

City of Pasadena Rental Registry

Property Owner/Property Manager User Guide

Version 1.0

September 2024





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I received a letter from Pasadena Rent Stabilization Department

You received a letter from the City of Pasadena's Rent Stabilization Department because their records show that you own at least one dwelling unit that is subject to the new registration requirement when rented.

The purpose of this user guide is to help you successfully complete registration of your property with the Rent Stabilization Department.

In the first year of Registration, you will be required to ensure that the information related to your property is accurate, add units to help establish the inventory, claim exemptions as needed, enter occupancy information for each unit, submit the property details, and pay fees, if applicable.

Once the property is registered, all changes to contact information, unit occupancies, monthly rents, etc. should be reported to Pasadena through this website so the property information is always updated.

In the future registration cycles, the unit inventory would already be established, so you will only be required to submit changes (i.e., occupancy changes, changes in rent, etc.), if any, and then confirm the property details by submitting the property for registration and paying any applicable fees.

The sections and steps listed below are aimed to guide you through this process, depending on the scenario that best relates to you and your situation. Refer to the Table of Contents to follow along with the guide and review the sections that relate to you.



I am NOT the current property owner/I have sold my property. What should I do? This section below will describe the steps you can take if you have sold your property and are no longer the Owner. Find the scenario that best fits your needs and follow along.

I have <u>not yet</u> claimed my property in the Rental Registry and have sold my property. What should I do?

If you received a letter from the City of Pasadena's Rent Stabilization Department requesting you to register your rental property and you are no longer the owner, please contact the department to inform them. You may be asked for additional details/information so the records can be updated.

I have already claimed my property and/or started to Register and have sold my property. What should I do?

If you have started the registration process (as described in the section below) and have since sold your property, follow the steps below to report this change of ownership to the City of Pasadena's Rent Stabilization Department.

1. Go to your dashboard and click on the View button for the property which you have sold.





2. The property details page will open. Click on the Blue Action button located towards the top right corner.

ashboard					
				Download	and Print Instructions To Register Your Prop
Overview					Action - Bac
Parcel Number	: 1234567890	Site Address	: 199 South Los Robles Avenue Pasadena CA 91101 US	Year Built	: 1975
Assessor Total Unit Count	: 3	Total Units Added	: 3	Property Status	: Registration Completed
STRUCTIONS TO REGISTE	R YOUR PROPERTY				
ten 1: Add Site Address Int	the "Address" section, review th	ne property address. If the property ha	s more than one site address, add additiona	il street address(es) by click	ng the blue "+Add" button next to "Address"
rep 1. Fou one Fluid ess.	t has a different street address	;; or a unit with a ½ or ¼, in the addres:	s, such as 777 ½ Main Street). If all of the re	ntal units on the property ha	ve the same site address, skip to the next ste
e.g., a duplex where each un				and the development of the second second	The solution of the second sec
(e.g., a duplex where each un Step 2: Update Contact Infor	mation. In the "Contacts" section	on, add or edit contact information for	the Primary Owner, Property Manager, and/	or Authorized Representative	e. To add the contact information, use the

3. Select the option "New Property Ownership". **Note:** the options available from the property action menu will vary depending on various factors. In this example, it is the only option.

shboard					
				Download	and Print Instructions To Register Your Proper
verview					Action - Back
Parcel Number	: 1234567890	Site Address	: 199 SouthiLos Robles Avenue Pasadena CA 91101 US	Year Built	: 1975
Assessor Tota <mark>l Unit</mark> Count	: 3	Total Units Added	in a	Property Status	: Registration Completed
ISTRUCTIONS TO REGISTER	R YOUR PROPERTY				
ep 1: Add Site Address. In t	the "Address" section, review th	he property address. If the property ha	s more than one site address, add additions	al street address(es) by click	ing the blue "+Add" button next to "Address"
.g., a duplex where each uni	it has a different street address	s; or a unit with a ½ or ¼, in the addres	s, such as 777 ½ Main Street). If all of the re	ental units on the property ha	we the same site address, skip to the next step.
	mation. In the "Contacts" section	on, add or edit contact information for	the Primary Owner, Property Manager, and/	or Authorized Representativ	e. To add the contact information, use the
tep 2: Update Contact Inform Add Contact" button. To ed	it the contact information or de	siete a contact, use the Action button	is next to each contact name.		



