List View' displays limited information. To view more details for the Contact, you can expand each Contact Type to view additional details by clicking on the '+' icon as shown below.



Geo View Tab

1. Click on the Geo View Tab to view the Google Map of Alameda with the property address pinned. Since this is on a Google Map, the Google Map related features are enabled, such as Satellite View, Street View, etc.



2. The Geo View Tab is purely informative. There are no registration actions or property management related functions available on this tab.

Case History & Case Details

1. In the Address tab for the property information page, scroll to the button to view the Case History section. Each Case that is submitted for the property, (whether related to the full property or a specific unit) will appear in the Case History table. In the example below, the Landlord has applied for a Unit Exemption, which displays in the Case History section along with the Registration Case.

The screenshot shows the Alameda Rent Program interface. At the top, there's a header with the logo and 'Alameda Rent Program'. Below it, the address '1330 PARK ST ALAMEDA CA 94501' is displayed. A table lists property details: Unit Name, Status, Number of Bedrooms, Base Rent, Current Rent, Start Date of Tenancy, Date of Last Rent Increase, Occupant Type, and Action. The table shows one entry for '1330 PARK ST ALAME DA CA 94501' with status 'Non-Exempt', 2 bedrooms, and a vacant occupant type. Below this, a 'Case History' section is highlighted with a red box. It contains a table with columns: Case Id, Created on Entity, Case Type, Created Date, Last Modified, Case Status, and Action. Two cases are listed: 'UE2019-44973' (Unit Exemption, Pending Review) and 'RR2019-44081' (Rent Registry, Registration Open). A 'REVIEW AND SUBMIT' button is at the bottom right.

Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type	Action
1330 PARK ST ALAME DA CA 94501	Non-Exempt	2	-	-	-	-	Vacant	MORE

Case Id	Created on Entity	Case Type	Created Date	Last Modified	Case Status	Action
UE2019-44973	Unit: D, 1332 PARK ST ALAME DA CA 94501	Unit Exemption	12-19-2019	12-19-2019	Pending Review	
RR2019-44081	APN: 070018502801	Rent Registry	12-10-2019	12-17-2019	Registration Open	

2. To view the details for a specific Case, click on the record from the Case History table.

This is a close-up of the 'Case History' table from the previous screenshot. The row for 'UE2019-44973' is highlighted with a red box, indicating it is the selected record for viewing details.

Case Id	Created on Entity	Case Type	Created Date	Last Modified	Case Status	Action
UE2019-44973	Unit: D, 1332 PARK ST ALAME DA CA 94501	Unit Exemption	12-19-2019	12-19-2019	Pending Review	
RR2019-44081	APN: 070018502801	Rent Registry	12-10-2019	12-17-2019	Registration Open	

- After you click the records, the Case Details page will appear in the form of a pop-up window. The Case Details page will display information in the same structure for all case types.

Case Details

APN	: 070018502801	Case ID	: UE2019-44973
Primary Address	: 1330 PARK ST ALAMEDA CA 94501	Status	: Pending Review
Unit Number	: D	Created On	: 12/18/2019
No of Units	: 5	Modified On	: 12/18/2019
Case Type	: Unit Exemption		

Overview

Exemption Reason
Unit is owner-occupied. (Owner is a natural person with at least fifty percent (50%) recorded ownership interest in the property)

Data Exemption Started
02-10-2019

Submitter's First Name
John

Submitter's Last Name
Doe

Contact

Owner's Information	Property Manager's Information
Name : John Doe	Name : John Doe
Mailing Address : PO Box 10827 ALAMEDA CA 94501	Mailing Address : PO Box 10827 ALAMEDA CA 94501
Telephone Number : 4085551234	Telephone Number : 4085551234
Email Address : johndoe@gmail.com	Email Address : johndoe@gmail.com

Documents

Name	Tag	Created By	Date	Action
Cert of Occupancy.jpg		johndoe@gmail.com	12-18-2019	1

1 - 1 of 1 items

- The top 'Case Details' section displays the following information:

- APN**
- Primary Address:** this displays the primary address of the APN
- Unit Number (if the case is at the Unit Level):** this displays the Unit Number for which the case was created
- Number of Units:** this displays the total number of Units associated with the APN
- Case Type:** this describes the Case Type that was created
- Case ID:** each case has a unique Case ID which begins with a prefix indicating the Case Type and Registration Year. Ex. UE2019-XXXXX describes a 'Unit Exemption' for 2019 Cycle.
- Status:** each case has a status which describes the current step of the review process for the case.
- Created On:** this is the date the case was created
- Modified On:** this is the date the case was last updated

Case Details

APN	: 070018502801	Case ID	: UE2019-44973
Primary Address	: 1330 PARK ST ALAMEDA CA 94501	Status	: Pending Review
Unit Number	: D	Created On	: 12/18/2019
No of Units	: 5	Modified On	: 12/18/2019
Case Type	: Unit Exemption		

Overview

- The 'Overview' section describes the information specific to the case type. This will contain the information that was entered at the time the case was created. Additionally, if Staff adds information to the Case, it will appear in this section.

Overview

> Exemption Reason

Unit is owner-occupied. (*Owner is a natural person with at least fifty percent (50%) recorded ownership interest in the property)

> Submitter's First Name

John

> Date Exemption Started

02-10-2019

> Submitter's Last Name

Doe

- The 'Contact' section displays the Owner and Property Manger Contact Information for the property at the time the case was created.

Contact

Owner's Information		Property Manager's Information	
Name	: John Doe	Name	: John Doe
Mailing Address	: PO Box 10827 ALAMEDA, CA 94501	Mailing Address	: PO Box 10827 ALAMEDA, CA 94501
Telephone Number	: 6505551234	Telephone Number	: 6505551234
Email Address	: johndoe@3dimail.com	Email Address	: johndoe@3dimail.com


- The 'Documents' section displays any document that the Landlord uploaded to submit the case. The Documents will each have an 'action menu' of their own, where you can click and elect to download/view the uploaded document in a new window.

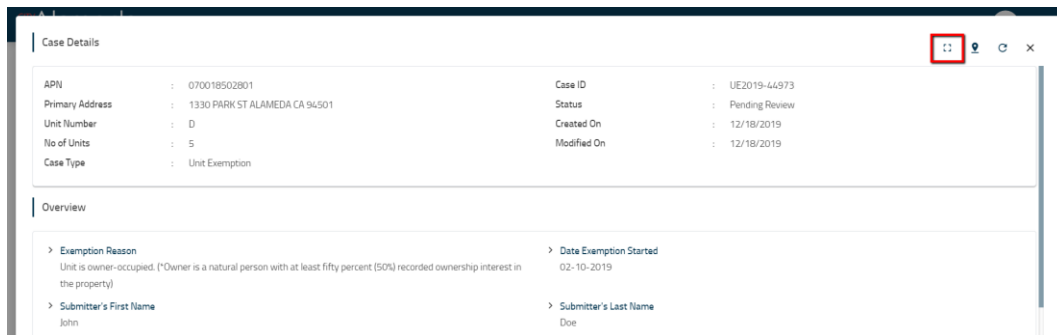
Documents

5 Search

Name	Tag	Created By	Date	Action
Cert of Occupancy.jpg		johndoe@yopmail.com	12-18-2019	⋮

1 - 1 of 1 items

8. To view the Case Details in Full Screen, click on the 'View Full Screen' icon () as shown below.



Case Details

APN	: 070018502801	Case ID	: UE2019-44973
Primary Address	: 1330 PARK ST ALAMEDA CA 94501	Status	: Pending Review
Unit Number	: D	Created On	: 12/18/2019
No of Units	: 5	Modified On	: 12/18/2019
Case Type	: Unit Exemption		

Overview

> Exemption Reason

Unit is owner-occupied. (*Owner is a natural person with at least fifty percent (50%) recorded ownership interest in the property)

> Submitter's First Name


John

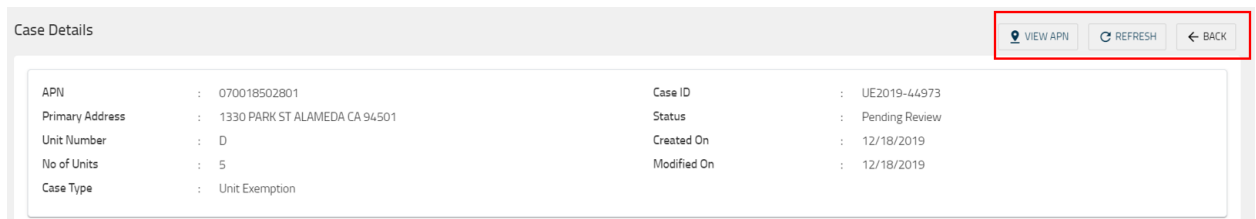
> Date Exemption Started

02-10-2019

> Submitter's Last Name

Doe

9. The top portion of the Case Details page has some action buttons along with basic case information.
- The 'VIEW APN' button navigates the user to a property information pop-up window for the property associated with the case. The user will see information about the property, but this view does not display the Case History section. To return to the full screen for the property information page, with all data displayed, click on the 'View Full Screen' icon ().
 - The 'REFRESH' button will refresh the information on the Case Details window. This may be necessary when the Alameda Rent Program Staff has updated the case information.
 - The 'BACK' button will navigate the user back to the previous page that was being viewed.



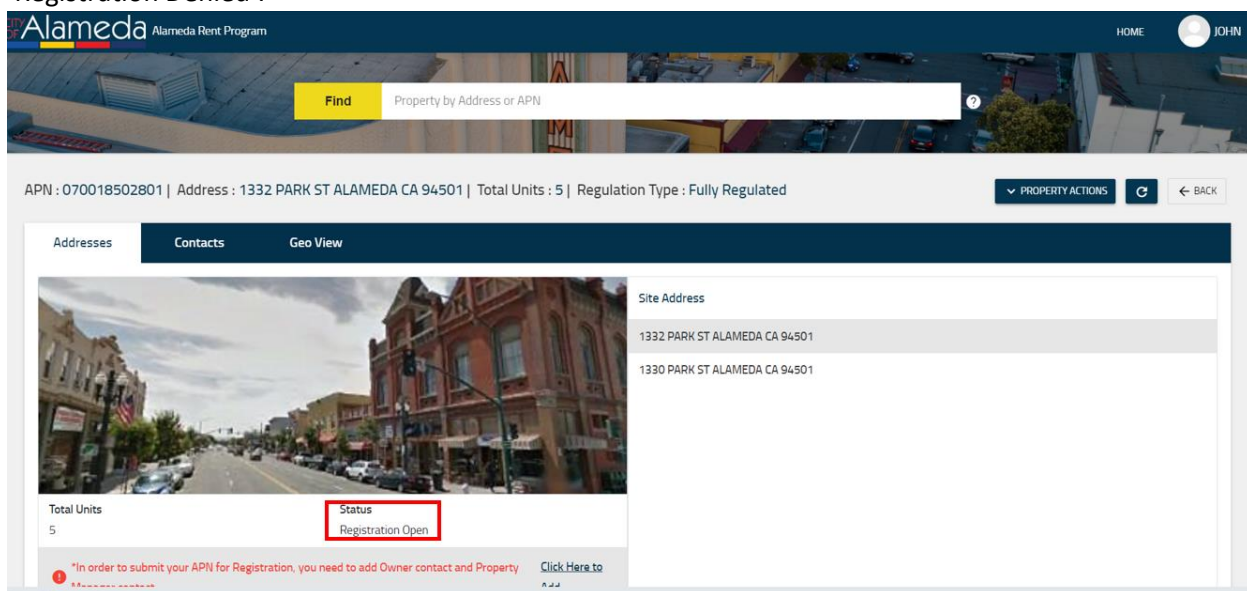
Case Details

[VIEW APN](#) [REFRESH](#) [← BACK](#)

APN	: 070018502801	Case ID	: UE2019-44973
Primary Address	: 1330 PARK ST ALAMEDA CA 94501	Status	: Pending Review
Unit Number	: D	Created On	: 12/18/2019
No of Units	: 5	Modified On	: 12/18/2019
Case Type	: Unit Exemption		

Register A Property

1. The Registration process in this first year requires landlords to 'setup' their account in addition to registering their properties. Therefore, the registration process in this first year requires the landlord to submit more information than in subsequent years. However, since this is the first year of Registration using the new, online system, the following section describes how to complete account 'setup' as well as registering the property.
2. Before registration can be submitted for a property the following information must be added to the property information page:
 - **Owner Contact Details**
 - **Property Manager Contact Details**
 - **Unit - Number of Bedrooms**
 - **Unit - Occupant Type** (Certain Occupant Types have additional required fields)
 - **Unit Exemptions** (As needed; an exemption request can only be created BEFORE registration is submitted.)
 - **Property Exemption** (As needed; an exemption request can only be created BEFORE registration is submitted.)
3. Navigate to the property information page for the property which needs to be registered. As a reminder, a property needs to be registered when the property status is 'Registration Open' or 'Registration Denied'.

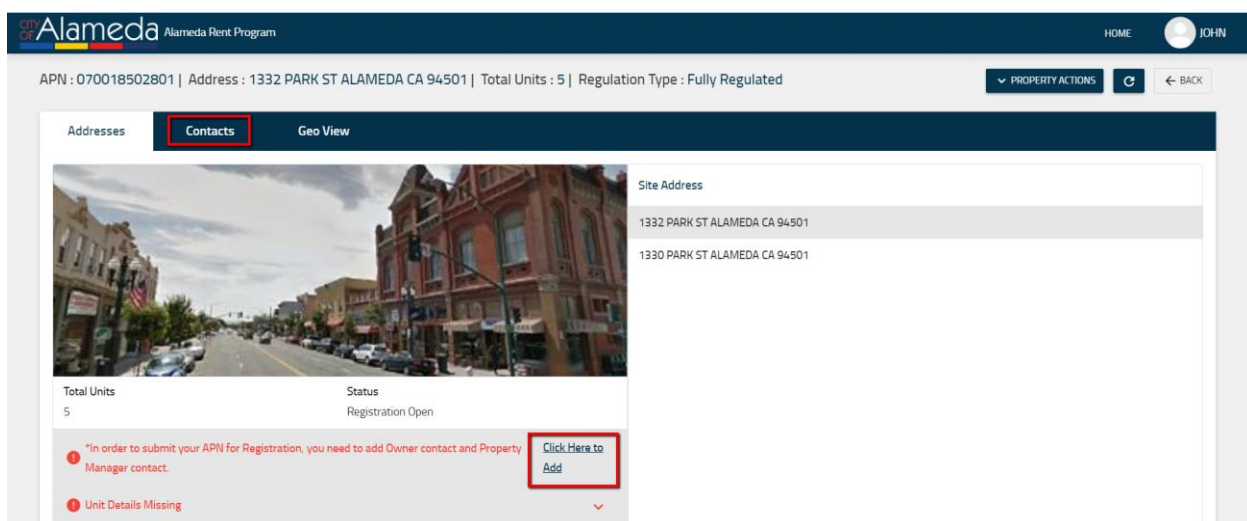


Owner/ Property Manager Contact Information

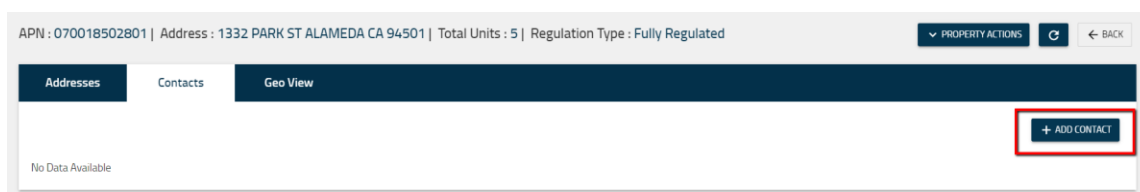
In an effort to minimize the amount of information that Landlords need to provide during registration, the contact information that was provided by the Landlord in previous years when paying the Annual Program Fee has been preloaded into the system. However, certain data may be missing or outdated. It is important that the Landlord review the Contact tab and update or add contact information to ensure the data is current and accurate.

Add Owner/ Property Manager Contact Information

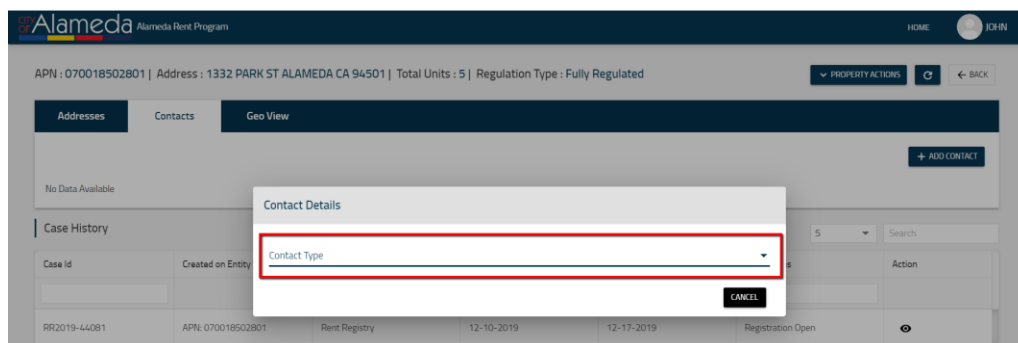
1. Click on the Contacts Tab OR click on the 'Click Here to Add' link in the error message as shown below.



