City of Alameda Rent Program

Rent Registry Landlord User Guide

Version 1.0

January 15, 2020

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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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 <u>Fully Regulated</u> 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.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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.

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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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)

Create Account

First Name *
|
This Field is Required.

Last Name *

Mobile Number (Optional)

Email *

Password *

Confirm Password *

CANCEL   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.

Create Account

First Name *
John

Last Name *
Doe

Mobile Number (Optional)

Email *
Johndoe@3dimail.com

Password *
••••••••

Confirm Password *
••••••••

CANCEL   SUBMIT

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4. 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.
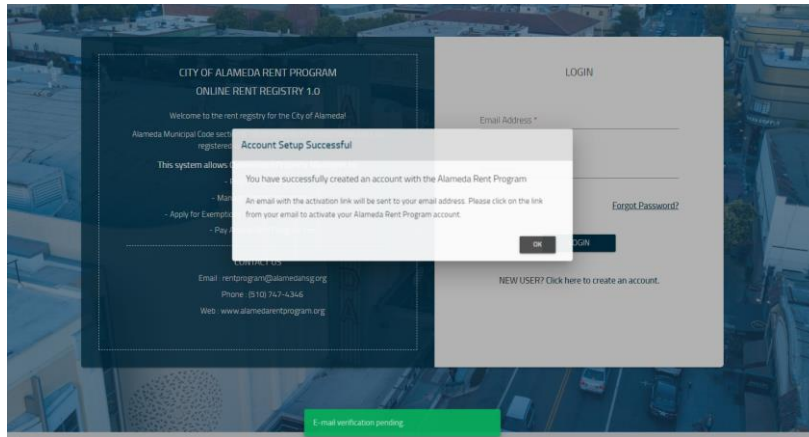
5. An email with the subject line 'Account setup confirmation' will be in your inbox. Login into the email to setup the Rent Registry account. Open the email and click on the verification link in the email. (If you did not receive a verification email, check your SPAM folder. If it does not arrive after 30 minutes, please contact the Alameda Rent Program and inform them the Account Activation Email did not arrive.)
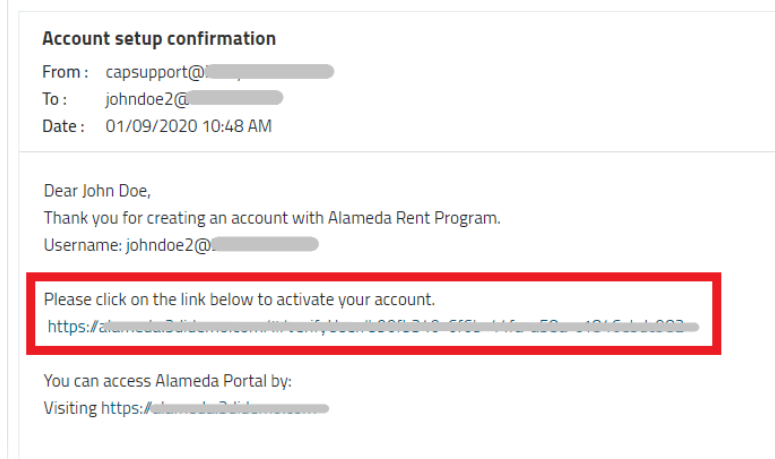
6. If the account verification is successful, you will be redirected to a page which indicates the account was successfully activated. You can click on the 'RETURN TO HOMEPAGE' button to return to the Home Page and Login. If there is an error in the verification process, please contact the Alameda Rent Program and inform them the Account Activation failed and you need assistance.

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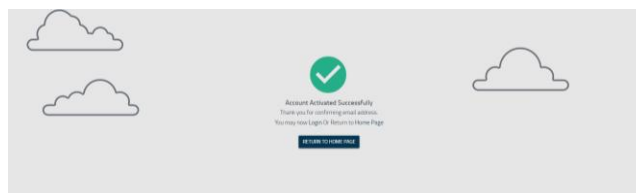
Recover Account Password

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.

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

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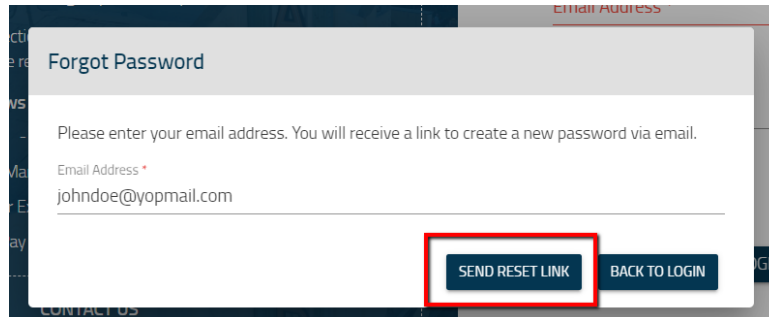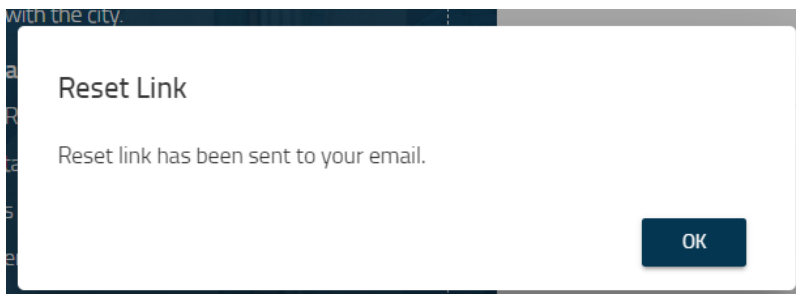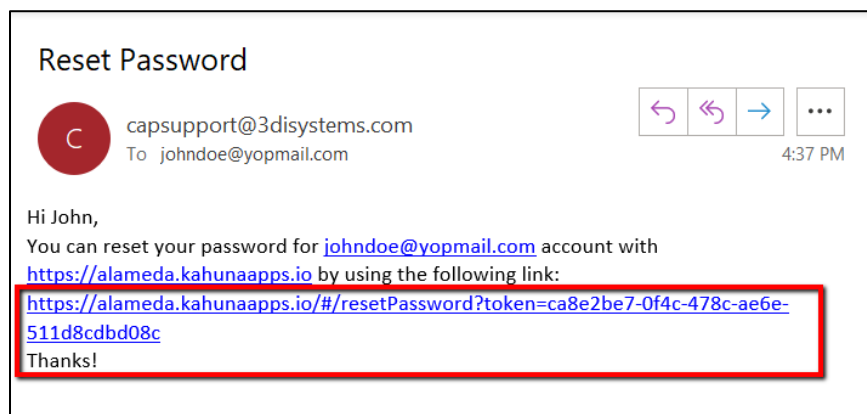
3. Once the Email Address is entered, the 'SEND RESET LINK' button will be enabled (it will change from gray to blue in color). Click on the 'SEND RESET LINK' button. If there is not an account associated with the Email Address, an error will be displayed on the screen indicating that there is no record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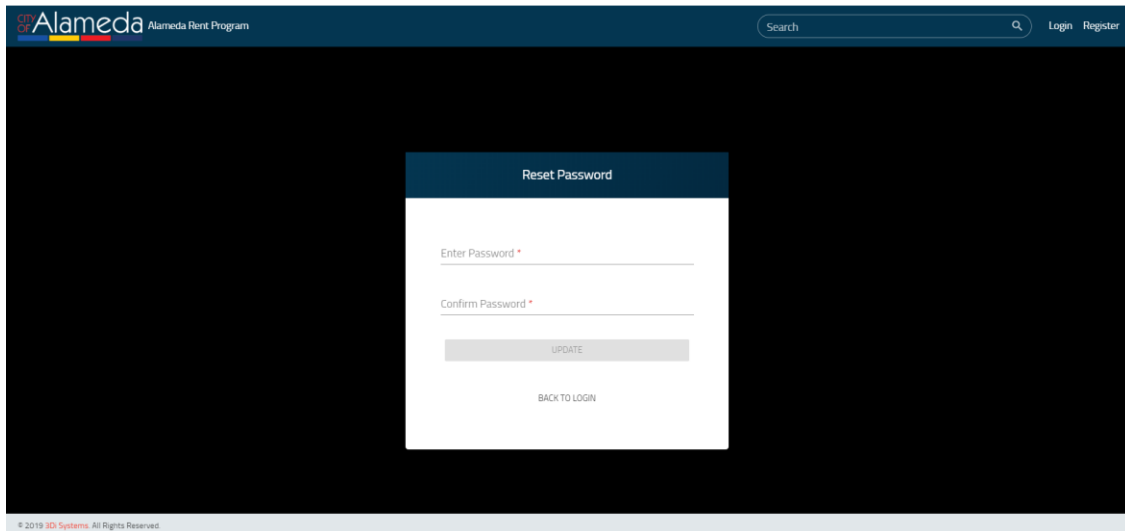

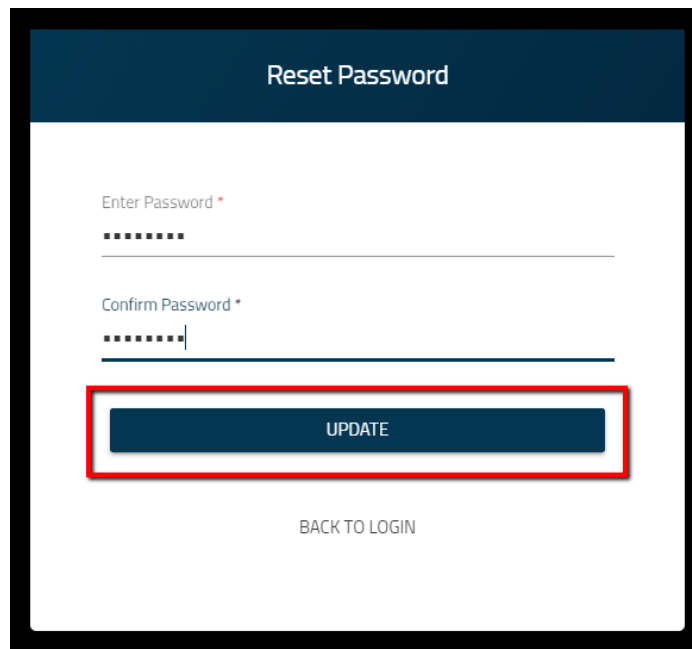4. When there is an account associated with the entered Email Address, the following pop-up will appear. Navigate to your email account to verify your Rent Registry account.

5. 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.)

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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.

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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.

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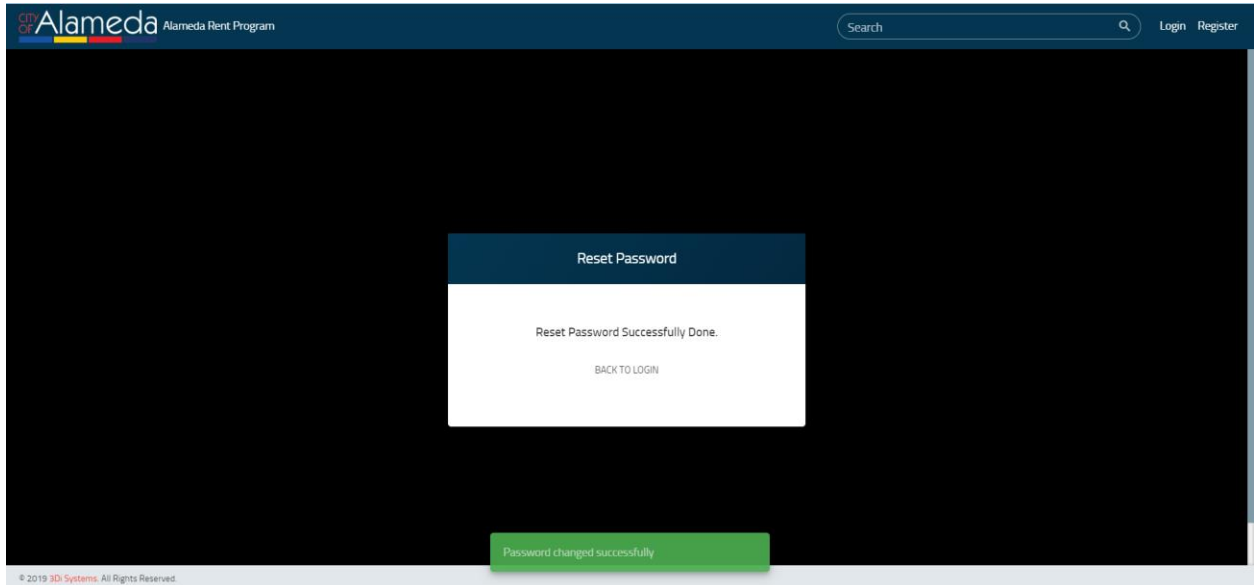
Login to the Online Rent Registry

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.