4. The new property ownership form will appear. Enter the date of ownership transfer. If you know any information for the new Owner, it is highly encouraged to provide this.

ØP,	A CADENA New Property Ownership	O breeking to South	19 - I 📌
My Dashbo	Whenever a change in ownership of a Rental Unit occurs, the Landlord shall provide the Dity with of excrow.	written notice of the change in ownership and the date of transfer within thirty (30) days of the close su do not have access to this information.	r Property
Over	New Owner Contact Information	New Owner Email	ership
Asse	New Owner Phone	* Date of Ownership Transfer	
INSTRE Step 1:	New Owner Mailing Address	MM/DD/YYYY	so' (e.g.,
n duple Step 2: Contac	Street Address		o "+Add
. p . p	Apt/Unit Name		0
- 4	City		

5. Enter the information and then submit your application.

tate of California that the information I have provided in this form is true and correct to the best of my ents or true and correct copies of the original documents.
* Title
Authorized Representative

Staff will review the submission and reach out with any questions. If this ownership change is approved, you will no longer see the property on your dashboard as you are no longer responsible for the property's registration.



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

If you received a letter from the City of Pasadena's Rent Stabilization Department requesting you to register your rental property and you are the current owner, then you are responsible for registering the property.

Create a Login to the Website

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

- 1. Open your web browser and go to https://rentalregistry.cityofpasadena.net
- 2. Click on the 'Login' link on the top right corner of the page.





3. Click on the Register button to create a login to the Rent Program website.

PA JAD ENA			
	CONNECT WITH Acure OR LOGIN Usemame (Email)* Password*		
	Remember Me Fo	crgot Password?	
	Register		
20) Engage V0.0.402			0.0024.200 htt

- 4. Enter the following information to create your account:
 - Username (Email Address) ensure you have access to this email address inbox as you will need to verify the email to complete account creation.
 - **Password** Password should be minimum of 6 characters, and include at least one uppercase letter, one lower case letter, and one symbol (!@#\$%^&)
 - First Name
 - Last Name

PAJADENA		
	REGISTRATION	Careford Constant
South and the second second	Username (Ernel)* Press media a weat between, to many can be your what address and it is not can another.	and the second sec
	Passiver. Personnel input for extensions of 6 characters and rected at least one upperclass derive uses there runs later and rate option (ppstr 4): (***	
	Canfern Passwort Herer confers yas passared	A CONTRACTOR OF THE OWNER.
	First Name* Disease which pical Net come	
	Leaf Name? Philecolds your last same.	
	Register	
	Alrenty Begistered ? Login	



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

REGISTRATION	
Definition Phase refer (Email)* Phase refer (Email)* <th></th>	
Rejster	

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

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

Now that you have created an account and activated it, you can login to the Rental Registry website. Once you login, you will be redirected to your dashboard. Your dashboard will be empty until you add your property to your profile. Follow the steps below to add your property. You will need to repeat this for every property you own.

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

PAJADENA REHT STABILITATION DEPARTMENT				
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and the second states of the second states of the	CONNECT WITH	5 A		With the Provider
	Azore		CARA LANCE - Service	n i i i i i i i i i i i i i i i i i i i
	OR LOGIN			
	johndoe@3diemail.com		and a line all	Person and the second
	Password+	¢ :::		
	Remember Me	Forgot Password?	S. States	
	🗄 Login		WU.K	
	Register		A Albie .	#2 · · ·

2. Retrieve the Registration Letter and click on the 'Add Property' button on the top right corner of your dashboard.







- 3. In the Add Property pop up, you will need to enter the following:
 - Asset Contact Type indicate if you are the Owner, Manager, or Authorized Representative of the property.
 - Parcel Number you can find this in the Registration Letter
 - **Pin** you can find this in the Registration Letter