2. On the Contacts Tab, click on the 'ADD CONTACT' button. The Add Contact pop-up window will appear.



3. Select a Contact Type from the drop-down list. It is easier to begin with the Owner Contact details as there is a shortcut that can be utilized if the Manager is the same as the Owner.



4. After selecting 'Owner' from the drop-down list, the Owner Contact fields will appear.

The screenshot shows a web form titled "Contact Details". At the top, there is a "Contact Type" dropdown menu with "Owner" selected; this dropdown is highlighted with a red rectangular box. Below this, the "Profile" section contains several fields: "Business Name" (text input), "Owner Type" (dropdown menu with a red asterisk), and a text instruction: "Please provide the Owner Name. If the owner is a Trust, LLC, Corporation or Partnership, provide name(s) of Trustee(s)/CEO/Managing Partner:". This is followed by "First Name" and "Last Name" (both text inputs with red asterisks and help icons), "Preferred Language" (dropdown menu with a red asterisk and help icon), and "Telephone Number" (text input with a red asterisk). Below these are two radio button questions: "Would you like to receive e-statements in place of mailed notices?" (with "Yes" and "No" options) and "Would you like to sign-up for program e-newsletters?" (with "Yes" and "No" options). At the bottom right, there are "CANCEL" and "ADD" buttons.

5. Enter all the required fields for the Owner Contact. The following is a list of fields for the Owner Contact along with a brief description:
- **Business Name (optional):** If the property is owned by a business, enter the Business Name.
 - **Owner Type (required):** Select an Owner Type from the drop-down list.
 - **First Name (required):**
 - **Last Name (required):**
 - **Preferred Language (optional):** Please contact staff directly to if you require interpretation services.
 - **Telephone Number (required):** Provide the best Contact Number to reach the Owner.
 - **Email (required):** Provide the best Email Address to reach the Owner.
 - **Newsletters (required):** Indicate if you would like to receive Program E-Newsletters
 - **Month & Year Purchased (required):** Select the Month and Year the property was purchased.
 - **Mailing Address (required):** Enter the best Mailing Address for the Alameda Rent Program to send letters and notices.

6. If there are any errors or missing fields, the system will display error messages in red on the screen to indicate what is missing, as shown below.

The screenshot shows a 'Contact Details' form with several fields. The 'Email' field contains 'johndoe@3dmail.com'. There are two radio button questions: 'Would you like to receive e-statements in place of mailed notices?' (with 'No' selected) and 'Would you like to sign-up for program e-newsletters?' (with 'Yes' selected). The 'When was the property purchased?' section has dropdowns for 'Month' (01) and 'Year' (2019). The 'Mailing Address' section includes 'Street Address' (PO Box 10827), 'Apt/Unit Number' (empty), 'City' (ALAMEDA), 'State' (California), and 'Zip Code' (empty). Red error messages are present: 'This Field is Required' under the Zip Code field and '*Please fill in all required fields' at the bottom left. 'CANCEL' and 'ADD' buttons are at the bottom right.

7. Once all the required fields are entered, click on the 'ADD' button on the bottom righthand side of the screen to add the Contact to the property.

This screenshot shows the same 'Contact Details' form, but now all required fields are filled. The 'Zip Code' field now contains '94501'. The 'ADD' button at the bottom right is highlighted with a red rectangle. All other fields and error messages from the previous screenshot remain the same.

8. After click the 'ADD' button, the Owner Contact will be added to the APN.

The screenshot shows the 'Geo View' tab in a web application. At the top right, there is a '+ ADD CONTACT' button. Below it, a contact card for 'Owner' is displayed. The card contains the following information:

Name	: John Doe	Month & Year Purchased	: 01/2019
Telephone Number	: (650) 555-1234	Owner Type	: Individual
Email Address	: johndoe@3dmail.com		
Mailing Address	: PO Box 10827, ALAMEDA, CA 94501		
Preferred Language	: English		

At the bottom of the card, it says 'Last Updated: 12/17/2019'.

9. Now that the property has an Owner Contact added, the next step will be adding the Property Manager Contact.

10. Click on the 'ADD CONTACT' button. The Add Contact pop-up window will appear.

This screenshot is similar to the previous one, but the '+ ADD CONTACT' button at the top right is highlighted with a red rectangle, indicating it is the next step to click.

11. From the Add Contact pop-up window, select the 'Property Manager' Contact Type.

The screenshot shows the 'Add Contact' pop-up window titled 'Contact Details'. It has a dropdown menu for 'Contact Type' which is highlighted with a red rectangle. The background shows the 'Geo View' tab with the Owner contact card. At the bottom of the pop-up, there is a 'CANCEL' button.

12. After selecting 'Property Manager' from the drop-down list, the Property Manager Contact fields will appear along with a checkbox which reads 'Same as Owner' as shown below.

The screenshot shows a 'Contact Details' form. At the top, 'Contact Type' is set to 'Property Manager'. A red box highlights a checkbox labeled 'Same as Owner'. Below this, the 'Profile' section contains fields for 'Business Name', 'First Name', 'Last Name', 'Preferred Language', 'Telephone Number', and 'Email'. There are also radio buttons for 'Would you like to receive e-statements in place of mailed notices?' with 'Yes' and 'No' options. The 'Mailing Address' section includes 'Street Address' and 'Apt/Unit Number'. At the bottom right are 'CANCEL' and 'ADD' buttons.

13. If the Property Manager is the same as the Owner, click on the 'Same as Owner' checkbox. The system will prefill all the Contact Information to match with the Owner Contact.

This screenshot shows the same 'Contact Details' form, but the 'Same as Owner' checkbox is now checked. The form fields are pre-filled with data: 'First Name' is 'John', 'Last Name' is 'Doe', 'Preferred Language' is 'English', 'Telephone Number' is '(650) 555-1234', 'Email' is 'johndoe@3dimail.com', and 'Street Address' is 'PO Box 10827'. The 'Mailing Address' section is also visible. The 'CANCEL' and 'ADD' buttons remain at the bottom right.

14. If the Property Manager is different from the Owner, enter all the required fields for the Property Manager Contact.

***TIP:** If the Property Manager Contact shares much contact information with the Owner, select the 'Same as Owner' checkbox for the system to prefill the data. Then click on the 'Same as Owner' checkbox again so the contact fields are editable and Edit the contact to make the adjustments to the data which is not the same as that of the Owner.

The following is a list of fields for the Property Manager Contact along with a brief description:

- **Business Name (optional):** If the property is managed by a property management business, enter the Business Name.
- **First Name (required):**
- **Last Name (required):**
- **Preferred Language (optional):** Please contact staff directly to if you require interpretation services.
- **Telephone Number (required):**
- **Email (required):**
- **Notification Preference (required):** Indicate if you would like the Property Manager to be notified about registration and payment information.
- **Mailing Address (required):** Enter the best Mailing Address for the Alameda Rent Program to send letters and notices.

15. Once all the required fields are entered, click on the 'ADD' button to add the Contact to the property.

Contact Details

Property Manager ☒ Same as Owner

Profile

Business Name First Name John

Last Name Doe Preferred Language English

Telephone Number Email * johndoe@3dimail.com

(650) 555-1234

Would you like to receive e-statements in place of mailed notices? *

☐ Yes ☒ No

Mailing Address

Street Address Apt/Unit Number

PO Box 10827

City State

CANCEL ADD

16. After clicking the 'ADD' button, the Property Manager Contact will be added to the property.

The screenshot shows a web interface with three tabs: 'Addresses', 'Contacts', and 'Geo View'. The 'Contacts' tab is active. It displays two contact entries for a property. The first entry is for the 'Owner' and the second is for the 'Property Manager'. Both entries have the same details: Name: John Doe, Telephone Number: (650) 555-1234, Email Address: johndoe@3dmail.com, Mailing Address: PO Box 10827, ALAMEDA, CA 94501, Preferred Language: English, and Last Updated: 12/17/2019. The 'Owner' entry also includes 'Month & Year Purchased: 01/2019' and 'Owner Type: Individual'.

Owner	
Name	: John Doe
Telephone Number	: (650) 555-1234
Email Address	: johndoe@3dmail.com
Mailing Address	: PO Box 10827, ALAMEDA, CA 94501
Preferred Language	: English
Last Updated: 12/17/2019	

Property Manager	
Name	: John Doe
Telephone Number	: (650) 555-1234
Email Address	: johndoe@3dmail.com
Mailing Address	: PO Box 10827, ALAMEDA, CA 94501
Preferred Language	: English
Last Updated: 12/17/2019	

17. Now that the property has both Contacts added, the 'ADD CONTACT' button will no longer appear. Additionally, the system will remove the 'APN Contact Error Message' from the Address Tab.

Manage Existing Owner/Property Manager Contact

This section will describe how to edit an existing Owner/Property Manager Contact for the property.

1. Navigate to the Contacts Tab and click on the Action Menu for the Contact Type that needs to be updated.

This screenshot shows the 'Property Manager' contact entry from the previous image. A red box highlights the action menu icon (three vertical dots) in the top right corner of the entry's header bar.

Property Manager	
Name	: John Doe
Telephone Number	: (650) 555-1234
Email Address	: johndoe@3dmail.com
Mailing Address	: PO Box 10827, ALAMEDA, CA 94501
Preferred Language	: English
Last Updated: 12/17/2019	

2. After clicking the Action Menu, a drop-down list will appear. Click on 'Edit'.

This screenshot shows the 'Property Manager' contact entry with the action menu open. A red box highlights the 'Edit' option, which is accompanied by a pencil icon. The 'Delete' option, with a trash can icon, is also visible below it.

Property Manager	
Name	: John Doe
Telephone Number	: (650) 555-1234
Email Address	: johndoe@3dmail.com
Mailing Address	: PO Box 10827, ALAMEDA, CA 94501
Preferred Language	: English
Last Updated: 12/17/2019	

Edit

Delete

3. The Contact pop-up window will appear.

The 'Contact Details' form is displayed. At the top, 'Contact Type' is set to 'Property Manager' with a dropdown arrow and a checkbox for 'Same as Owner'. The 'Profile' section contains: 'Business Name' (empty), 'First Name' (John), 'Last Name' (Doe), 'Preferred Language' (English), 'Telephone Number' ((650) 555-1234), and 'Email' (johndoe@3dmail.com). Below this is a question 'Would you like to receive e-statements in place of mailed notices?' with 'Yes' and 'No' radio buttons, where 'No' is selected. The 'Mailing Address' section has 'Street Address' (PO Box 10827) and 'Apt/Unit Number' (empty). At the bottom right are 'CANCEL' and 'UPDATE' buttons.

4. Update the necessary fields. Once all the required fields are entered and updated, click on the 'UPDATE' button to save the Contact updates to the property.

The 'Contact Details' form is shown with updated information. 'Business Name' is now 'CM Properties Inc', 'First Name' is 'Andrew', 'Last Name' is 'Smith', 'Telephone Number' is '(650) 555-9876', and 'Email' is 'asmith@cmp.com'. The 'Mailing Address' 'Street Address' is 'PO Box 34543'. The 'UPDATE' button at the bottom right is highlighted with a red rectangle.

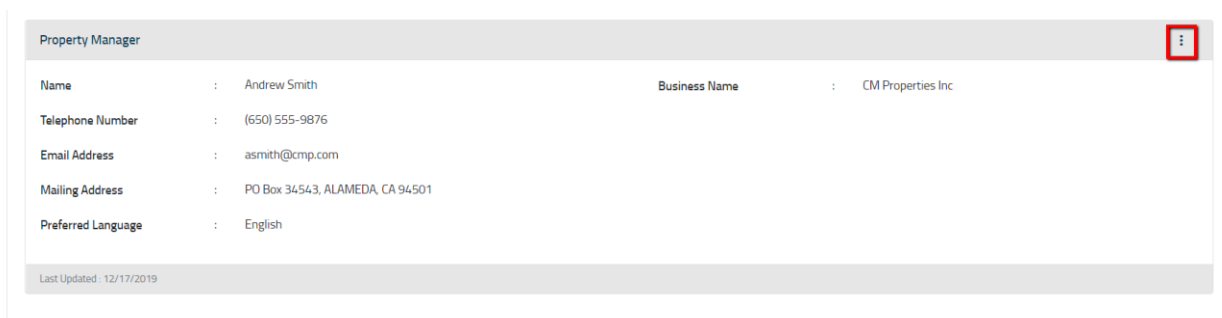
5. The Contact Information will be updated. The field titled 'Last Updated Date' for the Contact will also be updated.

Property Manager			
Name	:	Andrew Smith	Business Name
Telephone Number	:	(650) 555-9876	: CM Ph
Email Address	:	asmith@cmp.com	
Mailing Address	:	PO Box 34543, ALAMEDA, CA 94501	
Preferred Language	:	English	
Last Updated : 12/17/2019			

Delete Owner/ Property Manager Contact

This section will describe how to delete an existing Owner/ Property Manager Contact. This feature is NOT available after registration has been submitted for the property because the system requires each property to have complete Owner and Property Manager Contacts. However, if a contact was added and needs to be deleted before the property has been registered (when the property status is 'Registration Open' or 'Registration Denied'), Landlords can follow the process below to remove a Contact. If you need to delete an existing Contact after the registration has been submitted, please contact the Alameda Rent Program.

1. Navigate to the Contacts Tab and click on the Action Menu for the Contact Type which needs to be removed.



The screenshot shows a form titled "Property Manager" with a header bar containing a three-dot menu icon, which is highlighted with a red box. The form contains the following fields:

Name	: Andrew Smith	Business Name	: CM Properties Inc
Telephone Number	: (650) 555-9876		
Email Address	: asmith@cmp.com		
Mailing Address	: PO Box 34543, ALAMEDA, CA 94501		
Preferred Language	: English		

At the bottom of the form, it says "Last Updated: 12/17/2019".

2. The Action Menu will open and a drop-down menu will appear. Click on the 'Delete' option.



The screenshot shows the same "Property Manager" form as before, but the action menu is now open, displaying two options: "Edit" and "Delete". The "Delete" option is highlighted with a red box.

3. A confirmation pop-up window will appear. To delete the contact, click the 'YES' button.



The screenshot shows a confirmation pop-up window titled "Delete". It contains the text "Do you want to delete this?" and two buttons: "CANCEL" and "YES". The "YES" button is highlighted with a red box.

4. The contact will be removed from the property and the system will display the 'APN Contact Error Message' on the Address Tab.

Enter Unit Details

This section will describe how to add the Unit Details for each Unit at the property.

As a reminder, units will be treated differently based on their Regulation Type (see Regulation Type section for definitions):

- Fully Regulated – more fields are required when the Occupant Type is a tenant
- Partially Regulated – fewer fields are required when the Occupant Type is a tenant

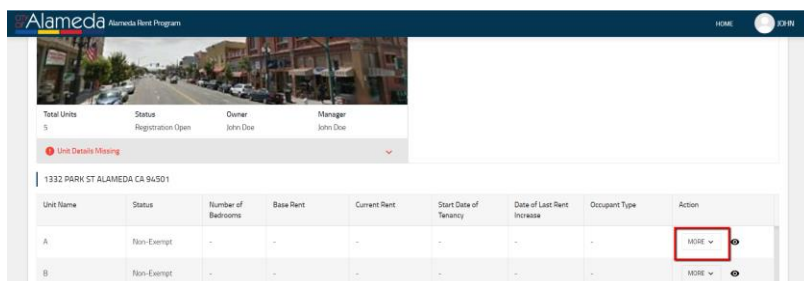
The instructions and screenshot images below describe the process for adding Unit Details to properties that are Fully Regulated. The process for adding Fully Regulated and Partially Regulated properties is the same; only the required fields will differ.

However, for the benefit of Landlords that are registering Partially Regulated properties, this guide provides a subsequent section to describe the field requirements for Partially Regulated properties.

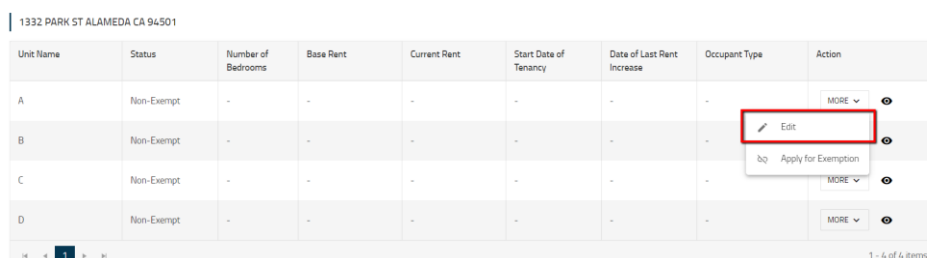
Note: The first year of registration requires the Landlord to ‘setup’ the account, which includes submitting general information about the tenancy in addition to the Current Rent and Date of Last Rent Increase. In subsequent years, the registration process should be less cumbersome because the ‘setup’ will be complete and, if the tenancy has not changed, the Landlord will only need to submit information for the Current Rent and Date of Last Rent Increase.

Add a Tenant Occupant

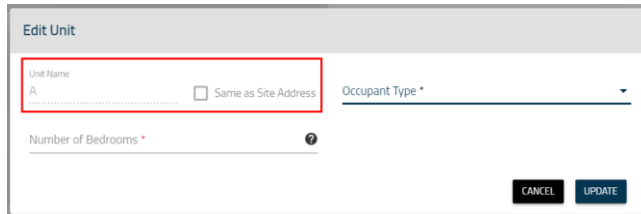
1. Click on the ‘MORE’ button for the Unit where a Tenant Occupant needs to be added. The Action Menu for the Unit will appear with a drop-down list of available actions. This action menu will have different menu options depending on property status. When the property status is ‘Registration Open’ or ‘Registration Denied’, the Action Menu will display two options: 1) Edit; 2) Apply for an Exemption.