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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3. 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.
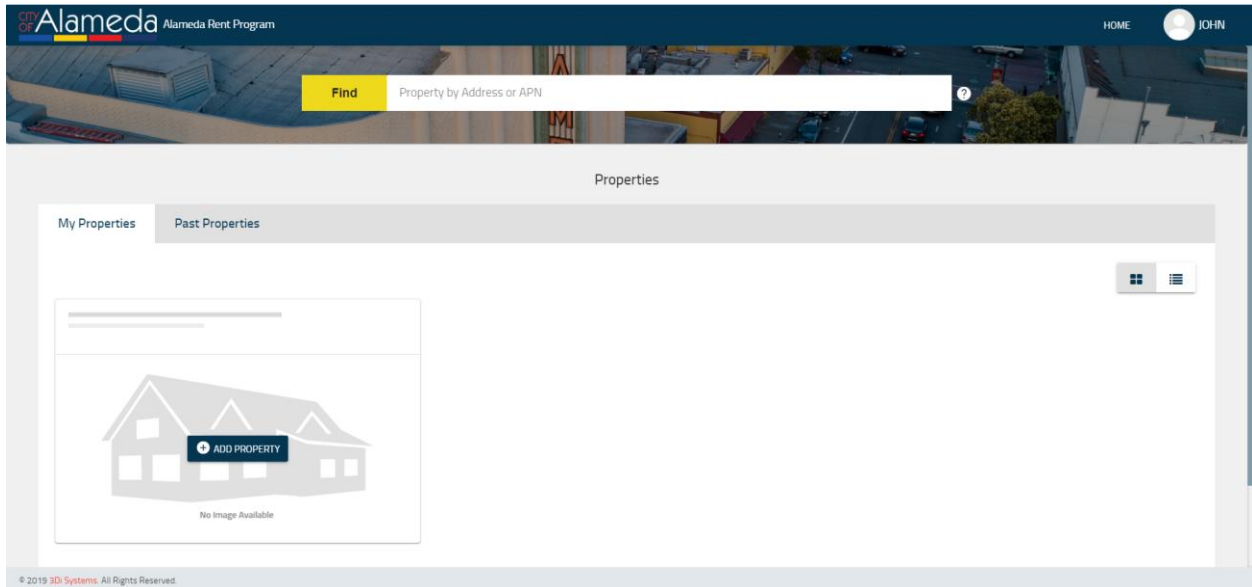
4. If you have previously logged in and have already added properties to your account, your dashboard will list all your currently owned properties as shown below.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org
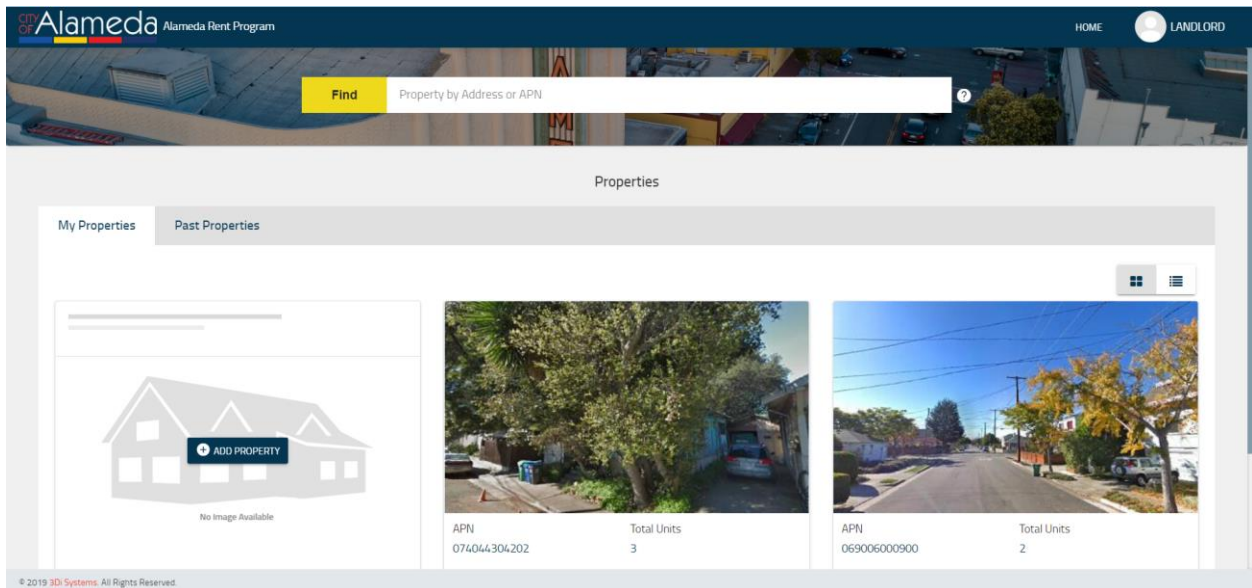
Understanding the Landlord Home Page and Basics

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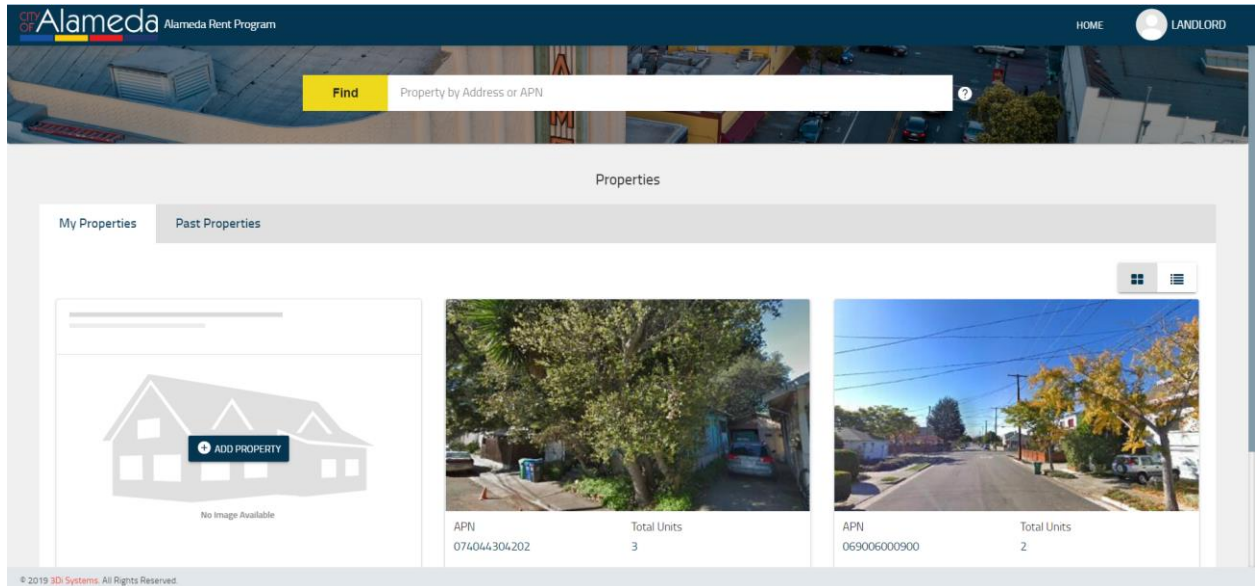
2. If you prefer to view properties in a list, click on the 'List View' icon as shown below.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org
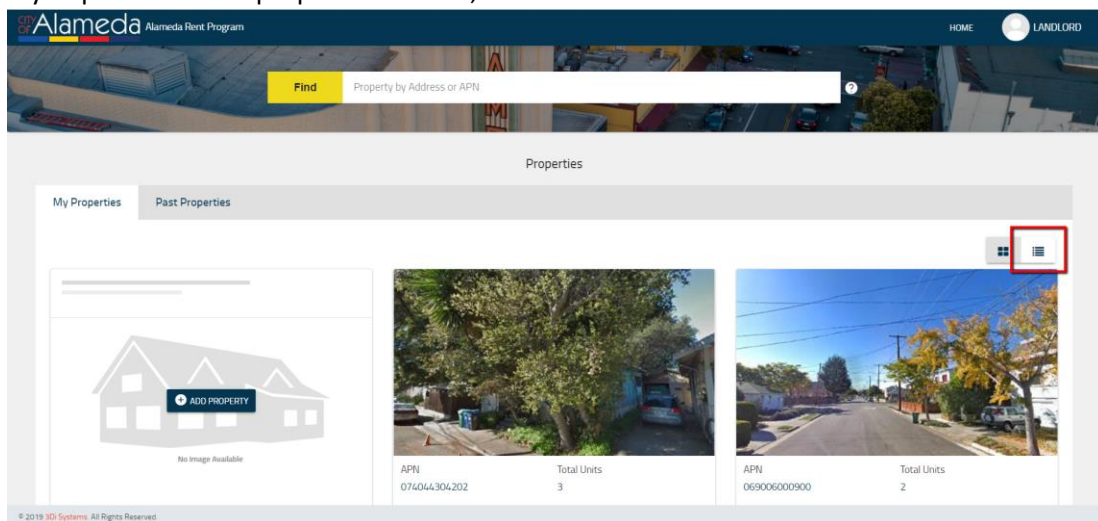
3. When you are in the 'List View' screen, you can swap views to view the 'Property Card' format by clicking on the 'Card View' icon.

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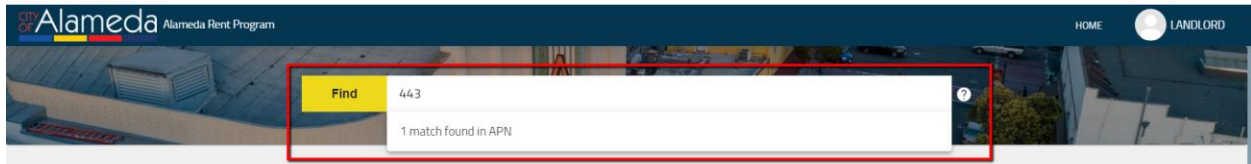
2. Once you are satisfied with the number of possible matches to your search criteria, click on the text to see the search results. In the example above, '1 match found in APN' was clicked. The matching APN will appear in the search results.