Contraction in the second second second	Property Address: 1405 N SIERRA AVE
A 91792	Parcel # / Account #: 5850023021 PIN: 887228
	Billing Period: 2024-2025



CITY OF PASADENA

CITY OF PASADENA - RENT STABILIZATION DEPARTMENT 199 S LOS ROBLES AVE, SUITE 350 PASADENA, CALIFORNIA 91101

JOHN DOE 100 GARFIELD AVENUE PASADENA CA 91101 Property Address: 663 N EL MOLINO AVE PASADENA CA 91101 US Parcel # / Account #: 5731007003 PIN: 719882 Billing Period: 2023 - 2024 & 2024 - 2025

September 23, 2024

Dear JOHN DOE,

Effective December 2022, the City of Pasadena adopted Charter Article XVIII. Pursuant to Section 1812 of Charter Article XVIII, the City must create a rental registry, and all housing providers with rental units that are covered by Charter Article XVIII must complete and submit registration for each rental unit. This includes rental units covered by either the Just Cause for Eviction provisions or the Rent Stabilization provisions of



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

Property Contact Type*	CITY OF PASADENA - IENT STAA VITY OF PASADENA - IENT STAA 199 S LOS ROBIES AVP. SUITE 30 Pasadena, California 91101	DENA BILIZATION DEPARTMENT IS
Select ~		
Parcel Number*	JANE DOE 1234 EAST FAIR OAKS STREET WEST COVINA CA 91792	Property Address: 1405 N SIERRA AVE PASADENA CA 91104 US Parcel #/ Account #: 5850023021
Pin*	HEST COTING OF 2172	PIN: 887228 Billing Period: 2024-2025
Enter Pin	August 2024 Dear JANE DOE,	
Add Cancel		

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





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

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



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

Dashboard						
				Download	and Print Instructions To Register Yo	our Prope
Overview					Action -	← Back
Parcel Number	: 1234567890	Site Address	: 199 South Los Robles Avenue Pasadena CA 91101 US	Year Built	: 1975	
Assessor Total Unit Count	: 3	Total Units Added	: 0	Property Status	: Registration Open	
NSTRUCTIONS TO REGISTE	R YOUR PROPERTY					
: ::::::::::::::::::::::::::::::::::::	to a 198 of discourse and a subliment interval and all	he property address. If the property has	s more than one site address, add additiona	al street address(es) by click antal units on the property ha	ing the blue "+Add" button next to "Ad we the same site address, skip to the	idress"
itep 1: Add Site Address. In t e.g., a duplex where each uni	ne Address section, review tr t has a different street address	s; or a unit with a ½ or ¼, in the address	s, such as 777 ½ Main Street). If all of the re	and a state of the property re	ine one same site assures, sup to the	next step
Step 1: Add Site Address. In t e.g., a duplex where each uni Step 2: Update Contact Inform +Add Contact [*] button. To edi	ne Address section, review to t has a different street address nation. In the "Contacts" section t the contact information or de	s; or a unit with a ½ or ¼, in the address on, add or edit contact information for elete a contact, use the "Action" button	s, such as 777 ½ Main Street). If all of the re the Primary Owner, Property Manager, and/ is next to each contact name.	for Authorized Representativ	e. To add the contact information, us	e the
Step 1: Add Site Address. In t e.g., a duplex where each uni Step 2: Update Contact Infort +Add Contact [®] button. To edi • Primary Owner: <u>You ms</u>	ne Address section, review tr t has a different street address nation. In the "Contacts" section t the contact information or de list add a new Primary Owner c	s; or a unit with a ½ or ¾, in the address on, add or edit contact information for slete a contact, use the "Action" button contact or edit the existing Primary Own	s, such as 777 % Main Street). If all of the re the Primary Owner, Property Manager, and/ is next to each contact name. ner contact in order to submit your property	for Authorized Representativ	e. To add the contact information, us	e the



Step 1: Add/Update Contact Information

The first step to property registration is to add/update the property contacts. It is required that each property contains at least 1 Primary Owner contact and a Billing Contact. This section will describe how to add/update this information.