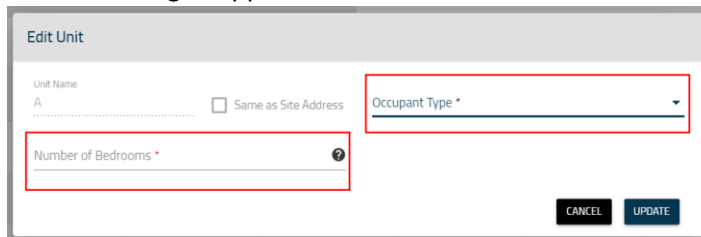
2. Select ‘Edit’ from the drop-down menu.



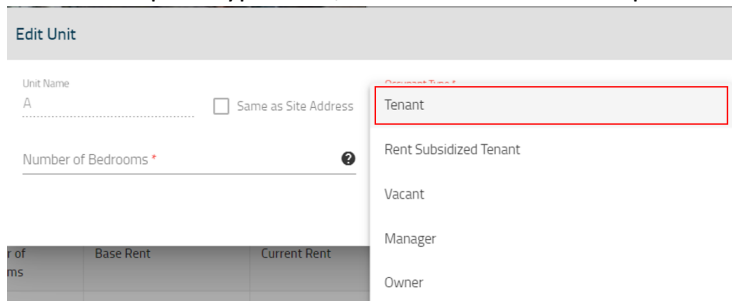
3. The Edit Unit pop-up window will appear. The Unit Name cannot be edited. If there is an error in the Unit Name, please contact the Alameda Rent Program and explain the issue.



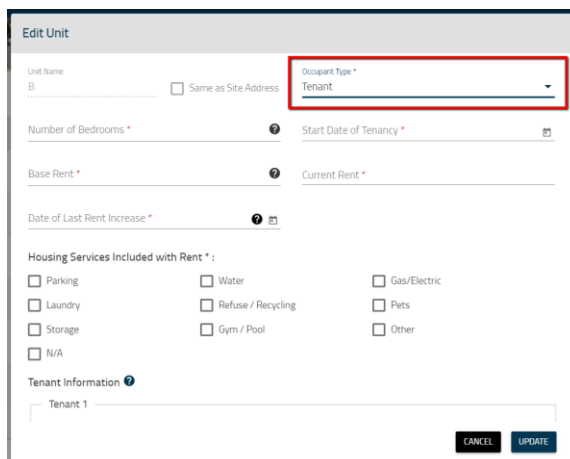
4. In the Edit Unit pop-up window, there is an 'Occupant Type' drop-down list and a field for 'Number of Bedrooms'. The Number of Bedrooms will only need to be provided in this first year unless a change happens to the unit size over time.



5. In the 'Occupant Type' field, select Tenant in the drop-down menu.



6. After selecting 'Tenant' in the drop-down menu, the Tenant fields will appear on screen. (Reminder: The image below is displaying the Tenant fields for a Fully Regulated unit)



7. Enter all the required fields for the Occupant Type - Tenant.
8. To add Tenant Information, there are three buttons: 1) Add Phone; 2) Add Email; and 3) Add Tenant. Use the appropriate buttons to add/enter the Tenant Information.

Edit Unit

☐ N/A

Tenant Information ⓘ

Tenant 1

Tenant First Name *
Mark

Tenant Last Name *
Jones

Tenant Preferred Language ⓘ ▼

+ ADD PHONE

+ ADD EMAIL

+ ADD TENANT

CANCEL UPDATE

9. If there are any errors or missing fields, the system will display error messages in red on the screen to indicate what is missing.

Edit Unit

Unit Name
A

☐ Same as Site Address

Occupant Type *
Tenant

Number of Bedrooms * ⓘ
This Field is Required.

Start Date of Tenancy * ⓘ
This Field is Required.

Base Rent * ⓘ
This Field is Required.

Current Rent * ⓘ
This Field is Required.

Date of Last Rent Increase * ⓘ ⓘ
This Field is Required.

Housing Services Included with Rent * :

☐ Parking ☐ Water ☐ Gas/Electric

☐ Laundry ☐ Refuse / Recycling ☐ Pets

☐ Storage ☐ Gym / Pool ☐ Other

☐ N/A

Please Select At Least One Option

Tenant Information ⓘ

Tenant 1

*Please fill in all required fields

CANCEL UPDATE

10. The following is a list of fields for the Occupant Type - Tenant with a description of the field and information as to whether the field is required.

Field Name	Instructions	<u>Fully Regulated Unit Requirement</u>	<u>Partially Regulated Unit Requirement</u>
Number of Bedrooms	If the Unit is a Studio, enter '0'	Required	Required
Start Date of Tenancy	Enter the date the current Tenancy established was established	Required	Required
Base Rent	Enter the amount of rent that was charged to the tenant on September 1, 2019. If the unit was not occupied by the current tenant at that time, enter the rent charged on the first date that rent was charged following September 1, 2019	Required	Not Applicable
Current Rent	Enter the current monthly rent for the Tenant.	Required	Required
Date of Last Rent Increase	Enter the effective date of the last rent increase. If current tenant has never had a rent increase, enter the Start Date of the Tenancy.	Required	Required
Housing Services Included with Rent	Select all the Housing Services that are included with the Rent for the current tenant.	Required	Not Applicable
Tenant Name	Submit contact information for tenants who are aged 18 or older.	Required	Not Applicable
Tenant Preferred Language	Enter the Tenant Preferred Language, if known.	Optional	Not Applicable
Tenant Phone	Enter the Tenant Phone Number.	Optional	Not Applicable
Tenant Email	Enter the Tenant Email Address.	Optional	Not Applicable

- Once all the required fields are entered, click on the 'UPDATE' button at the bottom right of the window to submit the Unit Details.

- The Unit Details will be added.

1332 PARK ST ALAMEDA CA 94501





Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type	Action
A	Non-Exempt	2	\$2,500.00	\$2,500.00	12/01/19	12/01/19	Tenant	MORE
B	Non-Exempt	-	-	-	-	-	-	MORE
C	Non-Exempt	-	-	-	-	-	-	MORE
D	Non-Exempt	-	-	-	-	-	-	MORE

1 - 4 of 4 items

- If all the Unit Details have been added to the property, the 'Unit Details Missing' error message will disappear. However, if there are Units on the property where the Number of Bedrooms and Occupant Type are missing, the error message will still be displayed.

View Unit Details - Tenant Information

1. The updated Tenant Information can be viewed by clicking on the 'View' icon for the Unit.

1332 PARK ST ALAMEDA CA 94501								
Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type	Action
A	Non-Exempt	2	\$2,500.00	\$2,500.00	12/01/19	12/01/19	Tenant	MORE ▾ 
B	Non-Exempt	0	-	\$1,250.00	05/02/18	12/18/19	Rent Subsidized Tenant	MORE ▾ 
C	Non-Exempt	2	-	-	-	-	Manager	MORE ▾ 
D	Applied for Exemption	3	-	-	-	-	Owner	MORE ▾ 

1 - 4 of 4 items

2. The Unit Details pop up will display the Unit Information along with the Tenant Contacts.

Unit Details

Occupant Type : Tenant
Number of Bedrooms : 2
Current Rent : 2,500
Base Rent : 2,500
Start Date of Tenancy : 12/01/2019
Date of Last Rent Increase : 12/01/2019
Included with Rent : Parking







Tenant Information

Tenant 1
Tenant First Name : Mark
Tenant Last Name : Image

OK

Manage Tenant Contact Information

1. After the Landlord has submitted Unit Details for Occupant Type – Tenant, the Landlord will be able to directly edit the Tenant Contact Information at Fully Regulated units.
2. Click on the 'MORE' button for the unit that needs tenant contact information updates. The drop-down Action Menu will display. Select 'Manage Tenant Contacts'.

1332 PARK ST ALAMEDA CA 94501								
Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type	Action
A	Non-Exempt	2	\$2,500.00	\$2,500.00	12/01/19	12/01/19	Tenant	MORE ▾ 
B	Non-Exempt	0	-	\$1,250.00	05/02/18	12/18/19	R	 Manage Tenant Contacts  Submit No Fault Termination  Report New Tenancy
C	Non-Exempt	2	-	-	-	-	M	MORE ▾ 
D	Applied for Exemption	3	-	-	-	-	Owner	MORE ▾ 

1 - 4 of 4 items

3. The Tenant Contact Information will be displayed in a pop-up window. The Landlord can edit the existing information and/or add a new Tenant to the Unit.

The screenshot shows a web form titled "Manage Tenant Contacts" with a help icon. The form is divided into a "Tenant" section and a bottom section with action buttons. The "Tenant" section contains three input fields: "Tenant First Name" (containing "Mark"), "Tenant Last Name" (containing "Jones"), and "Tenant Preferred Language" (a dropdown menu set to "English"). Below these fields are two buttons: "+ ADD PHONE" and "+ ADD EMAIL". The bottom section is a light gray bar containing a "+ ADD TENANT" button. At the bottom right of the form are two buttons: "CANCEL" and "SUBMIT".

4. The minimum requirement for a Tenant Contact to be added is the First and Last Name. Once the updates are completed, click on the 'SUBMIT' button to save changes.

This screenshot shows the same "Manage Tenant Contacts" form, but with additional information entered. The "Tenant" section now includes a "Type" dropdown menu set to "Work" and a "Tenant Phone Number" field containing "(510) 747-4346". To the right of the phone number is a checkbox labeled "Primary" which is checked, followed by a red "X" icon. The "+ ADD PHONE" and "+ ADD EMAIL" buttons remain. The bottom section with the "+ ADD TENANT" button is still present. At the bottom right, the "SUBMIT" button is highlighted with a red rectangular box, indicating the next step in the process.

Add a Rent Subsidized Tenant Occupant

This section will describe how to add a Rent Subsidized Tenant Occupant (such as a participant in the Section 8 Housing Choice Voucher Program) for a Fully Regulated APN. There will be a table to describe the fields, field requirements, and to distinguish what fields are required for Partially Regulated APN as well.

1. Click on the 'MORE' button for the Unit where an Occupant Type - Rent Subsidized Tenant needs to be added. The Action Menu for the Unit will appear with a drop-down list of available actions. This action menu will have different menu options depending on property status. When the property status is 'Registration Open' or 'Registration Denied', the Action Menu will display two options: 1) Edit; 2) Apply for an Exemption

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Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type	Action
A	Non-Exempt	2	\$2,500.00	\$2,500.00	12/01/19	12/01/19	Tenant	MORE ▾
B	Non-Exempt	-	-	-	-	-	-	MORE ▾
C	Non-Exempt	-	-	-	-	-	-	MORE ▾
D	Non-Exempt	-	-	-	-	-	-	MORE ▾

1 - 4 of 4 items

2. Select 'Edit'.

1332 PARK ST ALAMEDA CA 94501

Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type	Action
A	Non-Exempt	2	\$2,500.00	\$2,500.00	12/01/19	12/01/19	Tenant	MORE ▾
B	Non-Exempt	-	-	-	-	-	-	MORE ▾
C	Non-Exempt	-	-	-	-	-	-	MORE ▾
D	Non-Exempt	-	-	-	-	-	-	MORE ▾

1 - 4 of 4 items

3. The Edit Unit pop-up window will appear. The Unit Name cannot be edited. If there is an error in the Unit Name, please contact the Alameda Rent Program and explain the issue.

Edit Unit

Unit Name: A ☐ Same as Site Address Occupant Type *

Number of Bedrooms *

CANCEL **UPDATE**

- In the Edit Unit pop-up window, there is an 'Occupant Type' drop-down list and a field for 'Number of Bedrooms'. The Number of Bedrooms will only need to be provided in this first year unless a change happens to the unit size over time.

- In the 'Occupant Type' field, select Rent Subsidized Tenant in the drop-down menu. The Rent Subsidized Tenant fields will appear on screen.

- Enter all the required fields for the Occupant Type - Rent Subsidized Tenant. The following is a list of fields for the Rent Subsidized Tenant Occupant with a description of the field and information as to whether the field is required.

Field Name	Instructions	<u>Fully Regulated Unit Requirement</u>	<u>Partially Regulated Unit Requirement</u>
Number of Bedrooms	If the Unit is a Studio, enter '0'	Required	Required
Start Date of Tenancy	Enter the date the current Tenancy established was established	Required	Required
Current Rent	Enter the current monthly rent for the Tenant.	Required	Required
Date of Last Rent Increase	Enter the effective date of the last rent increase. If current tenant has never had a rent increase, enter the Start Date of the Tenancy.	Required	Required

- If there are any errors or missing fields, the system will display error messages in red on the screen to indicate what is missing.

Edit Unit

Unit Name
B ☐ Same as Site Address

Occupant Type *
Rent Subsidized Tenant

Number of Bedrooms *
This Field is Required.

Start Date of Tenancy *
This Field is Required.

Current Rent *
This Field is Required.

Date of Last Rent Increase *
This Field is Required.

*Please fill in all required fields

CANCEL UPDATE

- Once all the required fields are entered, click on the 'UPDATE' button to add the Rent Subsidized Tenant information to the property.

Edit Unit

Unit Name
B ☐ Same as Site Address

Occupant Type *
Rent Subsidized Tenant

Number of Bedrooms *
0

Start Date of Tenancy *
5/2/2018

Current Rent *
1250

Date of Last Rent Increase *
12/18/2019

CANCEL UPDATE

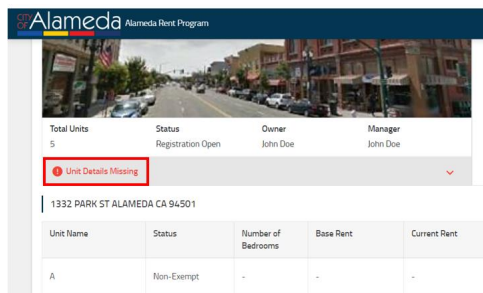
- The Rent Subsidized Tenant details will be added.

1332 PARK ST ALAMEDA CA 94501

Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type	Action
A	Non-Exempt	2	\$2,500.00	\$2,500.00	12/01/19	12/01/19	Tenant	MORE
B	Non-Exempt	0	-	\$1,250.00	05/02/18	12/18/19	Rent Subsidized Tenant	MORE
C	Non-Exempt	-	-	-	-	-	-	MORE
D	Non-Exempt	-	-	-	-	-	-	MORE

1 - 4 of 4 items

- If information for all the Units for the property have been added, the 'Unit Details Missing' error message will disappear. However, if there are Units on the property where the Number of Bedrooms and Occupant Type are missing, the error message will still be displayed.



Add a Manager Occupant

A Manager Occupant means the unit is occupied by a property manager and there is a written agreement with the landlord under which the property manager does not pay the full amount of rent that would otherwise be paid for a comparable rental unit on the property.

- Click on the 'MORE' button for the Unit where a Manager Occupant needs to be added. The Action Menu for the Unit will appear with a drop-down list of available actions.

1332 PARK ST ALAMEDA CA 94501

Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type	Action
A	Non-Exempt	2	\$2,500.00	\$2,500.00	12/01/19	12/01/19	Tenant	MORE ▾
B	Non-Exempt	0	-	\$1,250.00	05/02/18	12/18/19	Rent Subsidized Tenant	MORE ▾
C	Non-Exempt	-	-	-	-	-	-	MORE ▾
D	Non-Exempt	-	-	-	-	-	-	MORE ▾

1 - 4 of 4 items

- Select 'Edit' in the drop-down menu.

1332 PARK ST ALAMEDA CA 94501

Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type	Action
A	Non-Exempt	2	\$2,500.00	\$2,500.00	12/01/19	12/01/19	Tenant	MORE ▾
B	Non-Exempt	0	-	\$1,250.00	05/02/18	12/18/19	Rent Subsidized Tenant	MORE ▾
C	Non-Exempt	-	-	-	-	-	-	MORE ▾
D	Non-Exempt	-	-	-	-	-	-	<div> Edit </div>

1 - 4 of 4 items

3. The Edit Unit pop-up window will appear. The Unit Name cannot be edited. If there is an error in the Unit Name, please contact the Alameda Rent Program and explain the issue.

Edit Unit

Unit Name
A ☐ Same as Site Address

Occupant Type *

Number of Bedrooms *

CANCEL UPDATE

4. In the Edit Unit pop-up window, there is an 'Occupant Type' drop-down list and a field for 'Number of Bedrooms'. The Number of Bedrooms will only need to be provided in this first year unless a change happens to the unit size over time.

Edit Unit

Unit Name
A ☐ Same as Site Address

Occupant Type *

Number of Bedrooms *

CANCEL UPDATE

5. In the 'Occupant Type' field, select Manager.

Edit Unit

Unit Name
C ☐ Same as Site Address

Occupant Type *

Manager

Number of Bedrooms *

CANCEL UPDATE

6. Enter the Number of Bedrooms for the Unit.
7. If there are any errors or missing fields, the system will display error messages in red on the screen to indicate what is missing.

Edit Unit

Unit Name
C ☐ Same as Site Address

Occupant Type *

Manager

Number of Bedrooms *

This Field is Required.

*Please fill in all required fields

CANCEL UPDATE

8. Once the 'Occupant Type' and 'Number of Bedrooms' fields are entered, click on the 'UPDATE' button to add the Manager Occupant information to the property.