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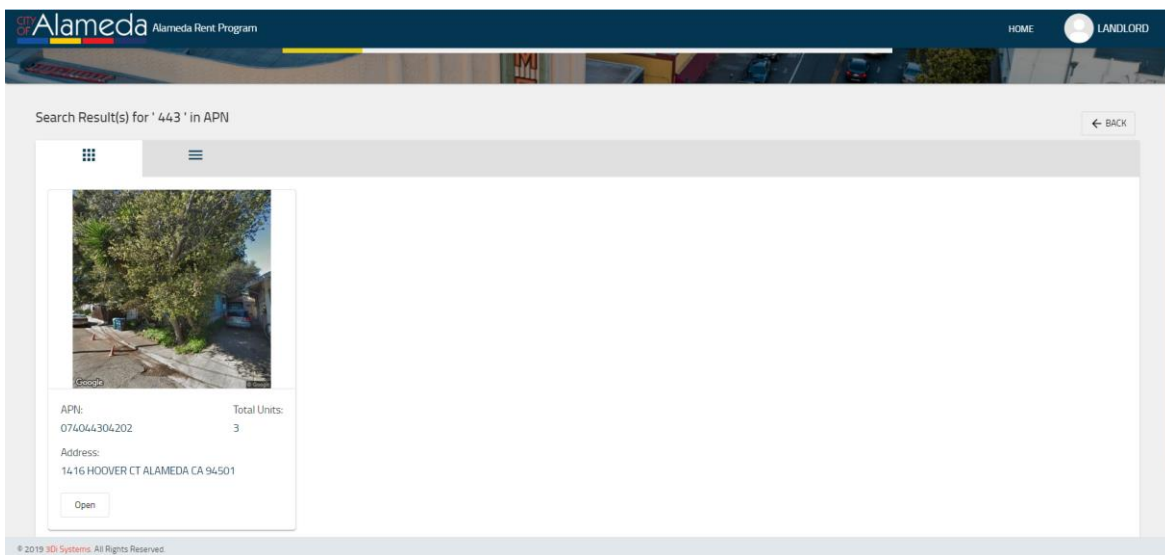
My Properties Tab

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.
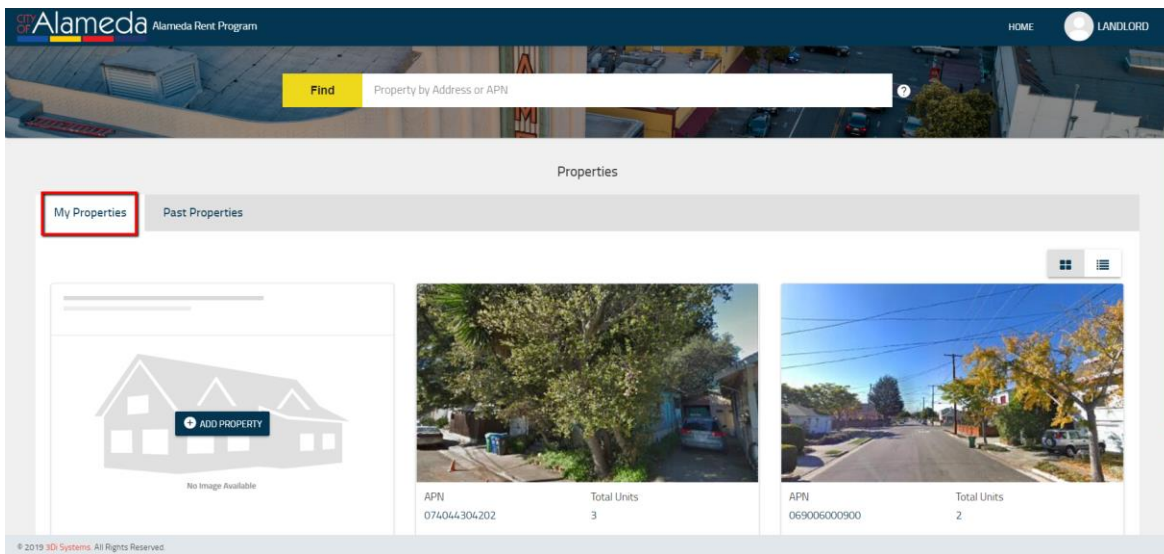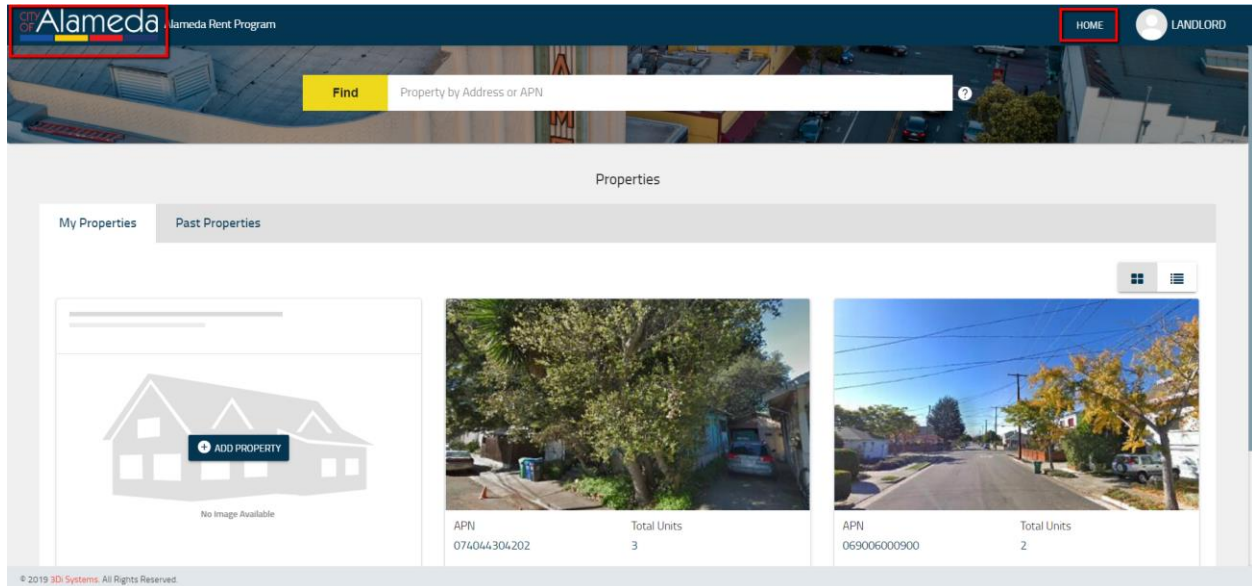

Past Properties Tab

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.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org
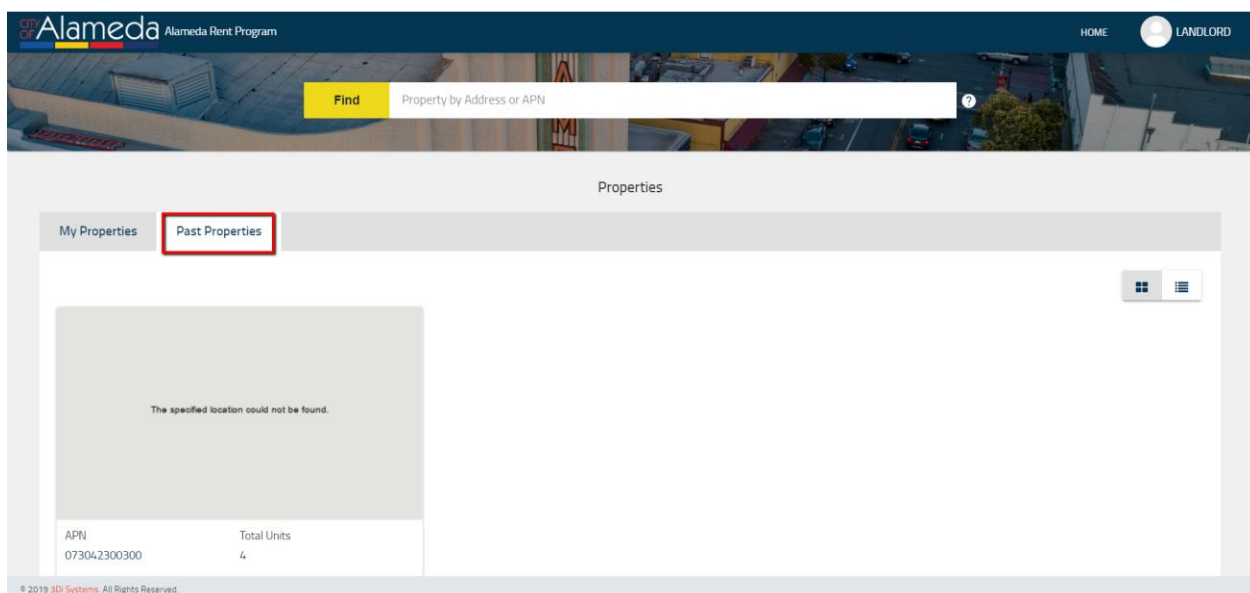
Return to Dashboard View

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

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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.
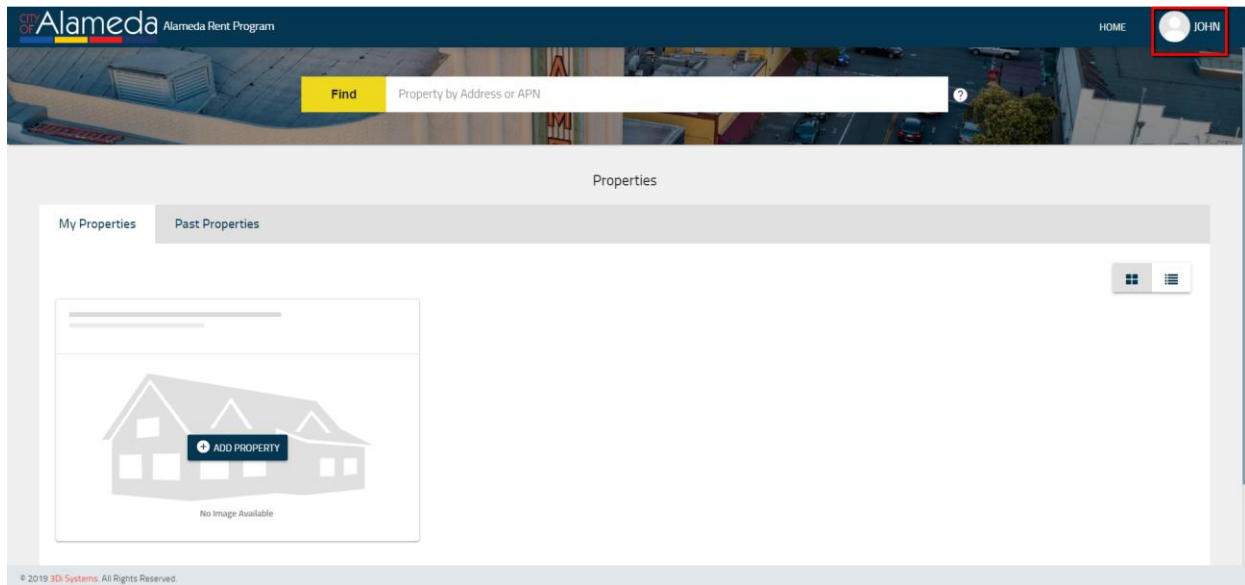