1. Scroll down to the Contacts area. You will be able to manage the property contacts from this section. If you see any red text messaging as shown in the image below, you will need to make some modifications to the Contact(s) listed in the Contacts table.

ep 2: Update Contact Info	rmation.						
Id or edit contact informat tions next to each contac	tion for the Primary Own that the second s	ner, Property Manager, and/or Authoriz	zed Representative. To add the contact infi	ormation, use the "+Add Cont	act" button. To edit the contact	information or delete a co	ntact, use the "Action"
- Primary Owner: You m	ust odd a new Primary	Owner contact or edit the existing Prin	mary Owner contact in order to submit you	r property for registration.			
- Property Manager: If t	here is a property mana	ager, then add the Property Manager o	oritact information.				
· Authorized Represent	ative: If there is an auth	norized representative, then add their o	contact information.				
APROVEMENTS.							
mer Contact is missing Pl	tione and/or Email. Use	the three-dot action menu to edit the r	contact and add this information, if the Ov	mer Contact contains both a	Phone and Email and this mess	sage is still present, please	eclick on the Contact
mer Contact is missing P Iferences button and sele Contacts	hone and/or Email. Use ct the Primary Owner C	the three dot action menu to edit the other.	contact and add this information, if the Oe	rner Contact contains both a	Phone and Email and this mess	sage is still present, please + Add Contact	eclick on the Contact
mer Contact is missing P alerances button and sele Contacts Columns •	kone and/or Email. Use of the Primary Owner C	the three dot action menu to edit the ontract.	contact and add this information, if the Ov	mer Contact contains both a	Phone and Email and this meso	eage is still present, please + Add Contact	Contact Preferences
Contacts Columns • Associated to asset as	kone and/or Email. Use ct the Primary Owner C Contact Type	the three dot action menu to edit the onnact.	contact and add this information. If the Or Address 1	ner Contact containe both a	Phone and Email and this mess	age is still present, please + Add Contact C Search Contact Preference	Contact Preferences
Contacts Columns Colum	tone and/or Email: Use ct the Primary Owner C Contact Type	the fivee-dot action menu to edit the ontact.	contact and add this information. If the Ov	Phone Number	Phone and Email and this mass	Add Contact	Contact Preferences

2. Review the Type of Contact that is present on the property. Refer to the first column as highlighted below.

Columns .						C Search	- C
Associated to asset as	Contact Type	Name	Address †	Phone Number	Email	Contact Preference	Action
Authorized Representative	Individual	John Doe			johndoe@3diemail.com		1



3. If the contact is NOT listed as an "Owner", then you will need to click on the "Add Contact" button to add an Owner Contact. **Note:** if you already have an Owner contact present, you can skip to number 7 in this section.

Columns •						C Search	L 0
Associated to asset as	Contact Type	Name	Address 1	Phone Number	Email	Contact Preference	Action
uthorized	Individual	John Doe			johndoe@3diemail.com		1

4. The Add Contact pop up will appear. Select the **Contact Type** from the dropdown list as "Owner".

Contact Type*		
Owner	~	
Ownership Share %		Date of assumption of ownership by current Owners*
	%	ć
Owner Type*		
Individual	~	
irst Name*		Last Name*
Address Address Type*		
Select	~	PO Box Address?
Search Address		
Search Address Enter a location		
Search Address Enter a location 123, Main Street, Los Angeles, CA		
Search Address Enter a location 123, Main Street, Los Angeles, CA Update Address?		
Search Address Enter a location 123, Main Street, Los Angeles, CA Update Address? Address Line 1 *		Address 2



5. Add the required information in the pop up and then Save the contact. The required fields will contain a red asterisk (*).