9. The Manager Occupant will be added to the Unit.

NOTE: Entering the Occupant Type - Manager information does not automatically apply a unit exemption for this unit. If you would like to apply for an exemption because the unit will be occupied by a manager for the upcoming fiscal year, you must submit a Unit Exemption request. See Unit Exemption section for more details.

1332 PARK ST ALAMEDA CA 94501

Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type	Action
A	Non-Exempt	2	\$2,500.00	\$2,500.00	12/01/19	12/01/19	Tenant	MORE ▾
B	Non-Exempt	0	-	\$1,250.00	05/02/18	12/18/19	Rent Subsidized Tenant	MORE ▾
C	Non-Exempt	2	-	-	-	-	Manager	MORE ▾
D	Non-Exempt	-	-	-	-	-	-	MORE ▾

1 - 4 of 4 items

10. If information for all the Units for the property have been added, the 'Unit Details Missing' error message will disappear. However, if there are Units on the property where the Number of Bedrooms and Occupant Type are missing, the error message will still be displayed.

Add an Owner Occupant

This section will describe how to add an Owner Occupant for a Fully Regulated APN. There will be a table to describe the fields, field requirements, and to distinguish what fields are required for Partially Regulated APN as well.

1. Click on the 'MORE' button for the Unit where an Owner Occupant needs to be added. The Action Menu for the Unit will appear with a drop-down list of available actions.

1332 PARK ST ALAMEDA CA 94501

Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type	Action
A	Non-Exempt	2	\$2,500.00	\$2,500.00	12/01/19	12/01/19	Tenant	MORE ▾
B	Non-Exempt	0	-	\$1,250.00	05/02/18	12/18/19	Rent Subsidized Tenant	MORE ▾
C	Non-Exempt	2	-	-	-	-	Manager	MORE ▾
D	Non-Exempt	-	-	-	-	-	-	MORE ▾

1 - 4 of 4 items

2. Select 'Edit' in the dropdown menu.

1332 PARK ST ALAMEDA CA 94501

Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type	Action
A	Non-Exempt	2	\$2,500.00	\$2,500.00	12/01/19	12/01/19	Tenant	MORE ▾
B	Non-Exempt	0	-	\$1,250.00	05/02/18	12/18/19	Rent Subsidized Tenant	MORE ▾
C	Non-Exempt	2	-	-	-	-	Manager	MORE ▾
D	Non-Exempt	-	-	-	-	-	-	MORE ▾

1 - 4 of 4 items

Edit
Apply for Exemption

3. The Edit Unit pop-up window will appear. The Unit Name cannot be edited. If there is an error in the Unit Name, please contact the Alameda Rent Program and explain the issue.

Edit Unit

Unit Name
A ☐ Same as Site Address

Occupant Type *

Number of Bedrooms *

CANCEL UPDATE

4. In the Edit Unit pop-up window, there is an 'Occupant Type' drop-down list and a field for 'Number of Bedrooms'. The Number of Bedrooms will only need to be provided in this first year unless a change happens to the unit size over time.

The screenshot shows the 'Edit Unit' form. At the top, it says 'Edit Unit'. Below that, there's a 'Unit Name' field with the value 'A'. To the right of this field is a checkbox labeled 'Same as Site Address'. Further right is a dropdown menu for 'Occupant Type *'. Below the 'Unit Name' field is a text input field for 'Number of Bedrooms *'. Red rectangular boxes are drawn around the 'Occupant Type *' dropdown and the 'Number of Bedrooms *' text field. At the bottom right, there are two buttons: 'CANCEL' and 'UPDATE'.

5. In the 'Occupant Type' field, select Owner.

This screenshot shows the 'Edit Unit' form after the 'Occupant Type' has been changed. The 'Unit Name' is now 'D'. The 'Occupant Type *' dropdown menu now shows 'Owner' selected. The 'Number of Bedrooms *' field is still empty. Red rectangular boxes highlight the 'Occupant Type *' dropdown and the 'Number of Bedrooms *' text field. The 'CANCEL' and 'UPDATE' buttons are at the bottom right.

6. Enter the Number of Bedrooms for the Unit.
7. If there are any errors or missing fields, the system will display error messages in red on the screen to indicate what is missing.
8. Once the 'Occupant Type' and 'Number of Bedrooms' fields are entered, click on the 'UPDATE' button to add the Owner Occupant information to the property.

This screenshot shows the 'Edit Unit' form with the 'Number of Bedrooms *' field now containing the number '3'. The 'Occupant Type *' dropdown still shows 'Owner'. A red rectangular box is drawn around the 'UPDATE' button at the bottom right. The 'CANCEL' button is also visible next to it.

- The Owner Occupant will be added to the Unit.

NOTE: Entering the Occupant Type - Owner information does not automatically apply a unit exemption for this unit. If you would like to apply for an exemption because the unit will be occupied by the owner for the upcoming fiscal year, you must submit a Unit Exemption request. See Unit Exemption section for more details.

Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type	Action
A	Non-Exempt	2	\$2,500.00	\$2,500.00	12/01/19	12/01/19	Tenant	MORE ▾
B	Non-Exempt	0	-	\$1,250.00	05/02/18	12/18/19	Rent Subsidized Tenant	MORE ▾
C	Non-Exempt	2	-	-	-	-	Manager	MORE ▾
D	Non-Exempt	0	-	-	-	-	Owner	MORE ▾

- If information for all the Units for the property have been added, the 'Unit Details Missing' error message will disappear. However, if there are Units on the property where the Number of Bedrooms and Occupant Type are missing, the error message will still be displayed.

Total Units	Status	Owner	Manager
5	Registration Open	John Doe	John Doe

Unit Details Missing

1332 PARK ST ALAMEDA CA 94501

Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent
A	Non-Exempt	-	-	-

Add a Vacant Occupancy

- Click on the 'MORE' button for the Unit where a Vacant Occupancy needs to be added. The Action Menu for the Unit will appear with a drop-down list of available actions.

1332 PARK ST ALAMEDA CA 94501								
Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type	Action
A	Non-Exempt	2	\$2,500.00	\$2,500.00	12/01/19	12/01/19	Tenant	MORE ▾
B	Non-Exempt	0	-	\$1,250.00	05/02/18	12/18/19	Rent Subsidized Tenant	MORE ▾
C	Non-Exempt	2	-	-	-	-	Manager	MORE ▾
D	Non-Exempt	-	-	-	-	-	-	MORE ▾

2. Select 'Edit' in the dropdown menu.

1332 PARK ST ALAMEDA CA 94501

Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type	Action
A	Non-Exempt	2	\$2,500.00	\$2,500.00	12/01/19	12/01/19	Tenant	MORE ▾
B	Non-Exempt	0	-	\$1,250.00	05/02/18	12/18/19	Rent Subsidized Tenant	MORE ▾
C	Non-Exempt	2	-	-	-	-	Manager	MORE ▾
D	Non-Exempt	-	-	-	-	-	-	MORE ▾

1330 PARK ST ALAMEDA CA 94501

1 - 4 of 4 items

Edit

Apply for Exemption

3. The Edit Unit pop-up window will appear. The Unit Name cannot be edited. If there is an error in the Unit Name, please contact the Alameda Rent Program and explain the issue.

Edit Unit

Unit Name
A ☐ Same as Site Address

Occupant Type *

Number of Bedrooms *

CANCEL UPDATE

4. In the Edit Unit pop-up window, there is an 'Occupant Type' drop-down list and a field for 'Number of Bedrooms'. The Number of Bedrooms will only need to be provided in this first year unless a change happens to the unit size over time.

Edit Unit

Unit Name
A ☐ Same as Site Address

Occupant Type *

Number of Bedrooms *

CANCEL UPDATE

5. In the 'Occupant Type' field, select Vacant.

Edit Unit

Unit Name ☒ Same as Site Address

Occupant Type *
Vacant

Number of Bedrooms *

CANCEL UPDATE

- Enter the Number of Bedrooms for the Unit.
- If there are any errors or missing fields, the system will display error messages in red on the screen to indicate what is missing.

The screenshot shows the 'Edit Unit' form. The 'Unit Name' field is empty, and the 'Same as Site Address' checkbox is checked. The 'Occupant Type' dropdown is set to 'Vacant'. The 'Number of Bedrooms' field is empty and has a red error message 'This Field is Required.' below it. A red asterisk is next to the field label. A red message at the bottom says '*Please fill in all required fields'. The 'CANCEL' and 'UPDATE' buttons are at the bottom right.

- Once the 'Occupant Type' and 'Number of Bedrooms' fields are entered, click on the 'UPDATE' button to add the Vacant Occupant information to the property.

The screenshot shows the 'Edit Unit' form with the 'Number of Bedrooms' field now containing the value '2'. The 'UPDATE' button is highlighted with a red rectangle.

- The Vacant Occupancy details will be added to the Unit.
NOTE: Entering the Occupant Type - Owner information does not automatically apply a unit exemption for this unit. If you would like to apply for an exemption because the unit will be vacant for the upcoming fiscal year, you must submit a Unit Exemption request. See Unit Exemption section for more details.

1330 PARK ST ALAMEDA CA 94501

Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type	Action
1330 PARK ST ALAMEDA CA 94501	Non-Exempt	2	-	-	-	-	Vacant	MORE ▾

1 - 1 of 1 items

10. If information for all the Units for the property have been added, the 'Unit Details Missing' error message will disappear. However, if there are Units on the property where the Number of Bedrooms and Occupant Type are missing, the error message will still be displayed.

The screenshot shows the Alameda Rent Program interface. At the top, there's a header with the City of Alameda logo and 'Alameda Rent Program'. Below this is a street view image. Under the image, there's a summary table:

Total Units	Status	Owner	Manager
5	Registration Open	John Doe	John Doe

Below the summary table, there's a red-bordered box with a warning icon and the text 'Unit Details Missing'. To the right of this box is a red downward arrow. Below the error message, the address '1332 PARK ST ALAMEDA CA 94501' is displayed. At the bottom, there's a table with unit details:

Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent
A	Non-Exempt	-	-	-

Review and Submit Registration

1. After the details for all units have been entered, the error message for the 'Unit Details Missing' will no longer appear on screen.

The screenshot shows the Alameda Rent Program interface in the 'Review and Submit Registration' stage. At the top, there's a header with the City of Alameda logo and 'Alameda Rent Program'. Below this is a search bar with the text 'Find Property by Address or APN'. To the right of the search bar are links for 'HOME' and 'LOG IN'. Below the search bar, there's a summary bar with the following information: 'APN : 070018502801 | Address : 1332 PARK ST ALAMEDA CA 94501 | Total Units : 5 | Regulation Type : Fully Regulated'. To the right of this bar are links for 'PROPERTY ACTIONS' and 'BACK'. Below the summary bar, there's a tabbed interface with three tabs: 'Addresses', 'Contacts', and 'Geo View'. The 'Addresses' tab is selected. Below the tabs, there's a street view image. To the right of the image, there's a table with the following information:

Site Address
1332 PARK ST ALAMEDA CA 94501
1330 PARK ST ALAMEDA CA 94501

Below the table, there's a summary table:

Total Units	Status	Owner	Manager
5	Registration Open	John Doe	John Doe

Below the summary table, the address '1332 PARK ST ALAMEDA CA 94501' is displayed. At the bottom, there's a table with unit details:

Unit Name	Status	Number of	Base Rent	Current Rent	Start Date of	Date of Last Rent	Occupant Type	Action
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At the bottom left, there's a small copyright notice: '© 2019 IIS Systems. All Rights Reserved.'

- After all unit details are submitted and the Owner and Property Manager contact information is added, a button will appear at the bottom 'Addresses' tab page titled, 'REVIEW AND SUBMIT'.

APN : 070018502801 | Address : 1332 PARK ST ALAMEDA CA 94501 | Total Units : 5 | Regulation Type : Fully Regulated

PROPERTY ACTIONS

Addresses Contacts Geo View



Site Address
1332 PARK ST ALAMEDA CA 94501
1330 PARK ST ALAMEDA CA 94501

Total Units: 5 | Status: Registration Open | Owner: John Doe | Manager: John Doe

1332 PARK ST ALAMEDA CA 94501

Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type	Action
A	Non-Exempt	2	\$2,500.00	\$2,500.00	12/01/19	12/01/19	Tenant	MORE
B	Non-Exempt	0	-	\$1,250.00	05/02/18	12/18/18	Rent Subsidized Tenant	MORE
C	Non-Exempt	2	-	-	-	-	Manager	MORE
D	Non-Exempt	3	-	-	-	-	Owner	MORE

1 - 4 of 4 items

1330 PARK ST ALAMEDA CA 94501

Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type	Action
1330 PARK ST ALAMEDA CA 94501	Non-Exempt	2	-	-	-	-	Vacant	MORE

1 - 1 of 1 items

Case History

Case Id	Created on Entity	Case Type	Created Date	Last Modified	Case Status	Action
BR2019-44081	APN: 070018502801	Rent Registry	12-10-2019	12-17-2019	Registration Open	

1 - 1 of 1 items

REVIEW AND SUBMIT

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- Before selecting the 'REVIEW AND SUBMIT' button, the Landlord should consider if the property may qualify for a complete Property Exemption or Unit Exemptions. **If either exemption applies, the Landlord must submit the exemption request before submitting registration.**

Unit Exemptions

Certain units are exempt from the Rent Program Annual Fee. A landlord must submit a Unit Exemption request for any unit at the property that qualifies to be exempt from the Rent Program Annual Fee.

The Unit Exemption applies to the upcoming fiscal year.

The eligible grounds for a Unit Exemption:

- Unit is owner-occupied.
- Unit is vacant and will remain vacant during the upcoming fiscal year.
- Unit is occupied by a 'temporary tenancy' defined in section 6-58.15.TT, Alameda Municipal Code.
- Unit occupant does not pay rent.
- Unit has a commercial use and is not used as a residential rental unit.

- Unit is occupied by a property manager and there is a written agreement with the landlord under which the property manager does not pay the full amount of rent that would otherwise be paid for a comparable rental unit on the property.
- The rent registry has an error in the number of units on this property. This unit does not exist on the property.

Please take note:

1. Applying for a Unit Exemption does not guarantee it will be granted. Staff reviews each submission to determine eligibility.
2. The appropriate documentation must be submitted to substantiate the grounds for the exemption.
3. If you have already submitted a Unit Exemption request, you cannot submit another request for the same unit unless the Unit Exemption request is denied by Alameda Rent Program staff.
4. A landlord may only apply for a Unit Exemption before registration is submitted when the property status is 'Registration Open' or 'Registration Denied'.

Process to apply for a Unit Exemption:

1. Navigate to the Address tab and click on the 'MORE' button for the Unit for which an exemption needs to be submitted.

1332 PARK ST ALAMEDA CA 94501

Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type	Action
A	Non-Exempt	2	\$2,500.00	\$2,500.00	12/01/19	12/01/19	Tenant	MORE ▾
B	Non-Exempt	0	-	\$1,250.00	05/02/18	12/18/19	Rent Subsidized Tenant	MORE ▾
C	Non-Exempt	2	-	-	-	-	Manager	MORE ▾
D	Non-Exempt	3	-	-	-	-	Owner	MORE ▾

1 - 4 of 4 items

2. The Action Menu will display a drop-down list. Select 'Apply for Exemption'.

1332 PARK ST ALAMEDA CA 94501

Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type	Action
A	Non-Exempt	2	\$2,500.00	\$2,500.00	12/01/19	12/01/19	Tenant	MORE ▾
B	Non-Exempt	0	-	\$1,250.00	05/02/18	12/18/19	Rent Subsidized Tenant	MORE ▾
C	Non-Exempt	2	-	-	-	-	Manager	MORE ▾
D	Non-Exempt	3	-	-	-	-	Owner	MORE ▾

1 - 4 of 4 items

Edit

Apply for Exemption

1330 PARK ST ALAMEDA CA 94501

3. The Apply for Unit Exemption pop-up window will appear. At the top of the pop-up window, the APN, Primary Address, and Unit Address are displayed to verify that the correct Unit was selected for the Unit Exemption application.

Apply for Unit Exemption

APN : 070018502801 | 1330 PARK ST ALAMEDA CA 94501
UNIT NUMBER : 1332 PARK ST ALAMEDA CA 94501, D

***Instructions :**
Certain units are exempt from Rent Program regulations and the Rent Program annual fee. Please submit this form for any unit at the property that qualifies as an exempt unit for the coming fiscal year based on the reasons listed below.

Date Exemption Started * Enter comment(s)

Select Reason for Unit Exemption

- ☐ This is not an address associated with this parcel.
- ☐ Unit is a commercial business and is not a residential rental unit.
- ☐ Unit is a primary residence and occupant does not pay rent.
- ☐ Unit is occupied by a property manager and there is a written agreement with the landlord under which the property manager does not pay the full amount of rent that would otherwise be paid for a comparable rental unit on the property.

CANCEL SUBMIT

4. Enter the 'Date Exemption Started'. When the field is selected, a calendar picker will appear. Select the date on the calendar OR manually type the date into the field using the MM/DD/YYYY format.

Apply for Unit Exemption

APN : 070018502801 | 1330 PARK ST ALAMEDA CA 94501
UNIT NUMBER : 1332 PARK ST ALAMEDA CA 94501, D

***Instructions :**
Certain units are exempt from Rent Program regulations and the Rent Program annual fee. Please submit this form for any unit at the property that qualifies as an exempt unit for the coming fiscal year based on the reasons listed below.