2. Click on 'Change Password' from the drop-down menu.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org
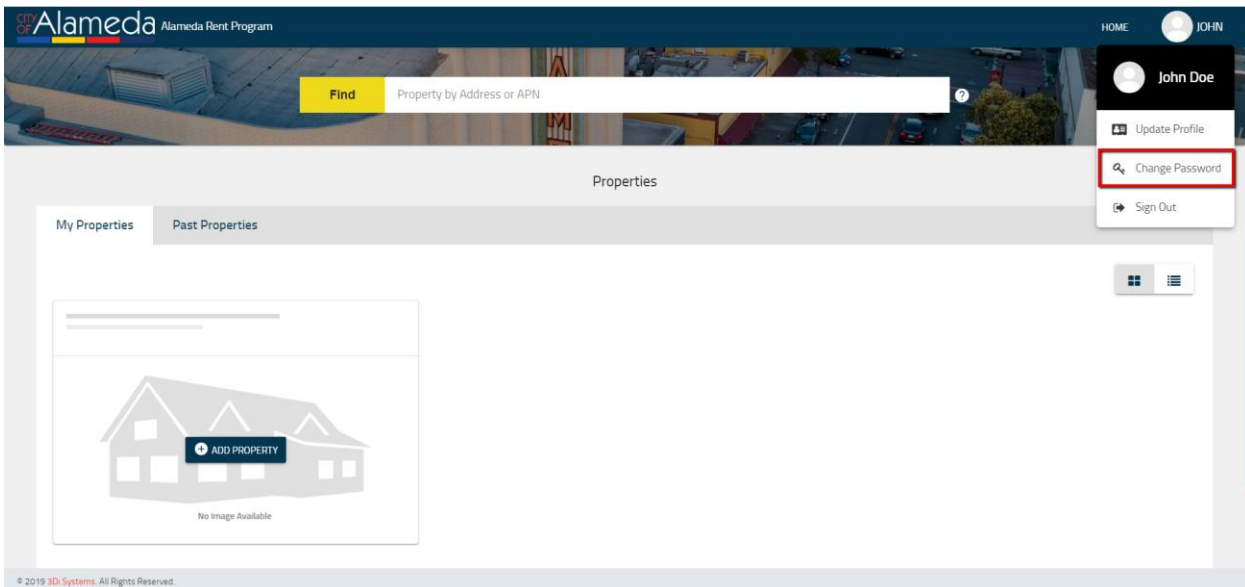
3. The 'Change Password' pop-up will appear. Enter your current password in the 'Old Password' field and your new password in the following two password fields. If there are any errors with the new password, an error message will appear on the screen to describe the issue.
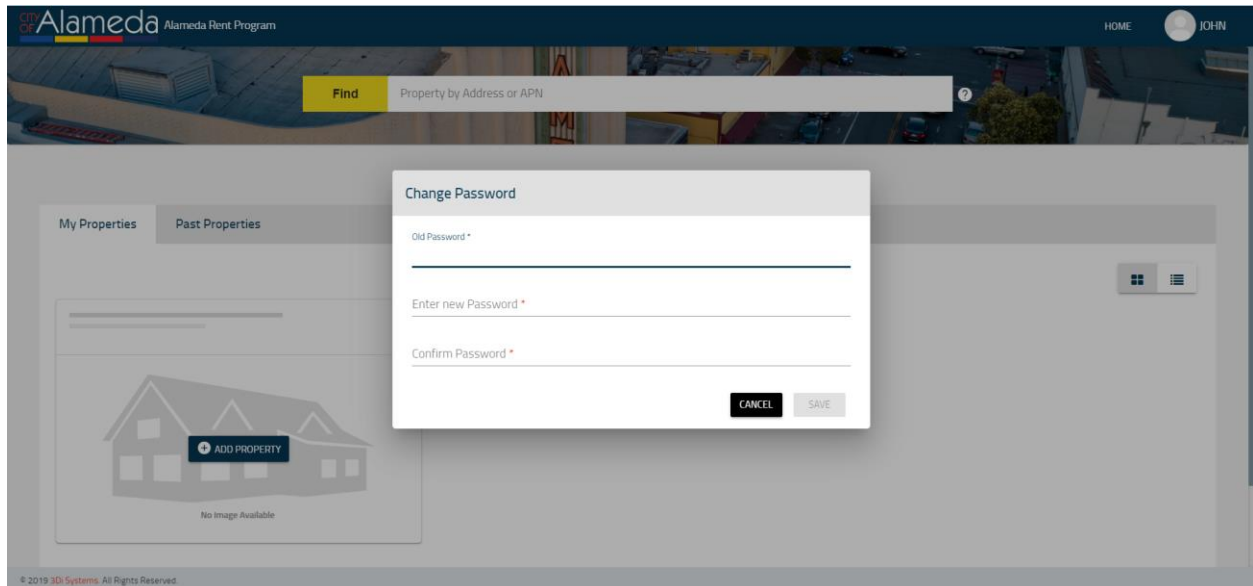
4. Once the password information is entered, the 'SAVE' button will be enabled (it will change from gray to blue in color). Click on the 'SAVE' button.
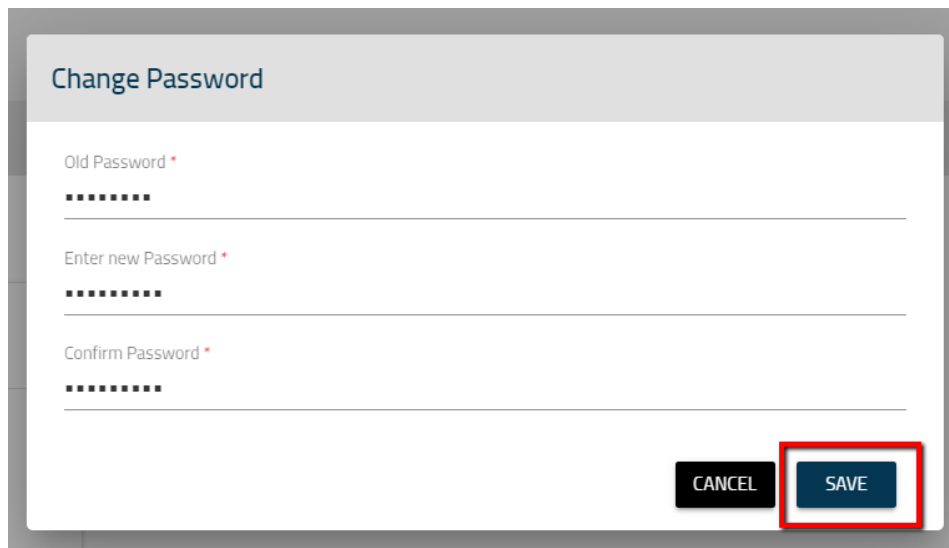
5. If your password is successfully reset, you will see a message on the screen indicating the password update was successful. You can click on the 'OK' button to close the pop-up. The system will log out of your account and require you to sign in with the new password.
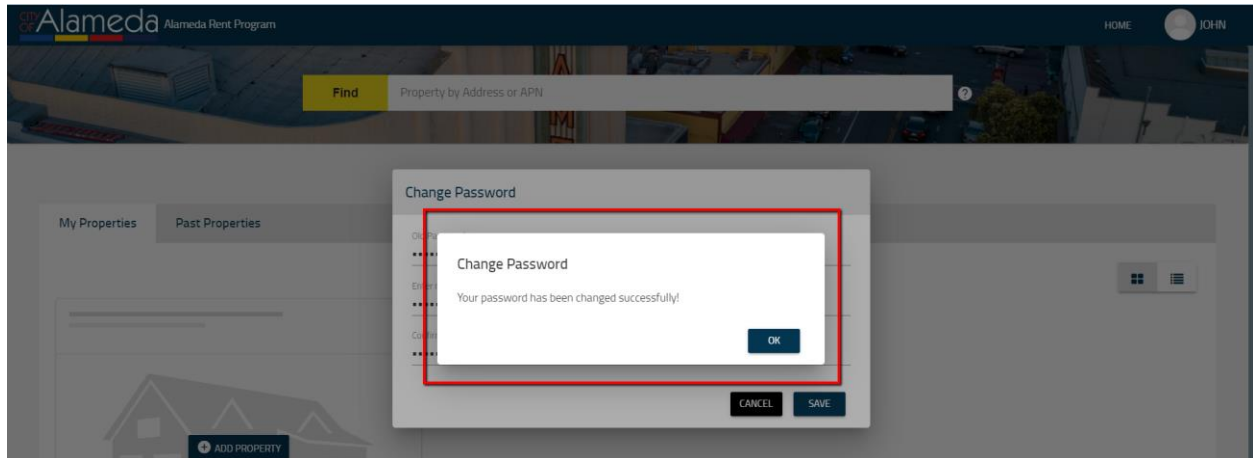
Sign Out of the Online Rent Registry

1. To sign out of the system, click on your name in the top right corner of the website.
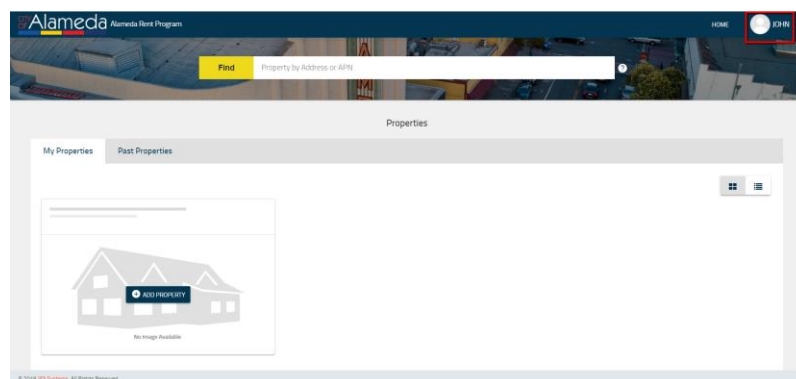
2. Click on 'Sign Out' from the drop-down menu. The system will sign out of your account and you will return to the Rent Registry home screen.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org
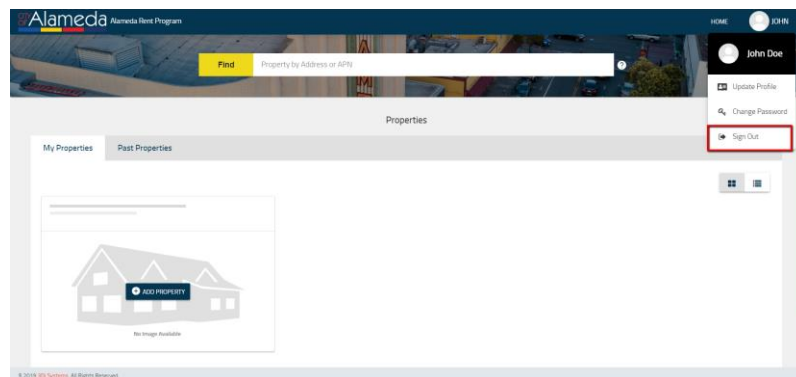
Add a Property to Your Account

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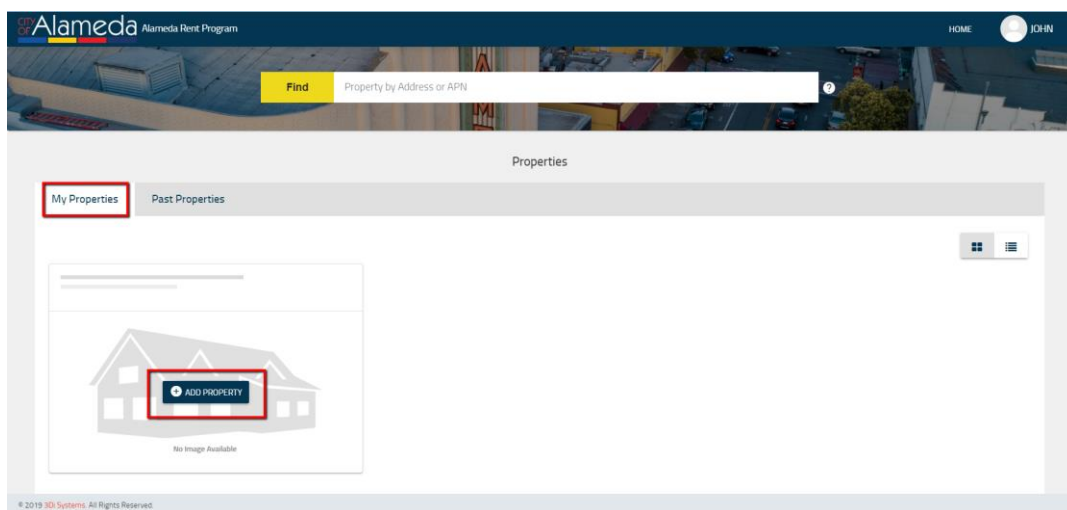
3. The 'ADD PROPERTY' pop-up will appear.

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

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.

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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.