100 Garfield Avenue				
City *		State*		
Pasadena		CA		
Zip *		Country *		
91101		United St	ates	
	Jaciningoodenne			
Communication Type*	Country Code	Phone*	Extension	Drimon
Phone 🗸	1 ~	(626) 555-987		Primar
	-	Add Contact Details		

6. The contacts table will be updated with the newly added Owner contact.

ements.	your contact preferen	<u>ces</u> . After you have added all contacts, i	use the "+Contact Preferences" button to design	nate who should receiv	e future communications about	registration requirement	s and billing
r Contact is missing Ph rences button and sele	one and/or Email. Use ct the Primary Owner O	the three dot schon menu to edit the o	ontact and add this information. If the Owner Co	ontact contains both a	Phone and Email and this mass	age is still present, please	e click on the Contact
ontacts						+ Add Contact	Contact Preferences
Columns +						O Search	e q
ssociated to asset as	Contact Type	Nome	Address 1	Phone Number	Email	Contact Preference	Action
wner	Individual	Jane Smith	100 Garfield Avenue Pasadena CA 91101 US	(626) 555-9876	jasmith@3diemail.com		1
		links Dear			johndoe@3diemail.com		1



7. If you have an Owner contact present, either because you have just added it or because it was already present, you may still be seeing a red error message as shown below. If your Owner contact does not have a Phone Number and Email present, then you need to edit the contact to add this information.

Columns > 2 Search	
	0
Associated to asset as Contact Type Name Address † Phone Number Email Contact Preference Acti	

8. Click on the 3-dot Action menu as shown below to edit the contact details.

								_
Columns +						B Search	L.	c
Associated to asset as	Contact Type	Name	Address †	Phone Number	Email	Contact Preference	Action	
Owner	Individual	Jane Smith	100 Garfield Avenue Pasadena CA 91101 US	(626) 555-9876	jasmith@3diemail.com		1	
athorized representative	Individual	John Doe			johndoe@3diemail.com		1	
	5 - 10	ems per page					1-2 of 2 items	0

9. Select the "Edit" action.

Columns +						2 Search	i
Associated to asset as	Contact Type	Name	Address †	Phone Number	Email	Contact Preference	Action
Owner	Individual	Jane Smith	100 Garfield Avenue Pasadena CA 91101 US	(626) 555-9876	jasmith@3diemail.com	Edit	1
Authorized Representative	Individual	John Doe			johndoe@3diemail.com	Delete	1



10. The 'Edit Contact' pop up will appear. Enter all the required information, including Phone Number and Email, and then Save the contact. The required fields will contain a red asterisk (*).

smith@3diema			
Sinna	ail.com	🕑 Primary	
intry Code	Phone*	Extension	
~	(626) 555	-987	Primar
	untry Code	untry Code Phone* (626) 555	untry Code Phone* Extension (626) 555-987

11. The contacts table will be updated, though it may be possible that you are still seeing the error message regarding the Owner Contact. This may be due to the contact preferences not being set. Click on the "Contact Preferences" button as shown below.

ontacts						+ Add Contact	+ Contact	Preference
Columns +						Ø	Search	a
associated to asset as	Contact Type	Nome	Address †	Phone Number	Email	Contact Preferen	ice Action	,
lwner	Individual	Jane Smith	100 Garfield Avenue Pasaderia CA 91101 US	(626) 555-9876	jasmith@3diemail.com			1
uthorized lepresentative	Individual	John Doe			johndoe@3diemail.com			1



12. The 'Contact Preferences' pop up will appear. Select the "Billing Contact" and the "Primary Owner Contact" from the dropdowns. These dropdowns will display all contacts that have been added to your property for you to choose from. Both the Billing Contact and Primary Owner contact can be the same.

Billing Contact	F	Primary Owner Contact	
Select	~	Select	~
annual registration requirements. The Primary O communications about the provisions of the Fail general updates from the Rent Stabilization Dep	wner Contac r and Equitat artment	t may be contacted for the pu ble Housing Charter Amendme	rpose of ent (Article 18) and

Note: the selected Billing Contact and Primary Owner contact MUST have a mailing address; otherwise you will be met with an error message. You can Edit the contact to add this information (or add a new contact) and then return to select your Contact Preferences.