Date Exemption Started * 2/10/2019 Enter comment(s)

Select Reason for Unit Exemption

- ☐ This is not an address associated with this parcel.
- ☐ Unit is a commercial business and is not a residential rental unit.
- ☐ Unit is a primary residence and occupant does not pay rent.
- ☐ Unit is occupied by a property manager and there is a written agreement with the landlord under which the property manager does not pay the full amount of rent that would otherwise be paid for a comparable rental unit on the property.

CANCEL SUBMIT

5. Enter comments if you would like to share more information. This is optional.

Apply for Unit Exemption

APN : 070018502801 | 1330 PARK ST ALAMEDA CA 94501
UNIT NUMBER : 1332 PARK ST ALAMEDA CA 94501, D

***Instructions :**
Certain units are exempt from Rent Program regulations and the Rent Program annual fee. Please submit this form for any unit at the property that qualifies as an exempt unit for the coming fiscal year based on the reasons listed below.

Date Exemption Started *
2/10/2019

Enter comment(s)

Select Reason for Unit Exemption

- ☐ This is not an address associated with this parcel.
- ☐ Unit is a commercial business and is not a residential rental unit.
- ☐ Unit is a primary residence and occupant does not pay rent.
- ☐ Unit is occupied by a property manager and there is a written agreement with the landlord under which the property manager does not pay the full amount of rent that would otherwise be paid for a comparable rental unit on the property.

CANCEL SUBMIT

6. Select the Reason for the Unit Exemption application. Only one option may be selected.

Apply for Unit Exemption

Select Reason for Unit Exemption

- ☐ This is not an address associated with this parcel.
- ☐ Unit is a commercial business and is not a residential rental unit.
- ☐ Unit is a primary residence and occupant does not pay rent.
- ☐ Unit is occupied by a property manager and there is a written agreement with the landlord under which the property manager does not pay the full amount of rent that would otherwise be paid for a comparable rental unit on the property.
- ☐ Unit is occupied by a "temporary tenancy" defined in section 6-58.40, AMC.
- ☐ Unit is owner-occupied. (*Owner is a natural person with at least fifty percent (50%) recorded ownership interest in the property)
- ☐ Unit is vacant.

Upload Document*

Browse for File

CANCEL SUBMIT

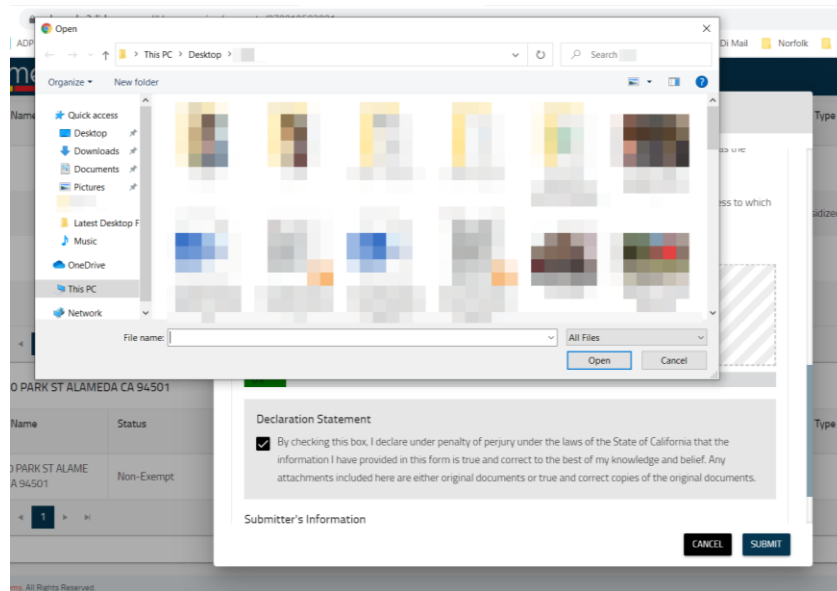
7. Once the Reason for the Unit Exemption is selected, instructions will appear above the 'Upload Document' section to explain the required documents that must be submitted to substantiate the grounds for the Unit Exemption.

The screenshot shows the 'Apply for Unit Exemption' form. At the top, there are three radio button options for the reason for exemption: 'Unit is occupied by a "temporary tenancy" defined in section 6-58.40, AMC.', 'Unit is owner-occupied. (*Owner is a natural person with at least fifty percent (50%) recorded ownership interest in the property)', and 'Unit is vacant.' The second option is selected. Below these options is a red-bordered box titled 'Required Documentation'. Inside this box, it says 'Please submit at least two documents to verify the reason for this exemption:' followed by a bulleted list: 'A copy of a driver's license, voter registration card, or other government-issued identification showing the address of the unit as the owner's primary residence;', 'A bank statement, dated within 90 days of the date of submission, in the name of the owner that shows the address to which the bank statement is sent, or the address associated with the bank statement as the address of the unit;', 'A credit card statement, dated within 90 days of the date of submission, in the name of the owner that shows the address to which the credit card statement is sent, or the address associated with the credit card statement as the address of the unit;', and 'A utility bill, dated within 90 days of the date of submission, in the name of the owner that shows the address to which the utility bill is sent, or the address associated with the utility bill as the address of the unit.' Below the red box is the 'Upload Document*' section, which is currently empty. At the bottom right of the form are 'CANCEL' and 'SUBMIT' buttons.

8. Upload the required documentation. Click on the 'Browse for File' area to select a document(s) from your device to upload.

This screenshot shows the same 'Apply for Unit Exemption' form, but at a later stage. The 'Required Documentation' section is no longer visible. The 'Upload Document*' section is now highlighted with a red box. It contains a large dashed rectangular area for file uploads. Inside this area, there is a button with an upward arrow icon and the text 'Browse for File'. Below the dashed area is a green progress bar showing '0%'. Below the 'Upload Document*' section is the 'Declaration Statement' section, which has a checked checkbox and the text: '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.' Below that is the 'Submitter's Information' section. At the bottom right are 'CANCEL' and 'SUBMIT' buttons.

9. Select one or more documents to upload to the Unit Exemption case. Please ensure the uploaded documents meet the Required Documents qualifications.



10. Once the appropriate document(s) have been selected and uploaded to the Unit Exemption pop-up window, the document names will be listed below the 'Browse for File' area. There is also an 'X' next to each document name, which allows the user to delete the document if it was uploaded by mistake.

A screenshot of the "Apply for Unit Exemption" web form. The form includes a section for "Upload Document*" with a "Browse for File" button. Below the upload area, a document named "Cert of Occupancy.jpg" is listed with a red box around it and an "X" icon to its right. The form also includes a "Declaration Statement" section with a checked box and a "Submitter's Information" section at the bottom.

11. Review all information entered on the Unit Exemption pop-up window. If all data is accurate, complete the Declaration Statement and Submitter's Information sections. Click on the Declaration Statement check box, enter your Full Name, enter your Title from the drop-down list.

The screenshot shows the 'Apply for Unit Exemption' form. At the top, there is a section for 'Upload Document' with a 'Browse for File' button and a file named 'Cert of Occupancy.jpg'. Below this, a progress bar shows 100% completion. The 'Declaration Statement' section contains a checkbox that is currently unchecked. The 'Submitter's Information' section has two fields: 'Enter Full Name *' and 'Select Title *'. The 'Declaration Statement' and 'Submitter's Information' sections are highlighted with a red rectangular box. At the bottom right, there are 'CANCEL' and 'SUBMIT' buttons.

12. Click on the 'SUBMIT' button to submit the Unit Exemption request.

This screenshot shows the same 'Apply for Unit Exemption' form, but with the checkbox in the 'Declaration Statement' section now checked. The 'Submitter's Information' fields are filled out: 'Enter Full Name *' contains 'John Doe' and 'Select Title *' has 'Owner' selected from the dropdown. The 'SUBMIT' button at the bottom right is highlighted with a red rectangular box.

13. Once the Unit Exemption request is submitted, the Address tab will display an updated Unit Status titled, 'Applied for Exemption'.

1332 PARK ST ALAMEDA CA 94501

Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type	Action
A	Non-Exempt	2	\$2,500.00	\$2,500.00	12/01/19	12/01/19	Tenant	MORE ▾
B	Non-Exempt	0	-	\$1,250.00	05/02/18	12/18/19	Rent Subsidized Tenant	MORE ▾
C	Non-Exempt	2	-	-	-	-	Manager	MORE ▾
D	Applied for Exemption	3	-	-	-	-	Owner	MORE ▾

1 - 4 of 4 items

14. The Case History section on the Address tab will update to include the new Unit Exemption case that was submitted. The case status will display 'Pending Review'.

Case History

Case Id	Created on Entity	Case Type	Created Date	Last Modified	Case Status	Action
UE2019-50073	Unit: D, 1332 PARK ST ALAMEDA CA 94501	Unit Exemption	12-20-2019	12-20-2019	Pending Review	
RR2019-49853	APN: 070018502801	Rent Registry	12-19-2019	12-20-2019	Registration Open	

1 - 2 of 2 items

15. The Alameda Rent Program staff will review the Unit Exemption case submission.

16. If staff approves the Unit Exemption request, the case status will update to 'Approved' in the Case History section. The unit status in the section above will be updated to 'Exempt.'

Unit Name	Status	Number of Bedrooms
A	Non-Exempt	2
B	Non-Exempt	2
C	Exempt	3

Case History

Case Id	Created on Entity	Case Type	Created Date	Last Modified	Case Status
UE2020-60411	Unit C, 1114 F...	Unit Exemption	01-10-2020	01-10-2020	Approved

17. If the Staff denies the Unit Exemption request, the case status will update to 'Denied' and the unit status will be updated back to 'Non-Exempt.' Staff will inform the Landlord of the reason the Unit Exemption case was denied.

UE2020-60412	Unit B, 1114 F...	Unit Exemption	01-10-2020	01-10-2020	Denied
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Property Exemptions

Certain properties are exempt from Rent Ordinance 3250 and the Rent Program Annual Fee. A landlord must submit a Property Exemption request for any property that qualifies to be exempt from the Rent Program Annual Fee.

The Property Exemption applies to registration and the upcoming fiscal year.

The eligible grounds for a Property Exemption:

- Commercial units, such as office condominiums, commercial storage units or units subject to Section 30-15 of the Alameda Municipal Code (Work Live Studios).
- Community cabins
- Dwelling Units in which the Landlord owns the Rental Unit, occupies the Rental Unit as the Landlord's Primary Residence and shares kitchen or bath facilities with one or more Tenants.
- Dwelling Units that are rented or leased to transient guests for 30 consecutive days or less.
- Dwelling Units, regardless of ownership, for which the Rents are subsidized or regulated by federal law or by regulatory agreements between a Landlord and (i) the City, (ii) the Housing Authority or (iii) any agency of the State of California or the Federal Government; provided, however, if the Dwelling Unit is in the Housing Choice Voucher Section 8 Program and is not owned by a public entity or a bonafide not for profit organization dedicated to the provision of affordable housing, as further defined by Regulations, the Dwelling Unit is exempt only as to the rent control provisions of the ordinance. If a Dwelling Unit no longer qualifies for the full or partial exemption under this subsection A, for example, the Landlord withdraws from a subsidy program or a regulatory agreement expires and/or is not renewed, the Dwelling Unit will immediately be subject to all provisions of the ordinance.
- Houseboats
- Mobile homes or mobile home lots
- Rooms in a building or Dwelling Unit that provides a structured living environment that has the primary purpose of helping formerly homeless persons obtain the skills necessary for independent living in permanent housing and where occupancy is limited to a specific period of time and where the occupant has been informed in writing of the temporary nature of the arrangement at the inception of the occupancy.
- Rooms in a building or Dwelling Unit where the primary use is providing short-term treatment, assistance or therapy for alcohol, drug or other substance abuse and the room is provided incident to the recovery program and where the occupant has been informed in writing of the temporary or transitional nature of the arrangement at the inception of the occupancy.
- Rooms in a convent, monastery, fraternity or sorority house or in a building owned, operated or managed by a bonafide education institution for occupancy by students.
- Rooms in a facility that provide a menu of services including, but not limited to, meals, continuing care, medication management, case management, counseling, transportation and/or a wellness clinic, and for which services an occupancy agreement is typically required, and regardless of whether the occupant must pay additionally for some services.
- Rooms in a facility that require, as part of a person's occupation and use of the room and the facility, some or all of the following: intake, case management, counseling and an occupancy agreement.

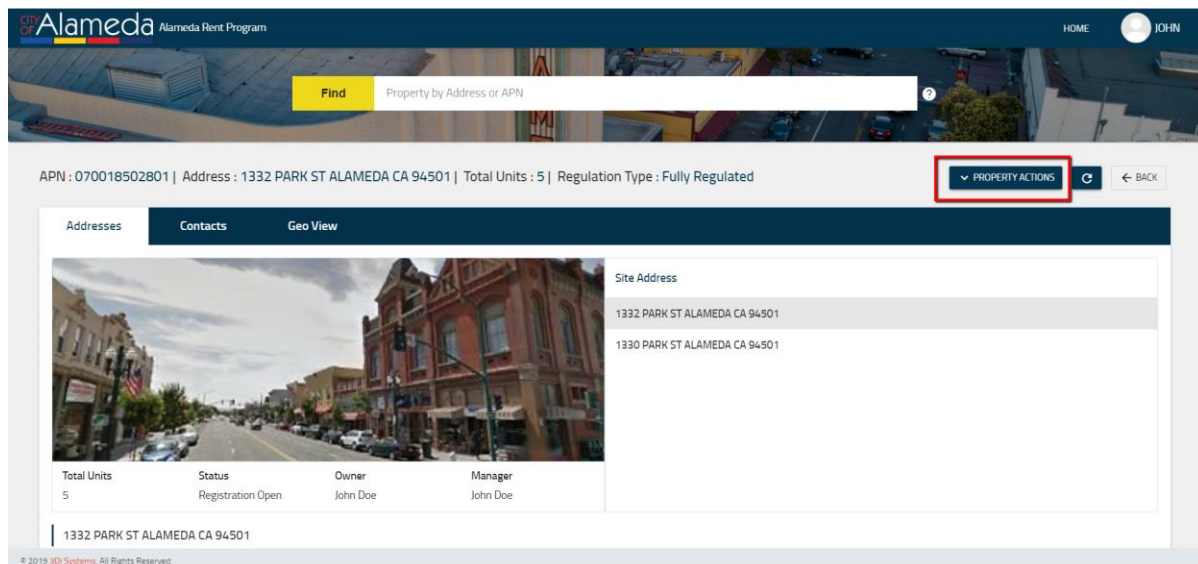
- Rooms in any hospital or in a facility for assisted living, skilled nursing, convalescence or extended care.
- Rooms in hotels, motels, inns, tourist homes, short-term rentals, rooming or boarding houses, provided that such rooms are not occupied by the same occupant or occupants for more than 30 consecutive days.

Please take note:

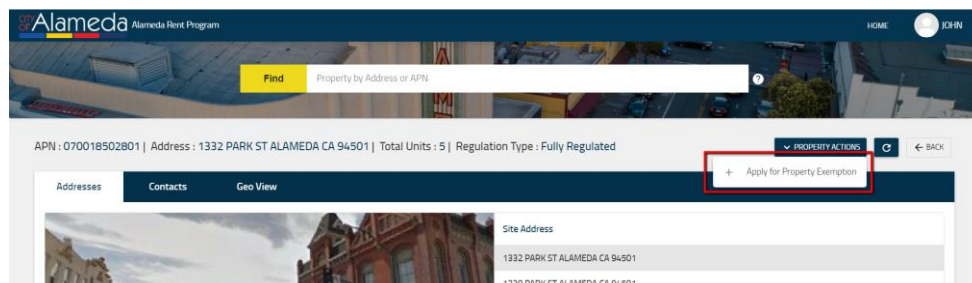
5. Applying for a Property Exemption does not guarantee it will be granted. Staff reviews each submission to determine eligibility.
6. The appropriate documentation must be submitted to substantiate the grounds for the exemption.
7. If you have already submitted a Property Exemption request, you cannot submit another request unless the Property Exemption request is denied by Alameda Rent Program staff.
8. A landlord may only apply for a Property Exemption before registration is submitted when the property status is 'Registration Open' or 'Registration Denied'.

Process to apply for a Property Exemption:

1. Navigate to the Address tab for the property that needs an exemption. Click on the 'PROPERTY ACTIONS' button on the top right of the page.



2. A drop-down menu will appear. Select 'Apply for Property Exemption.'



3. The Apply for Property Exemption pop-up window will appear. At the top of the pop-up window, the APN and Primary Address are displayed to verify that the correct APN was selected for the Property Exemption application.

Apply for Property Exemption

APN : 070018502801 | 1330 PARK ST ALAMEDA CA 94501

Please explain the grounds for your exemption that qualify under 6-58.20 of the Alameda Municipal Code

- ☒ Commercial units, such as office condominiums, commercial storage units or units subject to Section 30-15 of the Alameda Municipal Code (Work Live Studios).
- ☐ Community cabins
- ☐ Dwelling Units in which the Landlord owns the Rental Unit, occupies the Rental Unit as the Landlord's Primary Residence and shares kitchen or bath facilities with one or more Tenants.
- ☐ Dwelling Units that are rented or leased to transient guests for 30 consecutive days or less.
- ☐ Dwelling Units, regardless of ownership, for which the Rents are subsidized or regulated by federal law or by regulatory agreements between a Landlord and (i) the City, (ii) the Housing Authority or (iii) any agency of the State of California or the Federal Government; provided, however, if the Dwelling Unit is in the Housing Choice Voucher Section 8 Program and is not owned by a public entity or a bonafide not for profit organization dedicated to the provision of affordable housing, as further defined by Regulations, the Dwelling Unit is exempt only as to the rent control provisions of the ordinance. If a Dwelling Unit no longer qualifies for the full or partial exemption under this subsection A, for example, the Landlord withdraws from a subsidy program or a regulatory agreement expires and/or is not renewed, the Dwelling Unit will immediately be subject to all provisions of the ordinance.