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

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8. 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.
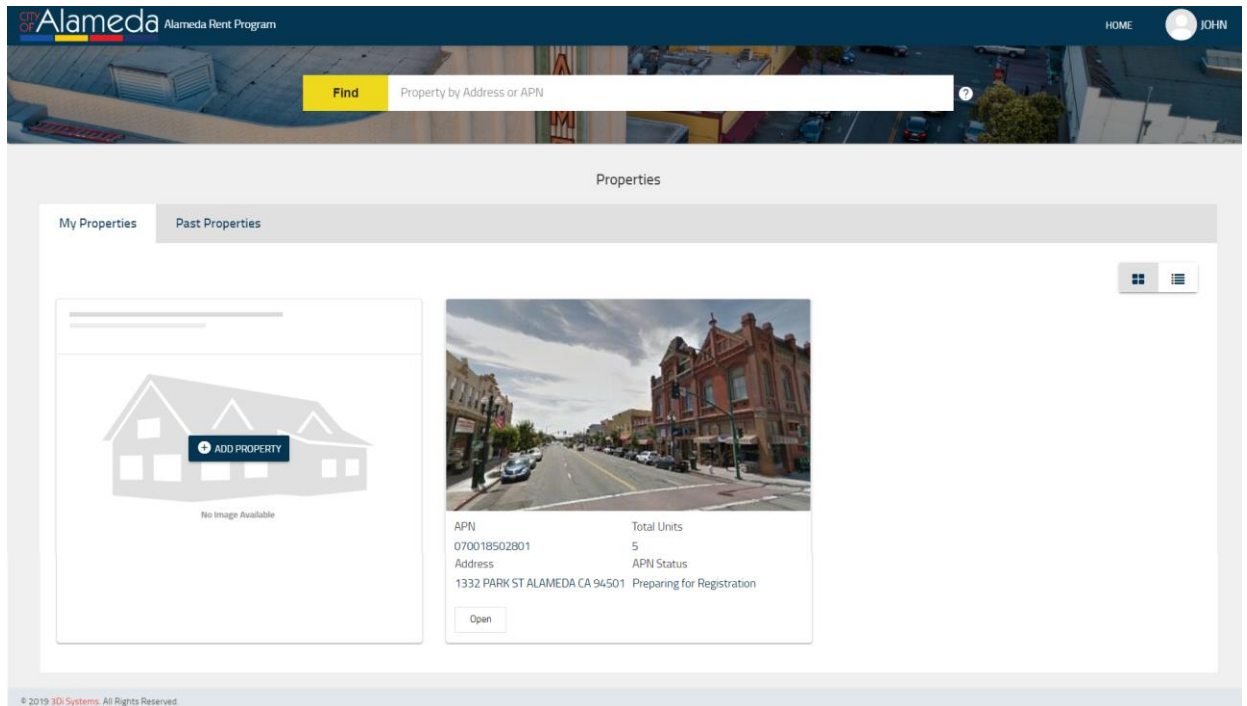
Understanding the Property Information Display

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.

1. 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.

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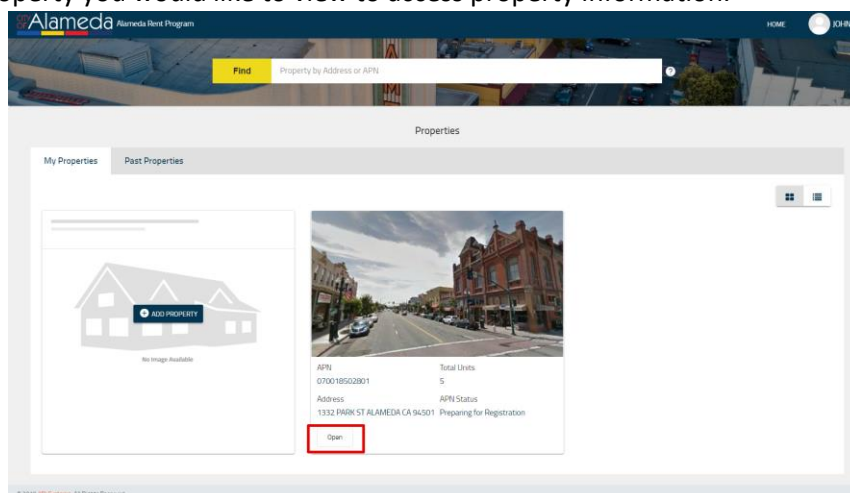
2. The property information will appear when you click on the 'Open' button as shown above.

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

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** ► ►| 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 – 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 – 1 of 1 items

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3. 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
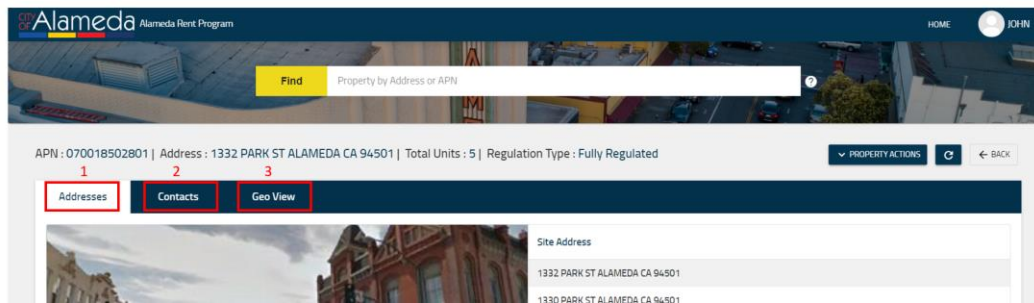
4. At the top of the property information page, the APN, Primary Address, Total Units, and Regulation Type are listed. If the information listed here is inconsistent with your records, please contact the Alameda Rent Program and inform staff of the inconsistency. If you believe the property has the incorrect Regulation Type, contact the Alameda Rent Program **PRIOR** to making any updates to the data.

5. 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.
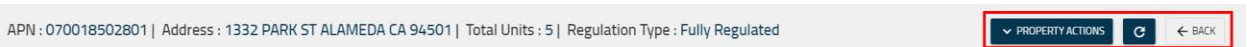
6. At the bottom of the property information page, there is a section titled, 'Case History'. The system will generate and display the cases relevant to your registration in this section. Each case has a unique case ID and stores the information and documents you submitted for the case.

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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.

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.

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.

3. 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.
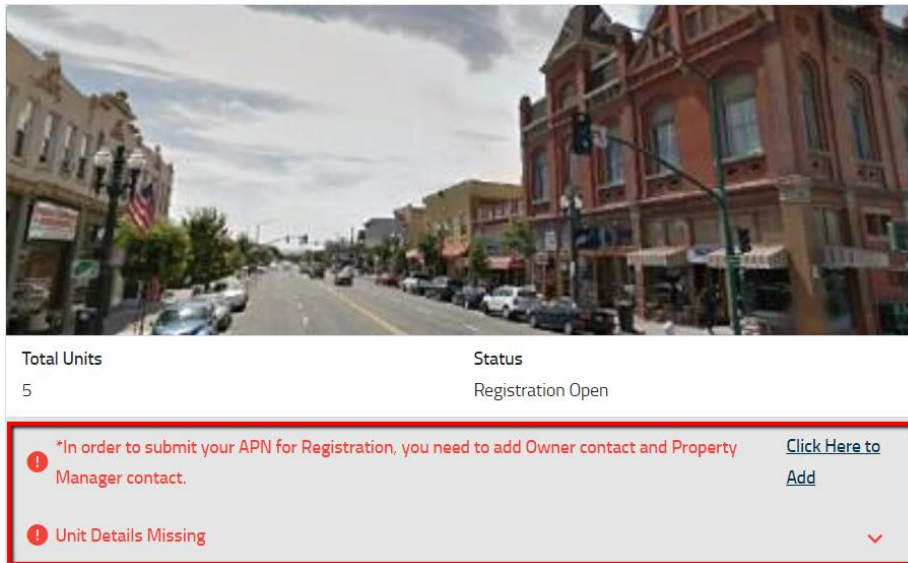
4. Just below the Property Image, there is a section with some text displayed. On the left, the **Total Units** value is displayed, indicating the total number of units at the property.
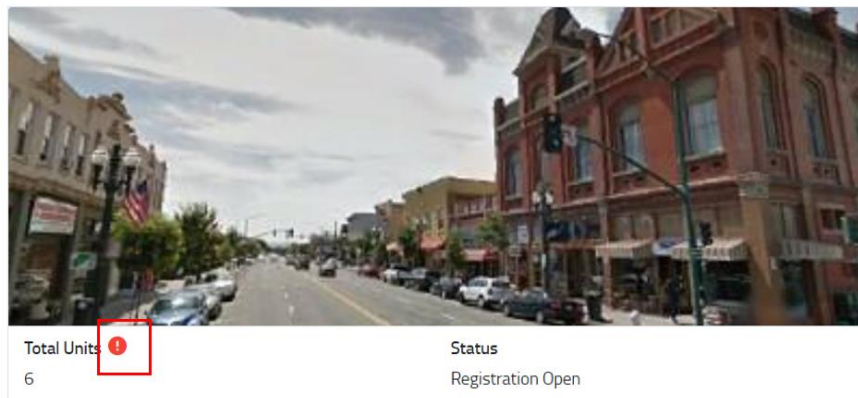
The number displayed under 'Total Units' does not match the number of units listed, an error will display as shown below. If you see this error, please contact the Alameda Rent Program.

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5. Moving to the right, **Registration Status** is displayed.
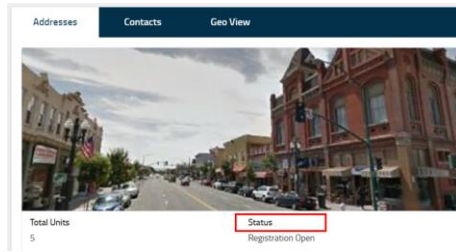
The status of the property change as the landlord submits information for the registration process. All properties start in 'Registration Open' status. When registration is submitted, the status will be updated to 'Pending Staff Review.' If staff notifies the landlord to make a correction on the registration 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	- Edit landlord contact information - Edit tenant contact information - Register rental units - Apply for a unit exemption - Apply for a property exemption
Pending Staff Review	- 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	- Edit landlord contact information - Edit tenant contact information - Register rental units - Apply for a unit exemption - Apply for a property exemption
Payment Pending	- 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	- 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

6. 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.
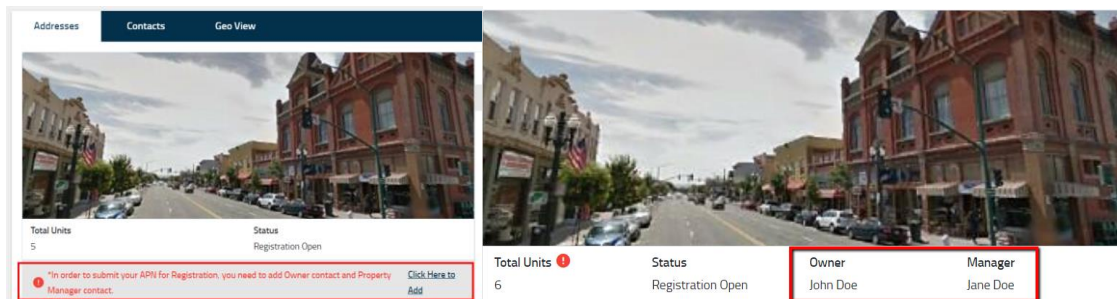
When no contact information has yet been added to the property, this section will display an error message informing the user that contact information must be added to the property. You can click on the 'Click Here to Add' text to enter contact information.

7. 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

8. Each Site Address is listed next to the property iage 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 ► ►|　　　　　　　　　　　　　　　　　　　　　　　　　　　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 - 1 of 1 items

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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
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 ► ►| 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 - 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.