CANCEL SUBMIT

4. Select the applicable grounds for the Property Exemption. Only one option may be selected. Use the scroll bar to see the all eligible grounds for a Property Exemption.

Apply for Property Exemption

APN : 070018502801 | 1330 PARK ST ALAMEDA CA 94501

Please explain the grounds for your exemption that qualify under 6-58.20 of the Alameda Municipal Code

- ☒ Commercial units, such as office condominiums, commercial storage units or units subject to Section 30-15 of the Alameda Municipal Code (Work Live Studios).
- ☐ Community cabins
- ☐ Dwelling Units in which the Landlord owns the Rental Unit, occupies the Rental Unit as the Landlord's Primary Residence and shares kitchen or bath facilities with one or more Tenants.
- ☐ Dwelling Units that are rented or leased to transient guests for 30 consecutive days or less.
- ☐ Dwelling Units, regardless of ownership, for which the Rents are subsidized or regulated by federal law or by regulatory agreements between a Landlord and (i) the City, (ii) the Housing Authority or (iii) any agency of the State of California or the Federal Government; provided, however, if the Dwelling Unit is in the Housing Choice Voucher Section 8 Program and is not owned by a public entity or a bonafide not for profit organization dedicated to the provision of affordable housing, as further defined by Regulations, the Dwelling Unit is exempt only as to the rent control provisions of the ordinance. If a Dwelling Unit no longer qualifies for the full or partial exemption under this subsection A, for example, the Landlord withdraws from a subsidy program or a regulatory agreement expires and/or is not renewed, the Dwelling Unit will immediately be subject to all provisions of the ordinance.

CANCEL SUBMIT

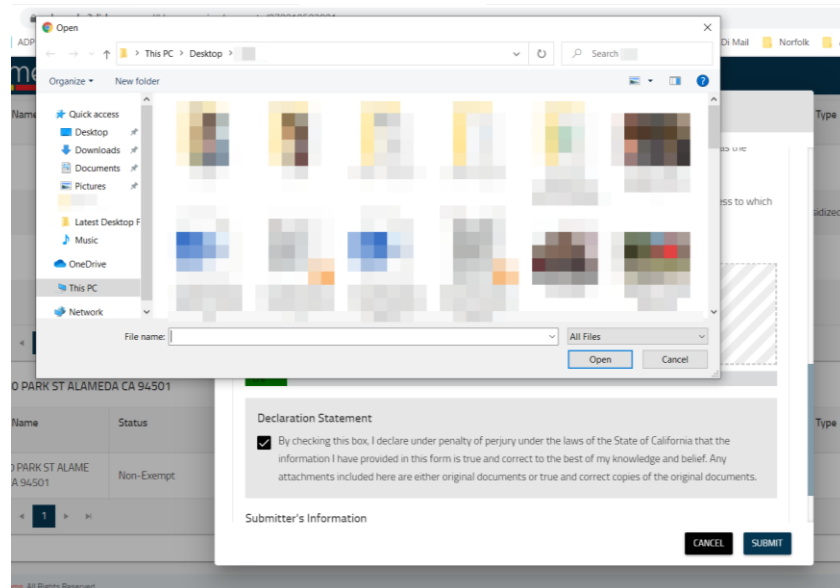
5. Once a selection is made, instructions will appear above the 'Upload Document' section to explain the required documents that must be submitted to substantiate the grounds for the Property Exemption.

The screenshot shows the 'Apply for Property Exemption' form. At the top, there is a section with three radio button options for property types. Below this, the 'Required Documentation' section is highlighted with a red box. It contains the text: 'Please submit a copy of the current business license to verify the reason for this exemption.' Below this text is the 'Upload Document*' section, which features a large dashed rectangular area and a 'Browse for File' button. At the bottom right of the form are 'CANCEL' and 'SUBMIT' buttons.

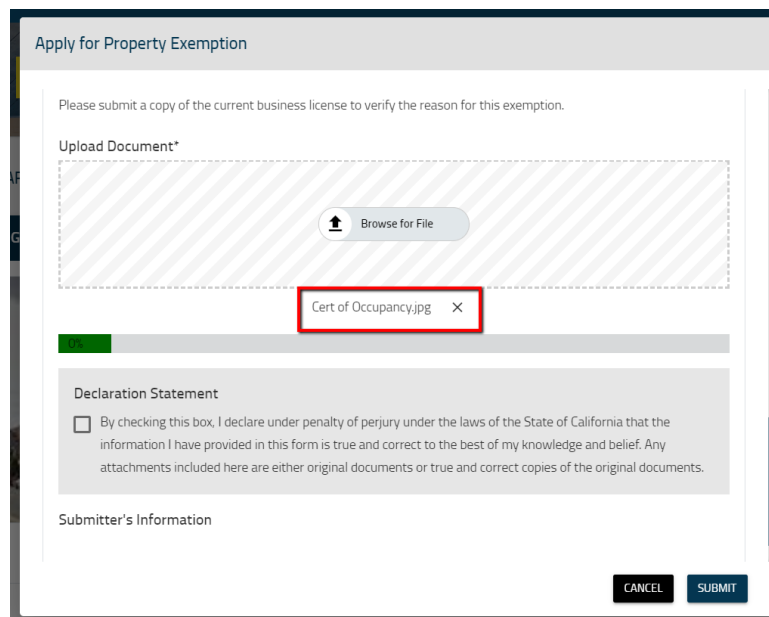
6. Upload the required documentation to the Property Exemption request. Click on the 'Browse for File' area to select a document(s) from your device to upload to the Property Exemption pop-up window.

This screenshot shows the same 'Apply for Property Exemption' form, but with the 'Upload Document*' section highlighted by a red box. The 'Browse for File' button within this section is also highlighted with a red box. Below the upload section is a 'Declaration Statement' with a checkbox and a paragraph of text. At the bottom, there is a 'Submitter's Information' section with input fields for 'Enter Full Name' and 'Select Title'. 'CANCEL' and 'SUBMIT' buttons are located at the bottom right.

7. Select one or more documents to upload to the Unit Exemption case. Please ensure the uploaded documents meet the Required Documents qualifications



8. Once the appropriate document(s) have been selected and uploaded to the Property Exemption pop-up window, the document names will be listed below the 'Browse for File' area. There is also an 'X' next to each document name, which allows the user to delete the document if it was uploaded by mistake.



9. Review all information entered on the Property Exemption pop-up window. If all data is accurate, complete the Declaration Statement and Submitter's Information sections. Click on the Declaration Statement check box, enter your Full Name, enter your Title from the drop-down list.

The screenshot shows the 'Apply for Property Exemption' form. At the top, there is a section for uploading a document, labeled 'Upload Document', with a 'Browse for File' button and a file named 'Cert of Occupancy.jpg'. Below this, the 'Declaration Statement' section is highlighted with a red box. It contains a checkbox that is currently unchecked, followed by the text: '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.' Below the declaration statement is the 'Submitter's Information' section, which includes a text field for 'Enter Full Name *' and a dropdown menu for 'Select Title *'. At the bottom right of the form are 'CANCEL' and 'SUBMIT' buttons.

10. Click on the 'SUBMIT' button to submit the Property Exemption request.

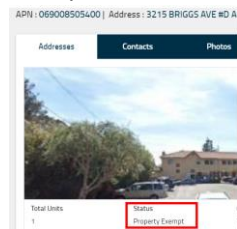
This screenshot shows the same 'Apply for Property Exemption' form, but with the 'Declaration Statement' checkbox checked. The 'Submitter's Information' section is now filled out: the 'Enter Full Name *' field contains 'John Doe' and the 'Select Title *' dropdown menu is set to 'Owner'. The 'SUBMIT' button at the bottom right is highlighted with a red box, indicating it should be clicked to submit the request.

11. The Case History section on the Address tab will update to include the new Property Exemption case that was submitted. The cases status will display 'Pending Review.'

Case History						
					5	Search
Case Id	Created on Entity	Case Type	Created Date	Last Modified	Case Status	Action
PE2019-50074	APN: 070018502801	Property Exemption	12-20-2019	12-20-2019	Pending Review	👁
UE2019-50073	Unit: D: 1332 PARK ST ALAMEDA CA 94501	Unit Exemption	12-20-2019	12-20-2019	Pending Review	👁
RR2019-49853	APN: 070018502801	Rent Registry	12-19-2019	12-20-2019	Registration Open	👁

12. The Alameda Rent Program staff will review the Property Exemption case submission.

13. If staff approves the Property Exemption case, the case status will update to 'Approved' in the Case History section. The property status in the section above will be updated to 'Property Exempt.'



Case History					
Case Id	Created on Entity	Case Type	Created Date	Last Modified	Case Status
PE2020-60439	APN: 072037800400	Property Exemption	01-10-2020	01-10-2020	Approved

14. If the Staff denies the Property Exemption, the case status will update to 'Denied.' Staff will inform the Landlord of the reason the Property Exemption request was denied.

Case History					
Case Id	Created on Entity	Case Type	Created Date	Last Modified	Case Status
PE2020-60417	APN: 069001600600	Property Exemption	01-10-2020	01-10-2020	Denied

Complete Registration

Registration is ready to be submitted for completion when the following steps are complete:

1. Owner and Property Manager Contact Information is added.
2. Details for all units are added (Number of Bedrooms and Occupant Type with related fields).
3. Unit Exemption or Property Exemption requests are submitted, when applicable.

To complete registration, follow the steps listed below.

1. Navigate to the Address tab on the property where registration needs to be completed. Registration needs to be completed when the property status is either 'Registration Open' or 'Registration Denied.'

The screenshot shows the Alameda Rent Program interface. At the top, there's a search bar with a 'Find' button and a placeholder 'Property by Address or APN'. Below this, a summary bar displays: 'APN : 070018502801 | Address : 1332 PARK ST ALAMEDA CA 94501 | Total Units : 5 | Regulation Type : Fully Regulated'. The main content area has tabs for 'Addresses', 'Contacts', and 'Geo View'. The 'Addresses' tab is active, showing a street view image of 1332 Park St Alameda. To the right of the image, there's a table with two rows of addresses: '1332 PARK ST ALAMEDA CA 94501' and '1330 PARK ST ALAMEDA CA 94501'. Below the image, there's a table with four columns: 'Total Units', 'Status', 'Owner', and 'Manager'. The 'Status' column shows 'Registration Open' and is highlighted with a red box. The 'Owner' and 'Manager' columns both show 'John Doe'.

Total Units	Status	Owner	Manager
5	Registration Open	John Doe	John Doe

2. Confirm all the Unit Exemptions or a Property Exemption has been submitted, when applicable. The Case History section will display all case submissions.

Case History						
Case Id	Created on Entity	Case Type	Created Date	Last Modified	Case Status	Action
PE2019-44975	APN: 070018502801	Property Exemption	12-19-2019	12-19-2019	Pending Review	
UE2019-44973	Unit D, 1332 PARK ST ALAMEDA CA 94501	Unit Exemption	12-19-2019	12-19-2019	Pending Review	
RR2019-44081	APN: 070018502801	Rent Registry	12-10-2019	12-17-2019	Registration Open	

3. Confirm the Owner and Property Manager Contact Information is up-to-date.

Addresses **Contacts** Geo View

Owner

Name : John Doe Month & Year Purchased : 12/2019

Telephone Number : (650) 555-1234 Owner Type : Individual

Email Address : johndoe@jngmail.com

Mailing Address : PO Box 2173, ALAMEDA, CA 94501

Preferred Language : English

Last Updated: 12/17/2019

Property Manager

Name : John Doe

Telephone Number : (650) 555-1234

Email Address : johndoe@jngmail.com

Mailing Address : PO Box 2173, ALAMEDA, CA 94501

Preferred Language : English

Last Updated: 12/17/2019

4. Confirm the Unit Details information is accurate.

1332 PARK ST ALAMEDA CA 94501

Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type	Action
A	Non-Exempt	2	\$2,500.00	\$2,500.00	12/01/19	12/01/19	Tenant	MORE ▾
B	Non-Exempt	0	-	\$1,250.00	05/03/18	12/18/19	Rent Subsidized Tenant	MORE ▾
C	Non-Exempt	2	-	-	-	-	Manager	MORE ▾

5. Scroll to the bottom of the Addresses Tab and click on the 'REVIEW AND SUBMIT' button.

Case History

5 Search

Case Id	Created on Entity	Case Type	Created Date	Last Modified	Case Status	Action
PE2019-44975	APN: 070018502801	Property Exemption	12-19-2019	12-19-2019	Pending Review	👁
UE2019-44973	Unit D, 1332 PARK ST ALAMEDA CA 94501	Unit Exemption	12-19-2019	12-19-2019	Pending Review	👁
RR2019-44081	APN: 070018502801	Rent Registry	12-10-2019	12-17-2019	Registration Open	👁

1 - 3 of 3 items

REVIEW AND SUBMIT

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- The system will open the Review and Submit page. The page shows the property details as they have been entered: Owner and Property Manager Contact details, Unit Details, and Case History. Review the information displayed to verify all data is accurate.

Review and Submit
← BACK

APN Information
APN : 070018502801
Address : 1330 PARK ST ALAMEDA CA 94501
Total Units : 5

Site Address(es)
1332 PARK ST ALAMEDA CA 94501
1330 PARK ST ALAMEDA CA 94501

Owner
Name : John Doe
Telephone Number : (650) 555-1234
Email Address : johndoe@3dmail.com
Mailing Address : PO Box 10827, ALAMEDA, CA 94501
Preferred Language : English
Month & Year Purchased : 01/2019
Owner Type : Individual

Property Manager
Name : John Doe
Telephone Number : (650) 555-1234
Email Address : johndoe@3dmail.com
Mailing Address : PO Box 10827, ALAMEDA, CA 94501
Preferred Language : English

1332 PARK ST ALAMEDA CA 94501

Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type
A	Non-Exempt	2	\$2,500.00	\$2,500.00	12/01/19	12/01/19	Tenant
B	Non-Exempt	0	-	\$1,250.00	05/02/18	12/18/19	Rent Subsidized Tenant
C	Non-Exempt	2	-	-	-	-	Manager
D	Applied for Exemption	3	-	-	-	-	Owner

1330 PARK ST ALAMEDA CA 94501

Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type
1330 PARK ST ALAMEDA C A 94501	Non-Exempt	2	-	-	-	-	Vacant

Case History

5 Search

Case Id	Created on Entity	Case Type	Created Date	Last Modified	Case Status
PE2019-44975	APN: 070018502801	Property Exemption	12-19-2019	12-19-2019	Pending Review
UE2019-44973	Unit: D, 1332 PARK ST ALAMEDA C A 94501	Unit Exemption	12-19-2019	12-19-2019	Pending Review
RR2019-44081	APN: 070018502801	Rent Registry	12-10-2019	12-17-2019	Registration Open

1 - 3 of 3 items

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SUBMIT

- If there are any discrepancies in the data, use the 'BACK' button to go back to the property information page and make edits to the information.

Review and Submit
← BACK

APN Information
APN : 070018502801
Address : 1330 PARK ST ALAMEDA CA 94501
Total Units : 5

Site Address(es)
1332 PARK ST ALAMEDA CA 94501
1330 PARK ST ALAMEDA CA 94501

Owner
Name : John Doe
Telephone Number : (650) 555-1234
Email Address : johndoe@3dmail.com
Mailing Address : PO Box 10827, ALAMEDA, CA 94501
Preferred Language : English
Month & Year Purchased : 01/2019
Owner Type : Individual

Property Manager
Name : John Doe
Telephone Number : (650) 555-1234
Email Address : johndoe@3dmail.com
Mailing Address : PO Box 10827, ALAMEDA, CA 94501
Preferred Language : English

8. If all information is correct, click on the 'SUBMIT' button at the bottom of the page.

1330 PARK ST ALAMEDA CA 94501

Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type
1330 PARK ST ALAMEDA C A 94501	Non-Exempt	2	-	-	-	-	Vacant

Case History

Case Id	Created on/Entity	Case Type	Created Date	Last Modified	Case Status
PE2019-44975	APN: 070018502801	Property Exemption	12-19-2019	12-19-2019	Pending Review
UE2019-44973	Unit: D, 1332 PARK ST ALAMEDA C A 94501	Unit Exemption	12-19-2019	12-19-2019	Pending Review
RR2019-44081	APN: 070018502801	Rent Registry	12-10-2019	12-17-2019	Registration Open

1 - 3 of 3 items

SUBMIT

9. The Submit Registration pop-up window will appear.

Submit Registration

Please Take Note: You must submit an exemption request for each unit that you believe is not subject to the program fee for the upcoming fiscal year. The annual program fee is based on your registration statement and you cannot apply for an exemption from the fee after registration is submitted.

Submitted Exemption Requests

☐ By checking this box, I understand that all unit exemption(s) and property exemption requests must be submitted prior to completing registration.

This Field is Required

1 Unit Exemption(s) 0 Property Exemption(s)

[Click here](#) to return to the home screen to submit an exemption request. For information on how to apply for an exemption, please review the user guide.