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 ⌄ 👁

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

| Addresses | Contacts | Geo View |

+ ADD CONTACT

No Data Available

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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

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

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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

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

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.
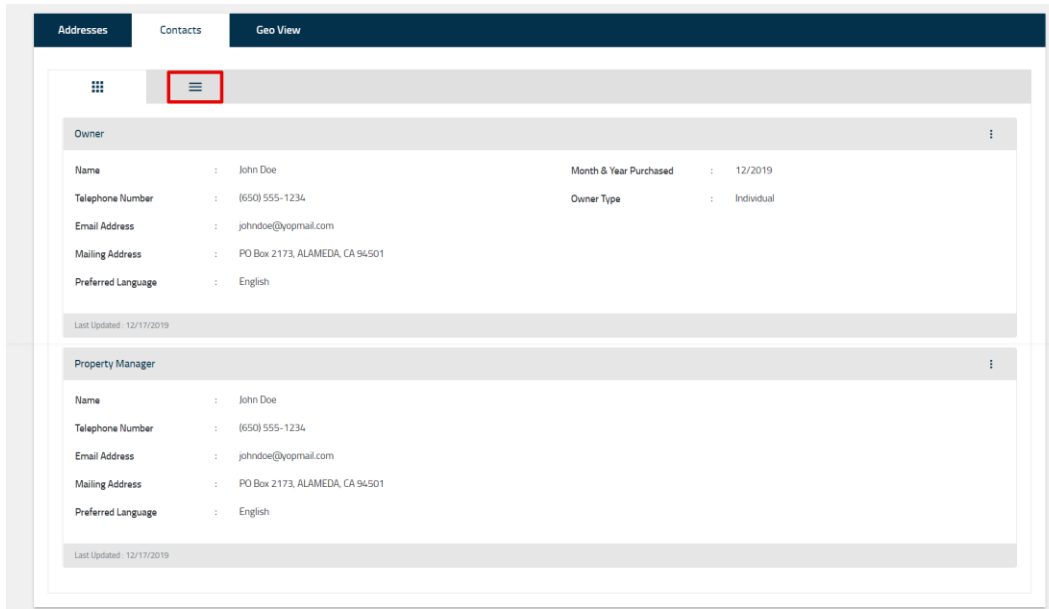
2. After clicking the 'List View' icon, the Contacts will be shown in a list table format. You can swap views by clicking on the 'Card View' icon.
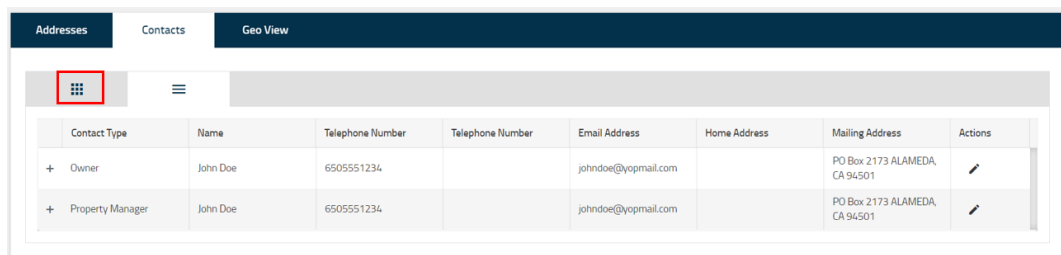
3. The 'List View' displays limited information. To view more details for the Contact, you can expand each Contact Type to view additional details by clicking on the '+' icon as shown below.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org
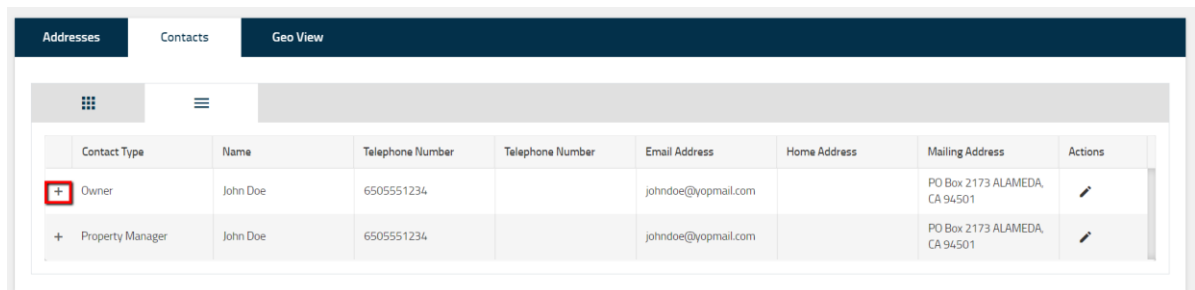
Geo View Tab

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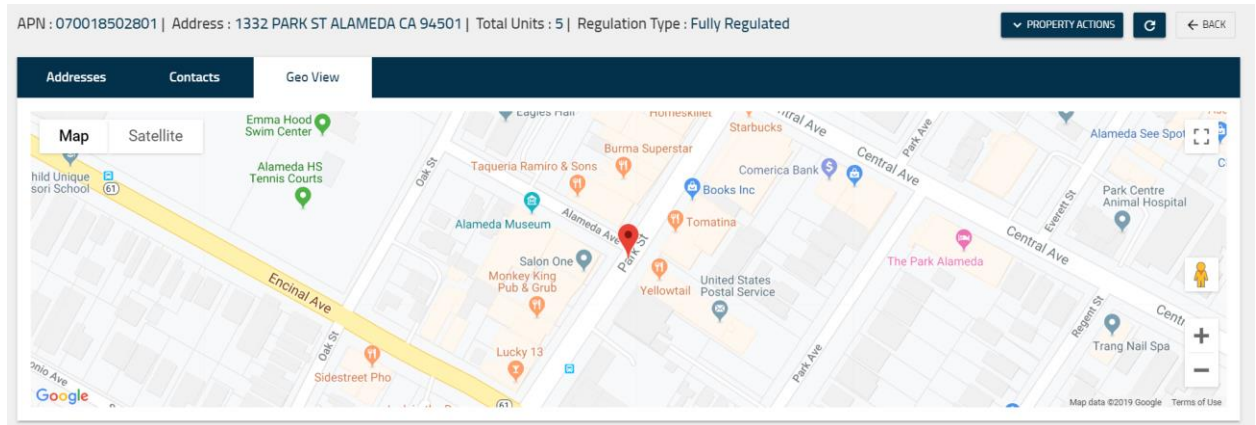
2. The Geo View Tab is purely informative. There are no registration actions or property management related functions available on this tab.

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.

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

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

3. 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.

4. 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

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5. 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.

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

7. 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.
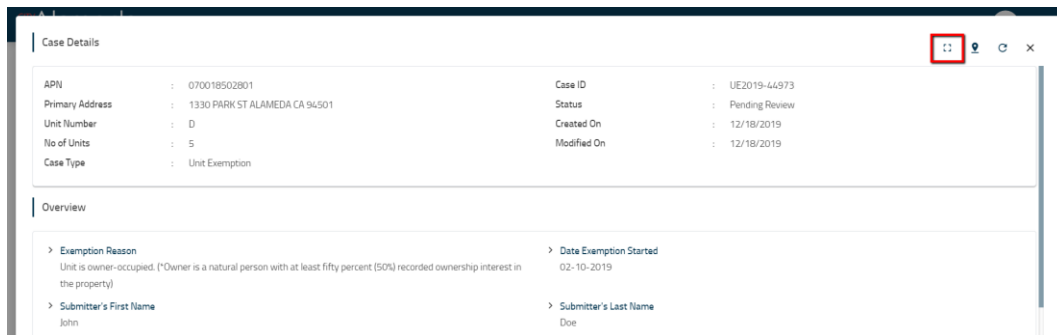
Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

8. To view the Case Details in Full Screen, click on the 'View Full Screen' icon (⌞⌝) as shown below.
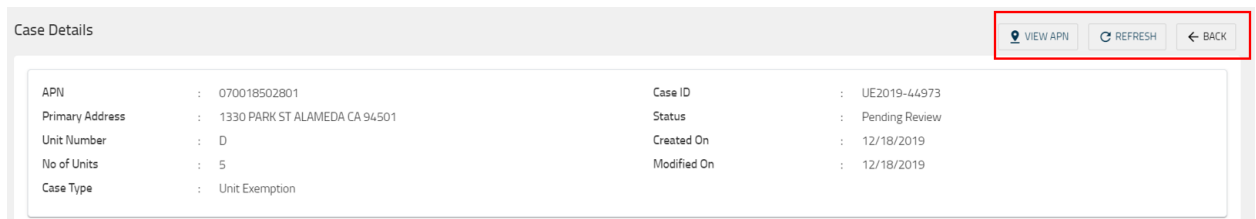
9. The top portion of the Case Details page has some action buttons along with basic case information.
   - The 'VIEW APN' button navigates the user to a property information pop-up window for the property associated with the case. The user will see information about the property, but this view does 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.

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'.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org
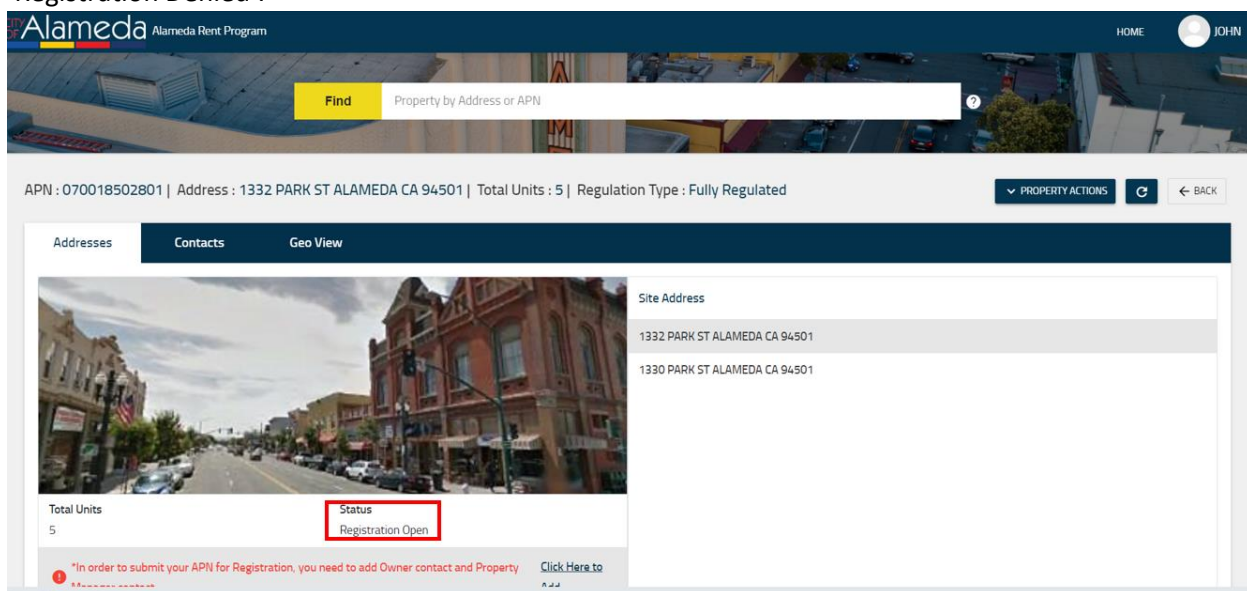
Owner/ Property Manager Contact Information