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.

This Field is Required

Enter Full Name * Select Title *

CANCEL SUBMIT

10. Read all the information on the pop-up window.

11. When the Landlord is ready to complete registration, click the Submitted Exemption Requests check box to confirm all exemption requests have been submitted.

Submit Registration

Please Take Note: You must submit an exemption request for each unit that you believe is not subject to the program fee for the upcoming fiscal year. The annual program fee is based on your registration statement and you cannot apply for an exemption from the fee after registration is submitted.

Submitted Exemption Requests

☒ By checking this box, I understand that all unit exemption(s) and property exemption requests must be submitted prior to completing registration.

1 Unit Exemption(s) 0 Property Exemption(s)

[Click here](#) to return to the home screen to submit an exemption request. For information on how to apply for an exemption, please review the user guide.

Declaration Statement

☐ By checking this box, I declare under penalty of perjury under the laws of the State of California that the information I

12. Click the 'Declaration Statement' checkbox to submit registration under penalty of perjury.

please review the user guide.

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.

Enter Full Name *
John Doe

Select Title *
Owner

FOR YOUR INFORMATION

- Information submitted to the Rent Program is subject to disclosure under the California Public Records Act and the City of Alameda's Sunshine Ordinance.
- After registration is submitted for a fully regulated unit, the Rent Program will provide the landlord and tenant a letter stating the Maximum Allowable Rent for the rental unit. A tenant will have the opportunity to contest certain registration information provided by the landlord that is inconsistent with the tenant's records.

CANCEL SUBMIT

13. Enter your Full Name. Enter your Title by selecting an option from the drop-down list.

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.

Enter Full Name *
John Doe

Select Title *
Owner

14. To complete the submission of the APN for Registration, click on the 'SUBMIT' button.

Submit Registration

☒ By checking this box, I understand that all unit exemption(s) and property exemption requests must be submitted prior to completing registration.

1 Unit Exemption(s) 1 Property Exemption(s)

[Click here](#) to return to the home screen to submit an exemption request. For information on how to apply for an exemption, please review the user guide.

Declaration Statement

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Enter Full Name *
John Doe

Select Title *
Owner

FOR YOUR INFORMATION

- Information submitted to the Rent Program is subject to disclosure under the California Public Records Act and the City of Alameda's Sunshine Ordinance.
- After registration is submitted for a fully regulated unit, the Rent Program will provide the landlord and tenant a letter stating the Maximum Allowable Rent for the rental unit. A tenant will have the opportunity to contest certain registration information provided by the landlord that is inconsistent with the tenant's records.

CANCEL SUBMIT

15. When the registration for the property has been submitted, a pop-up window will appear confirming 'Registration Successfully Submitted.'

Registration Successfully Submitted

APN 069002907400 is successfully registered.

OK

16. Click the 'OK' button to be redirected to the Address tab on the property information page. The property status will be updated to 'Pending Staff Review.' In the 'Pending Staff Review' status, the following will change in the action menu for the Landlord:

- Unit Exemptions and Property Exemptions can no longer be submitted
- 'Edit' as an option on Action Menu the Unit is no longer available.

The screenshot shows a web interface for property management. At the top, it displays the APN (070018502801), Address (1332 PARK ST ALAMEDA CA 94501), Total Units (5), and Regulation Type (Fully Regulated). Below this is a navigation bar with tabs for 'Addresses', 'Contacts', and 'Geo View'. The 'Addresses' tab is active, showing a street view image of the property. To the right of the image, the 'Site Address' is listed as '1332 PARK ST ALAMEDA CA 94501'. Below the image, there is a table with the following data:

Total Units	Status	Owner	Manager
5	Pending Staff Review	John Doe	John Doe

The 'Status' cell is highlighted with a red box. At the bottom of the page, the address '1332 PARK ST ALAMEDA CA 94501' is repeated. The footer indicates '© 2019 3D Systems. All Rights Reserved.'

- Thank you! You have completed annual registration. Please remember, Fully Regulated units must register a [Change in Ownership](#) or a change resulting in a [New Tenancy](#). Submitting this information is described in subsequent sections of this guide.

Staff Review of Registration Submission

1. After registration is completed and submitted for your property, the property status updates to 'Pending Staff Review'.
2. Alameda Rent Program staff will review the registration information and contact you if:
 - a. A Unit Exemption or Property Exemption request is denied.
 - b. Any issues are identified with the information provided.

Rent Program Annual Fee Collection

When the fee collection period opens in May for the Rent Program Annual Fee, the property status will be updated to 'Payment Pending.' The Landlord will be notified that payment is due and will be able to pay the fee online, if they would like to pay by credit card. Instructions for paying the Rent Program Annual Fee will be provided when the fee collection period opens in May.

Ongoing Registration Requirements

In addition to annual registration, Fully Regulated units must register a [Change in Ownership](#) or a change resulting in a [New Tenancy](#). Please review this section for those registration processes.

Register a New Tenancy

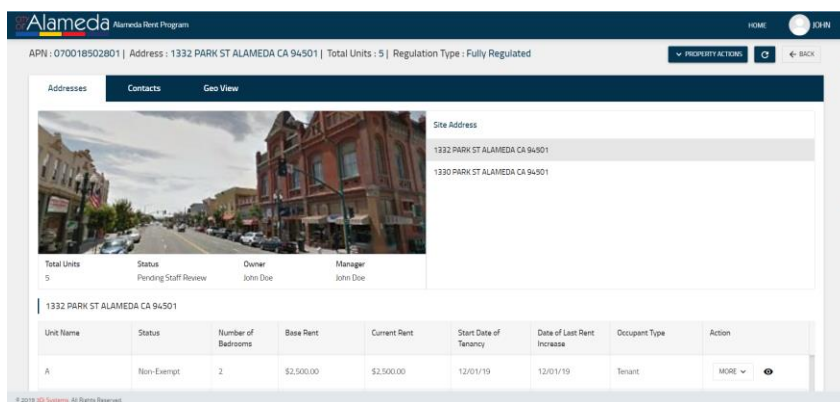
A Landlord of a Fully Regulated unit is required to register a new tenancy within 30 days of the inception of the new tenancy. This section describes the process to register a new tenancy with the Alameda Rent Program within 30 days of the inception of the tenancy

Please take note:

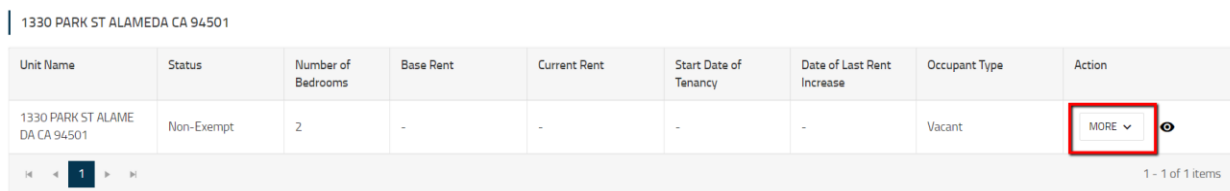
1. If a Unit has a New Tenancy case that is in 'Pending Review' status, another New Tenancy case cannot be submitted until pending case is reviewed by Alameda Rent Program staff and the case status is updated to 'Approved' or 'Denied'.
2. When a New Tenancy Amendment is created, associated changes for the unit details will **NOT** be updated on the Address tab view until the case status is updated to 'Approved.'

Follow the steps listed below to register a new tenancy:

1. Navigate to the Addresses Tab of the property where a new tenancy needs to be registered.



2. Click on the 'MORE' button for the Unit where there is a new tenancy to register. The drop-down list action menu for the Unit will appear.



3. The options displayed in the action menu will depend on the current Occupant Type.

4. Select 'Report New Tenancy.'

1330 PARK ST ALAMEDA CA 94501								
Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type	Action
1330 PARK ST ALAMEDA CA 94501	Non-Exempt	2	-	-	-	-	Vacant	<div>Report New Tenancy</div>

5. The Report New Tenancy pop-up window will appear. At the top of the pop-up window, the APN, Primary Address, and Unit Address are displayed to verify that the correct Unit was selected.

Report New Tenancy

APN : 070018502801 | 1332 PARK ST ALAMEDA CA 94501
UNIT NUMBER : 1330 PARK ST ALAMEDA CA 94501

What is the reason for the change in tenancy?
Reason of Change *

What is the new tenant occupant type?
Occupant Type *

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 Information

CANCEL

SUBMIT

6. Select the 'Reason for the Change in Tenancy' by selecting an option from the drop-down list.

The screenshot shows a web form titled "Report New Tenancy". At the top, it displays the APN: 070018502801 | 1332 PARK ST ALAMEDA CA 94501 and the UNIT NUMBER: 1330 PARK ST ALAMEDA CA 94501. Below this, there is a section titled "What is the reason for the change in tenancy?" which contains a dropdown menu labeled "Reason of Change *". This dropdown menu is highlighted with a red rectangular box. Below this section is another dropdown menu labeled "Occupant Type *". Further down, there is a "Declaration Statement" section with a checkbox and a text area. At the bottom, there is a "Submitter's Information" section and two buttons: "CANCEL" and "SUBMIT".

7. Select the new 'Occupant Type' for the Unit. After a selection is made, the required fields for the Occupant Type will appear.

This screenshot shows the same "Report New Tenancy" form, but now the "Reason of Change" dropdown has been selected, showing "Unit was not previously occupied by Tenant". The "Occupant Type *" dropdown menu is now highlighted with a red rectangular box. The form also shows the "Declaration Statement" section with a checkbox and a text area, and the "Submitter's Information" section at the bottom. The "CANCEL" and "SUBMIT" buttons are still present at the bottom right.

8. Enter the required fields for the selected Occupant Type. In this example, Occupant Type - Rent Subsidized Tenant was selected.

Report New Tenancy

APN : 070018502801 | 1332 PARK ST ALAMEDA CA 94501
UNIT NUMBER : 1330 PARK ST ALAMEDA CA 94501

What is the reason for the change in tenancy?
Reason of Change *
Unit was not previously occupied by Tenant

What is the new tenant occupant type?
Occupant Type *
Rent Subsidized Tenant

Start Date of Tenancy *
12/15/2019

Current Rent *
1650

Date of Last Rent Increase
12/15/2019

Declaration Statement
☐ By checking this box, I declare under penalty of perjury under the laws of the State of California that the information I

CANCEL

SUBMIT

9. Refer to the tables below to understand the required fields by Occupant Type for registering a New Tenancy.

Note: The number of bedrooms has already been established for the Unit. When the new Occupant is 'Manager', 'Owner', or 'Vacant', no additional information is required.

<u>TENANT OCCUPANT</u>			
Field Name	Description	<u>Fully Regulated Unit Requirement</u>	<u>Partially Regulated Unit Requirement</u>
Start Date of Tenancy	Enter the date the current Tenancy established was established	Required	Required
Current Rent	Enter the current monthly rent for the new Tenant.	Required	Required
Date of Last Rent Increase	The system will prefill this with the Start Date of Tenancy.	Field is Not Editable	Field is Not Editable
Housing Services Included with Rent	Select all the Housing Services that are included with the Rent for the new tenant.	Required	Not Applicable
Tenant Name	Submit contact information for tenants who are aged 18 or older.	Required	Not Applicable
Tenant Preferred Language	Enter the Tenant's Preferred Language, if known.	Optional	Not Applicable
Tenant Phone	Enter the Tenant Phone Number, if known.	Optional	Not Applicable
Tenant Email	Enter the Tenant Email Address, if known.	Optional	Not Applicable

<u>RENT SUBSIDIZED TENANT OCCUPANT</u>			
Field Name	Description	<u>Fully Regulated Unit Requirement</u>	<u>Partially Regulated Unit Requirement</u>
Start Date of Tenancy	Enter the date the current Tenancy established was established	Required	Required
Current Rent	Enter the current monthly rent for the Tenant.	Required	Required
Date of Last Rent Increase	The system will prefill this with the Start Date of Tenancy.	Field is Not Editable	Field is Not Editable

10. Review the information that was entered on the New Tenancy window. When the data is confirmed as accurate, complete the Declaration Statement and Submitter's Information.

Report New Tenancy

What is the new tenant occupant type?
Occupant Type *
Rent Subsidized Tenant

Start Date of Tenancy *
12/15/2019

Current Rent *
1650

Date of Last Rent Increase
12/15/2019

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 Information

Enter Full Name *
Select Title *

CANCEL SUBMIT

15. Click on the 'SUBMIT' button to submit the New Tenancy registration.

Report New Tenancy

What is the new tenant occupant type?
Occupant Type *
Rent Subsidized Tenant

Start Date of Tenancy *
12/15/2019

Current Rent *
1650

Date of Last Rent Increase
12/15/2019

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 Information

Enter Full Name *
John Doe

Select Title *
Owner

CANCEL SUBMIT

16. The Case History section will be updated to include the New Tenant case that was submitted and the case status will display 'Pending Review.'

Case History						
				5	Search	
Case Id	Created on Entity	Case Type	Created Date	Last Modified	Case Status	Action
NTA2019-50076	Unit: 1330 PARK ST ALAMEDA CA 94501	New Tenant Amendment	12-20-2019	12-20-2019	Pending Review	
PE2019-50074	APN: 070018502801	Property Exemption	12-20-2019	12-20-2019	Pending Review	
UE2019-50073	Unit: D, 1332 PARK ST ALAME DA CA 94501	Unit Exemption	12-20-2019	12-20-2019	Pending Review	
RR2019-49853	APN: 070018502801	Rent Registry	12-19-2019	12-20-2019	Pending Staff Review	

17. Alameda Rent Program staff will review the New Tenant case.
18. If staff denies the New Tenant case, the case status will update to 'Denied' and the Landlord will be informed of the reason(s) the case was denied. The Landlord will be able to submit another New Tenant for the Unit.
19. If staff accepts the New Tenant case, the case status will update to 'Approved' and the Unit details will be updated to the information provided on the New Tenant case.

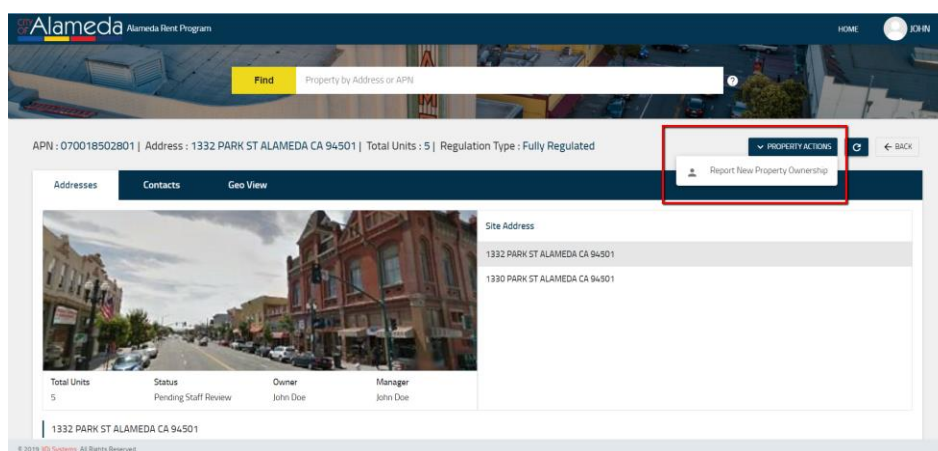
Register a Change in Ownership for a Property

A Landlord of a Fully Regulated unit is required to register a change in ownership within 30 days of the close of escrow. This section describes the process to register a change in ownership with the Alameda Rent Program.

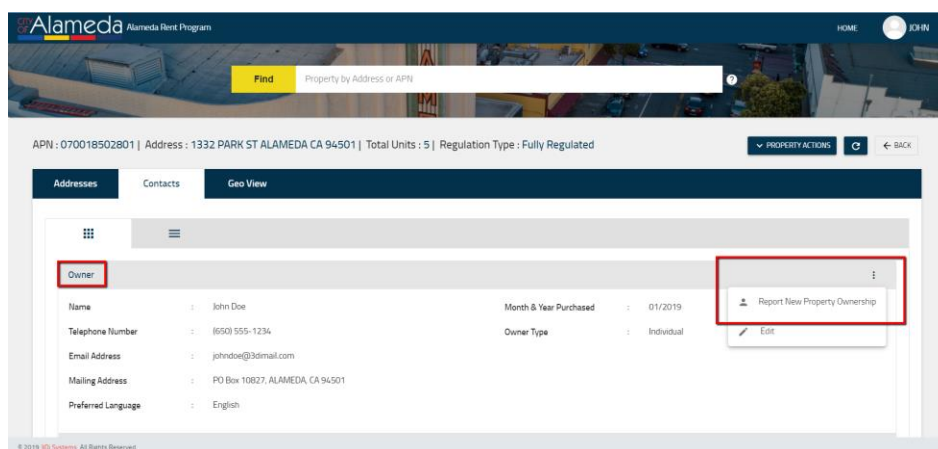
NOTE: If you have ANY changes in occupancy for ANY unit, you must submit the ew Tenancy information to the Alameda Rent Program AND have the New Tenancy approved BEFORE you can submit a Change in Ownership case.

Follow the steps listed below to register a Change in Ownership.

1. You can initiate a Change in Ownership from two places in the system.
 - a. From the Addresses Tab, click on the 'PROPERTY ACTIONS' button and select 'Report New Property Ownership.'



- b. OR, From the Contacts Tab, click on the Owner Contact Card 'Action Menu' and select the 'Report New Property Ownership' option.



2. Once you click on 'Report New Property Ownership', the Report New Property Ownership pop-up window will appear.

Report New Property Ownership

1 Owner Info

2 Unit Info

Please provide the Owner Name. If the owner is a Trust, LLC, Corporation or Partnership, provide name(s) of Trustee(s)/CEO/Managing Partner

New Owner First Name New Owner Last Name New Owner Email

New Owner Telephone Date of Ownership Transfer *

New Owner Mailing Address

Street Address Apt/Unit Number City

State Zip Code

NEXT ->

3. Enter the required field, 'Date of Ownership Transfer'.
A calendar picker will appear when the 'Date of Ownership Transfer' is selected. Select the date by using the calendar OR manually type the date using the MM/DD/YYYY format.

Report New Property Ownership

1 Owner Info

2 Unit Info

Please provide the Owner Name. If the owner is a Trust, LLC, Corporation or Partnership, provide name(s) of Trustee(s)/CEO/Managing Partner

New Owner First Name New Owner Last Name New Owner Email

New Owner Telephone Date of Ownership Transfer *

New Owner Mailing Address

Street Address Apt/Unit Number City

State Zip Code

NEXT ->

4. Enter the New Owner Contact Information, if known.

Report New Property Ownership

1 Owner Info

Please provide the Owner Name. If the owner is a Trust, LLC, Corporation or Partnership, provide name(s) of Trustees/CEO/Managing Partner

New Owner First Name New Owner Last Name New Owner Email

New Owner Telephone Date of Ownership Transfer ** 12/15/2019

New Owner Mailing Address

Street Address Apt/Unit Number City

State Zip Code

NEXT →

5. After information is entered, click on the 'NEXT' button. If any required fields are missing, the system will display an error message.

Report New Property Ownership

1 Owner Info

Please provide the Owner Name. If the owner is a Trust, LLC, Corporation or Partnership, provide name(s) of Trustees/CEO/Managing Partner

New Owner First Name Mark New Owner Last Name Johnson New Owner Email

New Owner Telephone Date of Ownership Transfer ** 12/15/2019

New Owner Mailing Address

Street Address PO Box 73624 Apt/Unit Number City ALAMEDA

State California Zip Code 94501

NEXT →

6. Next, the Unit Info screen will be displayed. This screen displays the Unit details for all the Site Addresses associated with the property. If the Current Rent for any Unit has changed, update the listed rent amount to the current amount. If the Current Rent has changed because the tenancy displayed has ended and a new tenancy was started, you must first register the New Tenancy and have the case approved before submitting the Change in Ownership information.

Report New Property Ownership

2 Unit Info

Instructions: Please report the current rent of each unit. If the amount shown under "Current Rent" is incorrect, please edit the value to the correct amount. If the "Current Rent" amount is incorrect because there has been a change in tenancy, you must close this window and first submit information through the "Report New Tenancy" action menu.

1332 PARK ST ALAMEDA CA 94501

Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type
A	Non-Exempt	2	\$ 2000	\$ 2500	12/01/19	12/01/19	Tenant
B	Non-Exempt	0	-	\$ 1250	05/02/18	12/18/19	Rent Subsidized Tenant
C	Non-Exempt	2	-	-	-	-	Manager
D	Exempt	3	-	-	-	-	Owner

1 - 4 of 4 items

1330 PARK ST ALAMEDA CA 94501

Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type
-----------	--------	--------------------	-----------	--------------	-----------------------	----------------------------	---------------

7. Click on the Current Rent column to make the edits. You may notice the Base Rent will be auto-updated for the Unit.

Report New Property Ownership

Owner Info

Unit Info

Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type
1330 PARK ST ALAMEDA CA 94501	Non-Exempt	2	-	\$ 1300	12/01/19	12/01/19	Tenant
1330 PARK ST ALAMEDA CA 94501	Non-Exempt	0	-	\$ 1300	05/02/18	12/18/19	Rent Subsidized Tenant
1330 PARK ST ALAMEDA CA 94501	Non-Exempt	2	-	-	-	-	Manager
1330 PARK ST ALAMEDA CA 94501	Exempt	3	-	-	-	-	Owner

1 - 4 of 4 items

1330 PARK ST ALAMEDA CA 94501

Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type
1330 PARK ST ALAMEDA CA 94501	Non-Exempt	2	-	\$ 1675	12/15/19	12/15/19	Rent Subsidized Tenant

1 - 1 of 1 items

Declaration Statement

8. After reviewing Current Rent values and updating, as needed, complete the Declaration Statement. Click on the Declaration Statement check box, enter your Full Name, enter your Title from the drop-down list.

Report New Property Ownership

Owner Info

Unit Info

Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type
1330 PARK ST ALAMEDA CA 94501	Non-Exempt	2	-	\$ 1675	12/15/19	12/15/19	Rent Subsidized Tenant

1 - 1 of 1 items

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.

This Field is Required.

Submitter's Information

Enter Full Name *

Select Title *

RESET SUBMIT

9. Click on the 'SUBMIT' button to submit the New Ownership case.

Report New Property Ownership

Owner Info

Unit Info

Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type
1330 PARK ST ALAMEDA CA 94501	Non-Exempt	2	-	\$ 1675	12/15/19	12/15/19	Rent Subsidized Tenant

1 - 1 of 1 items

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 Information

Enter Full Name *

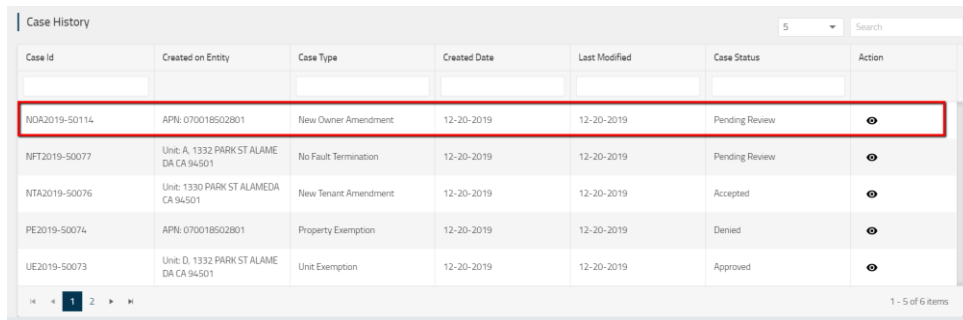
John Doe

Select Title *

Owner

RESET SUBMIT

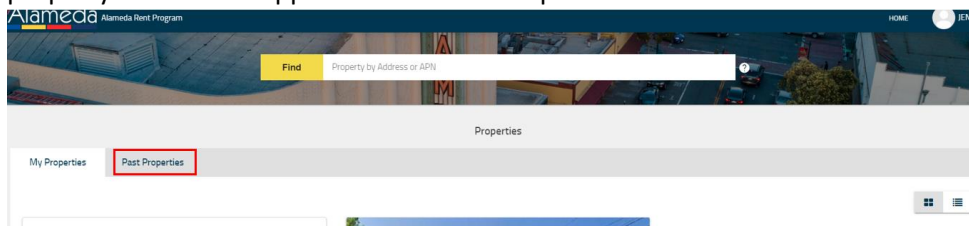
10. The Case History section will be updated to include the New Ownership case that was submitted. The case status will display 'Pending Review.'



The screenshot shows a 'Case History' table with the following columns: Case Id, Created on Entity, Case Type, Created Date, Last Modified, Case Status, and Action. A new row is highlighted with a red border, representing a 'New Owner Amendment' case.

Case Id	Created on Entity	Case Type	Created Date	Last Modified	Case Status	Action
NQA2019-50114	APN: 070018502801	New Owner Amendment	12-20-2019	12-20-2019	Pending Review	
NFT2019-50077	Unit: A, 1332 PARK ST ALAMEDA CA 94501	No Fault Termination	12-20-2019	12-20-2019	Pending Review	
NTA2019-50076	Unit: 1330 PARK ST ALAMEDA CA 94501	New Tenant Amendment	12-20-2019	12-20-2019	Accepted	
PE2019-50074	APN: 070018502801	Property Exemption	12-20-2019	12-20-2019	Denied	
UE2019-50073	Unit: D, 1332 PARK ST ALAMEDA CA 94501	Unit Exemption	12-20-2019	12-20-2019	Approved	

11. Alameda Rent Program staff will review the New Ownership Amendment Case.
12. If staff denies the New Ownership case, the case status will be updated to 'Denied' and staff will contact the owner.
13. If Staff approves the New Ownership CASE, the case status will be updated to 'Approved.' The Landlord who submitted the case will no longer see this property on the 'My Properties' tab; the property will instead appear on the 'Past Properties' tab.



Other Services Available in the Rent Registry

The Alameda Rent Program provides a number of services in addition to registration. This section details the other cases that a Landlord may submit through the Rent Registry.

At present, only No Fault Termination cases are available for online submission through the Rent Registry. Staff is developing additional case types to allow Landlords to submit other cases through the online system. Please check back soon for updates.

No Fault Terminations

A landlord must submit the No Fault Termination form and required documentation to the Rent Program within three calendar days after service of a termination of tenancy notice for any of the following reasons set forth in section 6-58.80, Alameda Municipal Code:

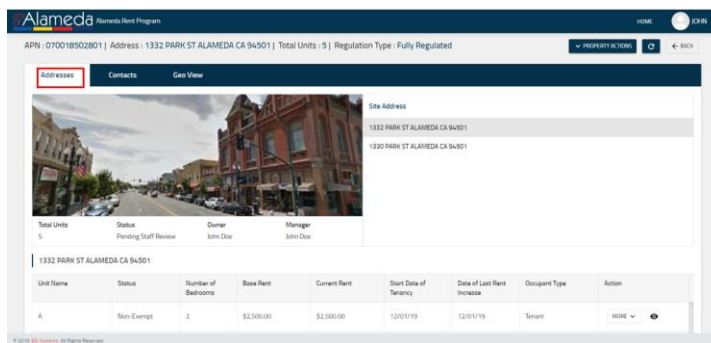
- Owner move-in
- Capital improvement plan
- Compliance with a governmental order
- Permanent withdrawal from the rental market
- Demolition

Please take note:

1. Applying for a No Fault Termination Case does not guarantee the submission will be approved.
2. If a Unit has an existing active No Fault Termination Case, a new No Fault Termination case cannot be submitted for that Unit until the active case is closed.

Follow the steps listed below to submit a No Fault Termination case.

1. Navigate to the Addresses Tab of the property where a No Fault Termination needs to be submitted.



- Click on the 'MORE' button for the Unit where No Fault Termination needs to be submitted. The Landlord will only be able to submit a No Fault Termination after registration is completed. The 'Submit No Fault Termination' will not display in the action menu when registration is incomplete.

1332 PARK ST ALAMEDA CA 94501

Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type	Action
A	Non-Exempt	2	\$2,500.00	\$2,500.00	12/01/19	12/01/19	Tenant	MORE ▾
B	Non-Exempt	0	-	\$1,250.00	05/02/18	12/18/19	Rent Subsidized Tenant	MORE ▾
C	Non-Exempt	2	-	-	-	-	Manager	MORE ▾
D	Applied for Exemption	3	-	-	-	-	Owner	MORE ▾

1 - 4 of 4 items

- Select 'Submit No Fault Termination.'

1332 PARK ST ALAMEDA CA 94501

Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type	Action
A	Non-Exempt	2	\$2,500.00	\$2,500.00	12/01/19	12/01/19	Tenant	MORE ▾
B	Non-Exempt	0	-	\$1,250.00	05/02/18	12/18/19	Rent Subsidized Tenant	MORE ▾
C	Non-Exempt	2	-	-	-	-	Manager	MORE ▾
D	Applied for Exemption	3	-	-	-	-	Owner	MORE ▾

1 - 4 of 4 items

- The Submit No Fault Termination pop-up window will appear. At the top of the pop-up window, the APN, Primary Address, and Unit Address are displayed to verify that the correct Unit was selected.

Submit No Fault Termination

APN : 070018502801 | 1332 PARK ST ALAMEDA CA 94501

UNIT NUMBER : 1332 PARK ST ALAMEDA CA 94501, A

Instructions

Purpose

A landlord must file this form and required documentation with the Rent Program when a landlord serves a tenant with a notice of termination of tenancy for any of the following reasons set forth in section 6-58.80, Alameda Municipal Code (AMC):

- Owner move-in
- Capital improvement plan
- Compliance with a governmental order
- Permanent withdrawal from the rental market
- Demolition

Exclusions

The Rent Program does not require landlords to file this form or any other documents for a notice to terminate a tenancy relating to the following:

CANCEL NEXT

5. The first page of the pop-up window provides instructions for the No Fault Termination submission. Review the information in its entirety and click the 'NEXT' button.

Submit No Fault Termination

APN : 070018502801 | 1332 PARK ST ALAMEDA CA 94501
UNIT NUMBER : 1332 PARK ST ALAMEDA CA 94501, A

Instructions

Purpose
A landlord must file this form and required documentation with the Rent Program when a landlord serves a tenant with a notice of termination of tenancy for any of the following reasons set forth in section 6-58.80, Alameda Municipal Code (AMC):

- Owner move-in
- Capital improvement plan
- Compliance with a governmental order
- Permanent withdrawal from the rental market
- Demolition

Exclusions
The Rent Program does not require landlords to file this form or any other documents for a notice to terminate a tenancy relating to the following:

CANCEL **NEXT**

6. On the following screen, enter information for each question displayed.
7. After specifying the Grounds for the Termination, additional information will appear on the screen. This information includes a description of the type of documentation that is required to be submitted. The example below displays information for the 'Owner Move In' ground.

Submit No Fault Termination

• An owner must disclose to any buyer and/or buyer's agent that the rental unit is subject to the Rent Stabilization Ordinance and subject to the restriction caused by the relevant ground for termination indicated below.

Grounds for Termination of Tenancy *

Owner Move-in

Owner move-in :

The owner seeks in good faith to recover possession of the Rental Unit for use and occupancy as a primary residence by the landlord/owner, or his/her spouse, domestic partner, children, parents, grandparents, grandchildren, brother, sister, father-in-law, mother-in-law, son-in-law, or daughter-in-law. A landlord must be a natural person who has at least 50% ownership interest in the property. A "natural person" means a human being, but may also include a living, family or similar trust where the natural person is identified in the title of the trust.

Restriction :

The owner or qualifying family member must move into the unit within 60 days after the tenant vacates and reside in the unit for at least three years.

CANCEL **SUBMIT**

8. Enter information for any additional questions that display after selecting the Grounds for Termination.

9. Upload the required documentation. Click on the 'Browse for File' area to select a document(s) from your device to upload.

Submit No Fault Termination

Upload Document*

Browse for File

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 Information

Enter Full Name * Select Title *

CANCEL SUBMIT

10. Select one or more documents to upload. Please ensure the uploaded documents meet the requirements for the selected Grounds for the Termination.

Open

File name: All Files

Open Cancel

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 Information

CANCEL SUBMIT

11. After the document(s) has been uploaded, the document name will appear below the 'Browse for File' area. There is also an 'X' next to each document name, which allows the user to delete the document if it was added by mistake.

The screenshot shows the 'Submit No Fault Termination' form. The 'Upload Document*' section has a dashed box with a 'Browse for File' button. Below it, the filename 'Cert of Occupancy.jpg' is displayed with a red 'X' icon to its right, indicating it can be removed. Below the upload section is the 'Declaration Statement' with an unchecked checkbox and a text block. At the bottom is the 'Submitter's Information' section. 'CANCEL' and 'SUBMIT' buttons are at the bottom right.

12. Review all information on the window for accuracy and complete the Declaration Statement and Submitter's Information sections. Click on the Declaration Statement check box, enter your Full Name, enter your Title from the drop-down list.

This screenshot is similar to the previous one but highlights the 'Declaration Statement' and 'Submitter's Information' sections with a red rectangle. The 'Declaration Statement' section contains an unchecked checkbox and a paragraph of text. The 'Submitter's Information' section has two input fields: 'Enter Full Name *' and 'Select Title *' (which is a dropdown menu). The 'CANCEL' and 'SUBMIT' buttons remain at the bottom right.

13. Click the 'SUBMIT' button to submit the No Fault Termination case.

Submit No Fault Termination

Browse for File

Cert of Occupancy.jpg X

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 Information

Enter Full Name * John Doe

Select Title * Owner

CANCEL SUBMIT

14. The Case History section will be updated to include the new No Fault Termination case that was submitted and the case status will display 'Pending Review.'

Case History						
Case Id	Created on Entity	Case Type	Created Date	Last Modified	Case Status	Action
NFT2019-50077	Unit: A, 1332 PARK ST ALAMEDA CA 94501	No Fault Termination	12-20-2019	12-20-2019	Pending Review	
NTA2019-50076	Unit: 1330 PARK ST ALAMEDA CA 94501	New Tenant Amendment	12-20-2019	12-20-2019	Pending Review	
PE2019-50074	APN: 070018502801	Property Exemption	12-20-2019	12-20-2019	Pending Review	
UE2019-50073	Unit: D, 1332 PARK ST ALAMEDA CA 94501	Unit Exemption	12-20-2019	12-20-2019	Pending Review	
RR2019-49853	APN: 070018502801	Rent Registry	12-19-2019	12-20-2019	Pending Staff Review	

1 - 5 of 5 items

15. The Alameda Rent Program will review the No Fault Termination Case and contact the appropriate parties to move the case forward to the next step. The case status will update to reflect the current step of the No Fault Termination process.