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.
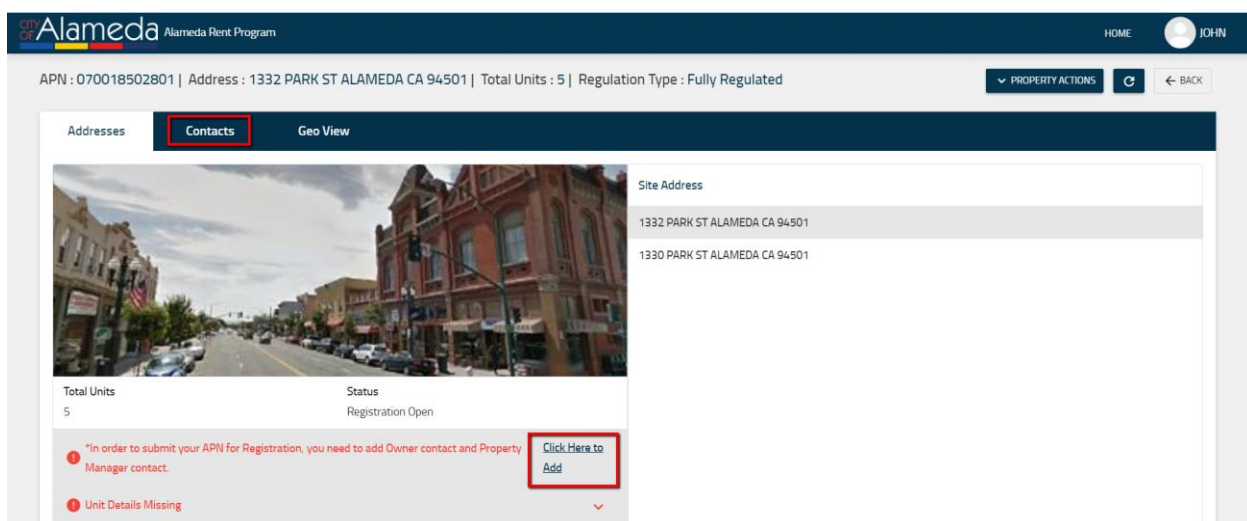
2. On the Contacts Tab, click on the 'ADD CONTACT' button. The Add Contact pop-up window will appear.
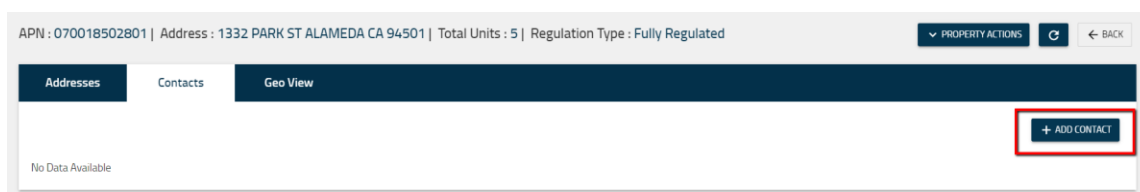
3. Select a Contact Type from the drop-down list. It is easier to begin with the Owner Contact details as there is a shortcut that can be utilized if the Manager is the same as the Owner.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org
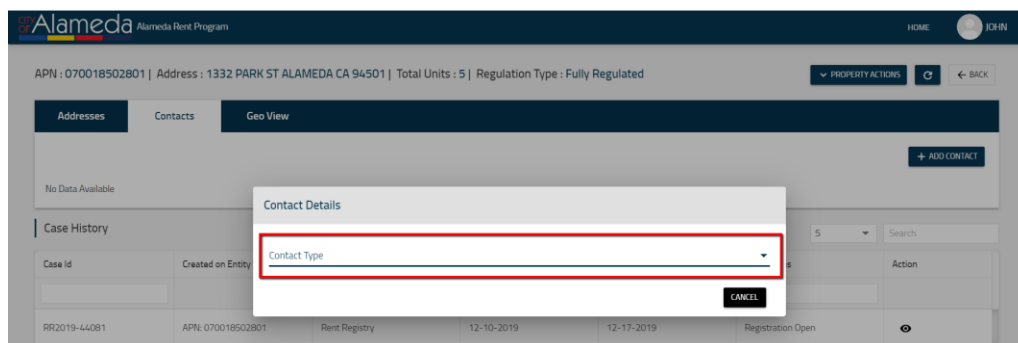
4. After selecting 'Owner' from the drop-down list, the Owner Contact fields will appear.

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.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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.

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.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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

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.

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

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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.

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.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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

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 Manger 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.

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

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

3. The Contact pop-up window will appear.

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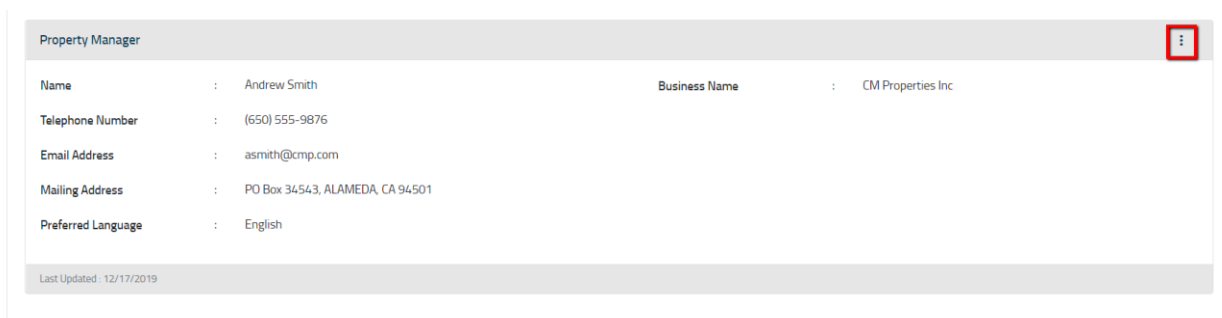
5. The Contact Information will be updated. The field titled 'Last Updated Date' for the Contact will also be updated.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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.

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

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

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

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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
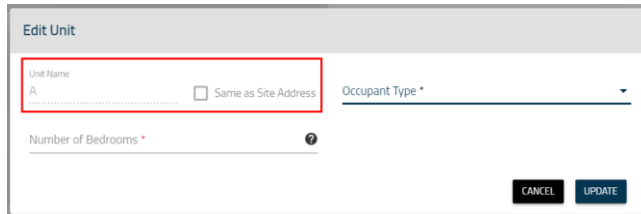
1. Click on the 'MORE' button for the Unit where a Tenant Occupant needs to be added. The Action Menu for the Unit will appear with a drop-down list of available actions. This action menu will have different menu options depending on property status. When the property status is 'Registration Open' or 'Registration Denied', the Action Menu will display two options: 1) Edit; 2) Apply for an Exemption.
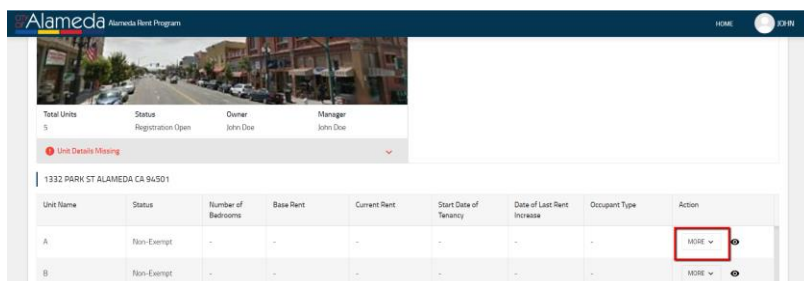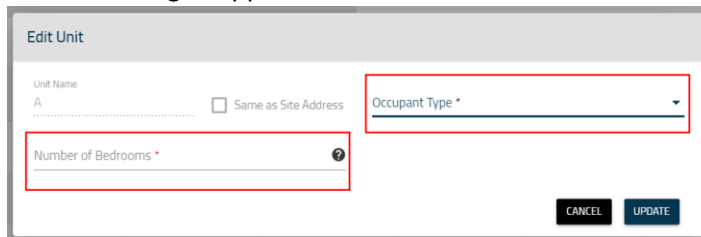
2. Select 'Edit' from the drop-down menu.
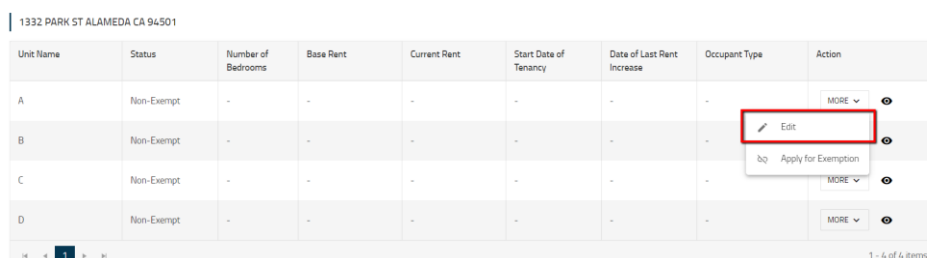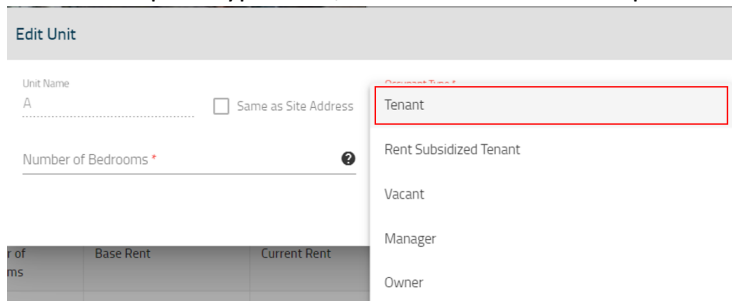
Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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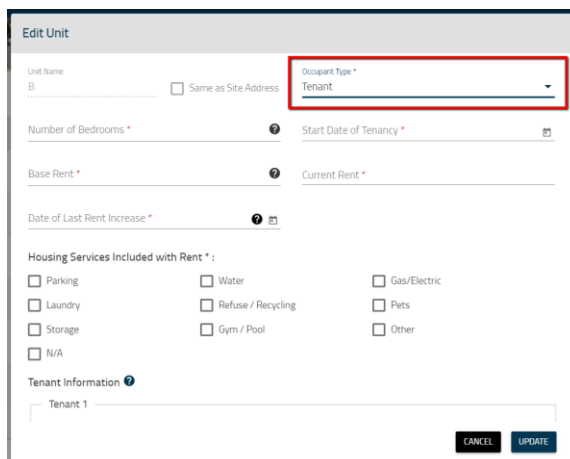
4. In the Edit Unit pop-up window, there is an 'Occupant Type' drop-down list and a field for 'Number of Bedrooms'. The Number of Bedrooms will only need to be provided in this first year unless a change happens to the unit size over time.

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)

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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.

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.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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	**Fully Regulated Unit Requirement**	**Partially Regulated Unit Requirement**
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

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

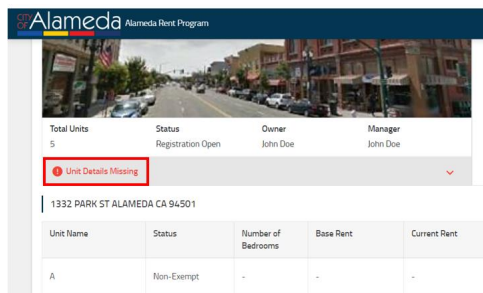12. The Unit Details will be added.

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 ▶ ⏭   1 - 4 of 4 items

13. 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.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

View Unit Details - Tenant Information

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

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

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 <u>Fully Regulated</u> 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'.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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.

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.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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

2. Select 'Edit'.

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.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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 Rent Subsidized Tenant in the drop-down menu. The Rent Subsidized Tenant fields will appear on screen.

6. 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	Fully Regulated Unit Requirement	Partially Regulated Unit Requirement
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

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

9. The Rent Subsidized Tenant details will be added.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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 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.

1. 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.

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

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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 Manager.

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 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 ˅	👁

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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.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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.

2. Select 'Edit' in the dropdown 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.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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 Owner.

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.

9. 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	3	-	-	-	-	Owner	MORE ∨ ◉

1 – 4 of 4 it

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 a Vacant Occupancy

1. 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 ∨ ◉

1 – 4 of 4 items

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

2. Select 'Edit' in the dropdown 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 Vacant.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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 Vacant Occupant information to the property.

9. 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.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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.

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.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

2. 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'.

3. 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.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

- 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.

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

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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.

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.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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

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

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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.

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

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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.

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

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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

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'.

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.'

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.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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.
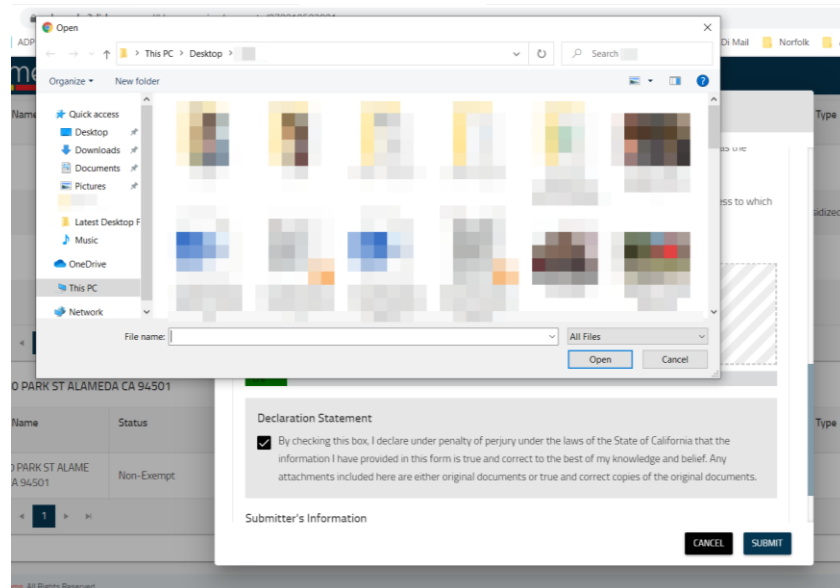- Houseboats
- Mobile homes or mobile home lots
- Rooms in a building or Dwelling Unit that provides a structured living environment that has the primary purpose of helping formerly homeless persons obtain the skills necessary for independent living in permanent housing and where occupancy is limited 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.'

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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.

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.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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.

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.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org
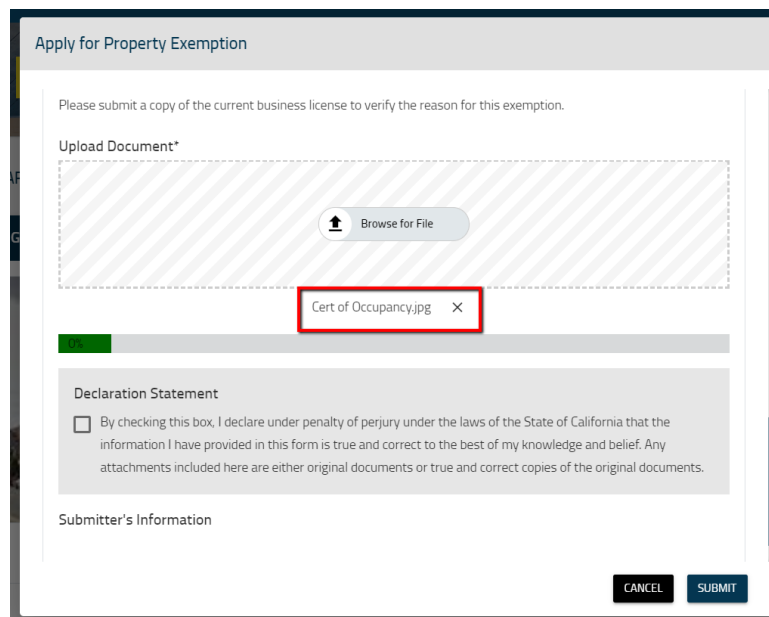
9. Review all information entered on the Property Exemption pop-up window. If all data is accurate, complete the Declaration Statement and Submitter's Information sections. Click on the Declaration Statement check box, enter your Full Name, enter your Title from the drop-down list.

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

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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.'

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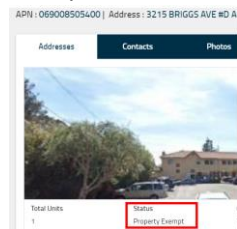
14. If the Staff denies the Property Exemption, the case status will update to 'Denied.' Staff will inform the Landlord of the reason the Property Exemption request was denied.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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.'

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

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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

4. Confirm the Unit Details information is accurate.

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

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

6. 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@3dimail.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@3dimail.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 CA 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 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

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SUBMIT

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7. 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

Property Manager

Name	:	John Doe

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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

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

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.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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

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

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

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

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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.

- Thank you! You have completed annual registration. Please remember, <u>Fully Regulated</u> units must register a <u>Change in Ownership</u> or a change resulting in a <u>New Tenancy</u>. 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.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

Ongoing Registration Requirements

In additional to annual registration, <u>Fully Regulated</u> units must register a <u>Change in Ownership</u> or a change resulting in a <u>New Tenancy.</u> Please review this section for those registration processes.
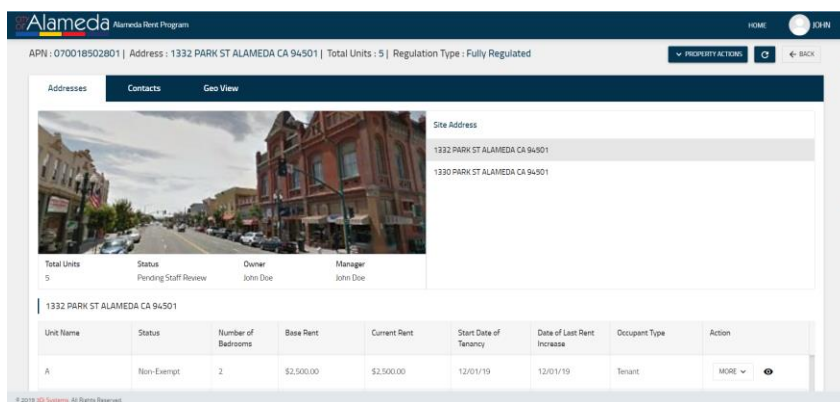
Register a New Tenancy

A Landlord of a <u>Fully Regulated</u> 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.
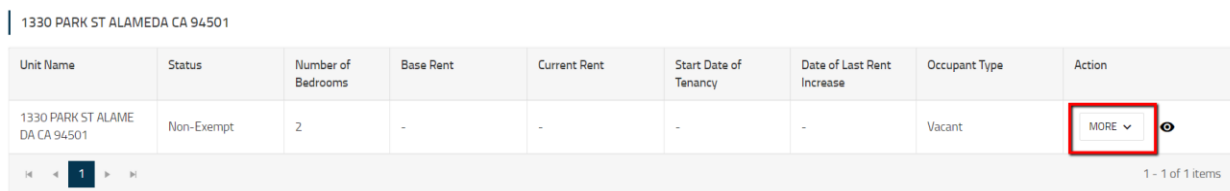
3. The options displayed in the action menu will depend on the current Occupant Type.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or <u>rentprogram@alamedahsg.org</u>

4. Select 'Report New Tenancy.'

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.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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

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

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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.

TENANT OCCUPANT			
Field Name	**Description**	**Fully Regulated Unit Requirement**	**Partially Regulated Unit Requirement**
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

RENT SUBSIDIZED TENANT OCCUPANT			
Field Name	**Description**	**Fully Regulated Unit Requirement**	**Partially Regulated Unit Requirement**
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.

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

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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 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 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	👁

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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 <u>Fully Regulated</u> 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.'
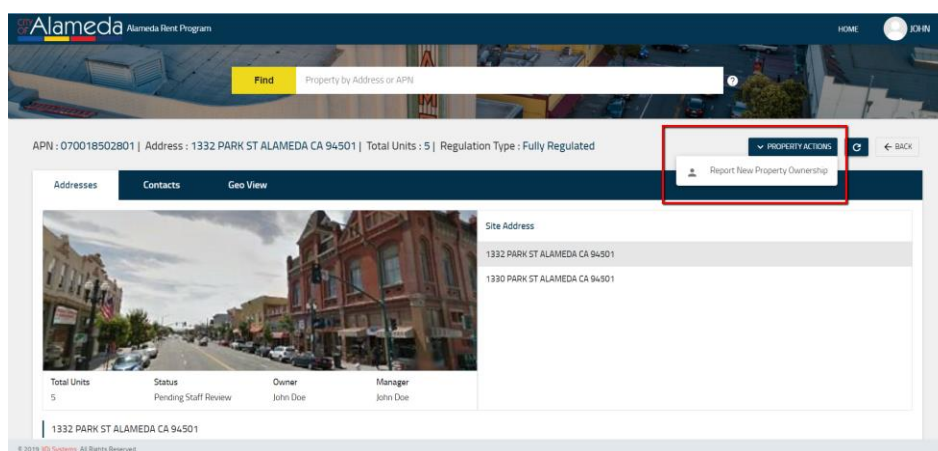
    b. OR, From the Contacts Tab, click on the Owner Contact Card 'Action Menu' and select the 'Report New Property Ownership' option.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org
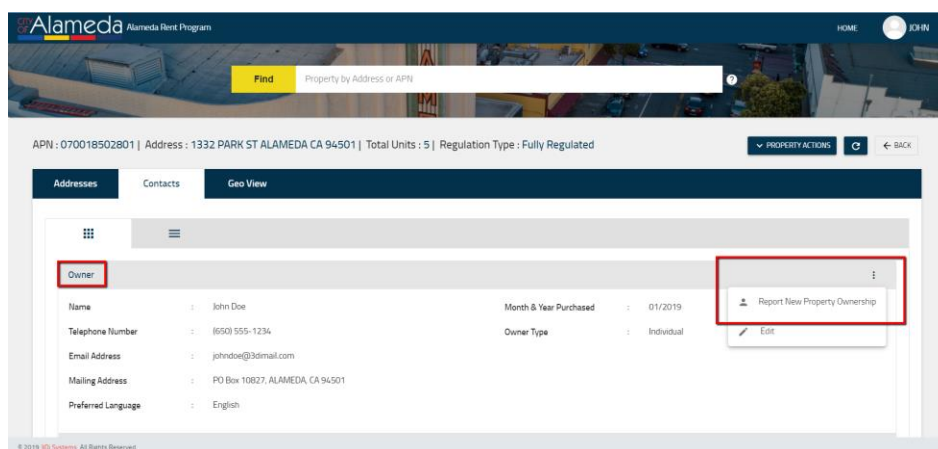
2. Once you click on 'Report New Property Ownership', the Report New Property Ownership pop-up window will appear.

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.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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

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

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.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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

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.

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

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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

Case Id	Created on Entity	Case Type	Created Date	Last Modified	Case Status	Action
NOA2019-50114	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	👁

1 - 5 of 6 items

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.
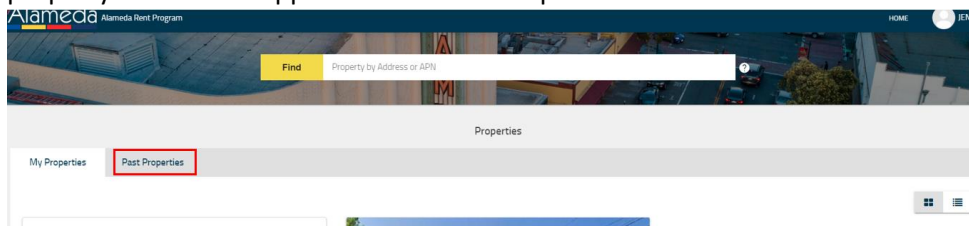
Other Services Available in the Rent Registry

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.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org
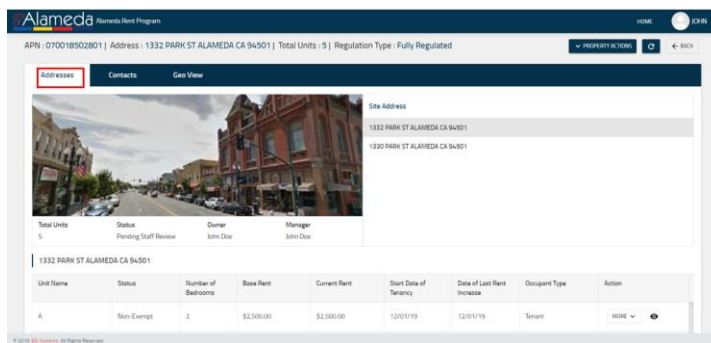
2. Click on the 'MORE' button for the Unit where No Fault Termination needs to be submitted. The Landlord will only be able to submit a No Fault Termination after registration is completed. The 'Submit No Fault Termination' will not display in the action menu when registration is incomplete.

3. Select 'Submit No Fault Termination.'

4. 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.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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.

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.

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

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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

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

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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.

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.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org

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

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.'

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.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org