Billing Contact		Primary Owner Contact	
Jane Smith (Owner)	×	Jane Smith (Owner)	~
ine selected bining contact will be the recipier	Owner Cor	stact may be contracted for the purpose of	33

13. Once you have made your selection, click on the Save button.



14. The Contacts table will be updated. The error message for contacts would also have been removed.

Columns +						Search		0
Associated to asset as	Contact Type	Name	Address †	Phone Number	Email	Contact Preference	Action	
Owner	Individual	Jene Smith	100 Garfield Avenue Pasadena CA 91101 US	(626) 555-9876	jasmith@3diemail.com	Billing Contact Primary Owner Contact	•	
Authorized Representative	Individual	John Doe			johndoe@i3diemail.com		1	



Step 2: Property Site Address(es)

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

*Note: the site address(es) will also be used as the unit's mailing address. You will be required to select the mailing address associated with each unit. Please ensure this data is accurate.

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



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

Edit Site Address		×
Address 1*	Address 2	
199 South Los Robles Avenue		
City*	State*	
Pasadena	CA	
Zip*	Country*	
91101	United States	~
Primary		
		_
		Save Cancel
	A MALE AND AND A COMPANY	



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



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

	Allow Price Market	
Address 1*	Address 2	
City*	State*	
	CA	
Zip*	Country*	
	United States	
Primary		
		Save Cancel

5. The Addresses section will be updated with the newly added site address. Repeat as needed until all the site addresses associated with your property are added.



If you have any questions, contact the Pasadena Rent Stabilization Department. Note: images may differ slightly from the application.



Step 3: Add Unit(s)

You now need to add units to your property so you can provide details regarding the occupancies of these units. Adding units is an activity that you will only need to complete in the first year of registration. Once the inventory of units is established on your property, you will only need to provide updates to the occupancies and rents of those units moving forward. Follow the steps listed below to add unit(s) to your property.

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

1. Scroll down to the Unit Inventory area. Click on the "Add Unit" button to begin adding a unit to your property.

								Export to Export	ccel O	Search	
rag a column hea	der and drop it here	a to group by that c	olumn								
Init Site Address	Unit Number	Status	Occupancy Type	Initial Rent	Current Rent	Occupancy Start Date	Date of Most Recen Rent Increase	Square Footage of Unit	Number of K	tcheni Actio	
					No Record Foun	đ					

 Select the Unit's Site Address from the dropdown as shown below. This dropdown will contain all the added property site addresses. If you realize an address is missing, you can close this window and add it in the 'Address' section of the property page. The selected address should be part of the unit's mailing address.

Add Unit			×
* Associate to: Site Address ⑦ Select	 No Unit Number 	* Unit Number	
* Property Type Select			
	Year Property Built (a 1975	s reflected in Los Angeles county records)	
* Occupant Type			
Select	~		
			Cancel Submit



3. Next, we need to know the name of the unit. This, too, should be part of the unit's mailing address. If the unit does not have a specified name, click the 'No Unit Number' checkbox. This would indicate that the unit's mailing address is the same as the site address.

Add Unit		×
* Associate to: Site Address ③	No Unit Number	r .
Serect		
Select	v	
	Year Property Built (as reflected in Los Angeles co	unty records)
Occupant Type	C/EI	
Select		
		Cancel Submit

4. Enter the required fields listed in the pop up to continue adding the unit to your property. Note that some field selections may require you to provide more information. The required fields will contain a red asterisk (*). The form cannot be saved until all required fields are entered. Once all the required information is entered, click on the "Submit" button.

Add Unit			×
* Associate to: Site Address ①	🗌 No Unit Number	* Unit Number	
199 South Los Robles Avenue Pasadena CA 91101 US-Parcels	*	Α	
* Property Type			
Select	v		
	Year Property Built (as refl	ected in Los Angeles county records)	
	1975		
* Occupant Type			
Select			
			Cancel Submit



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

								Export to E	icel O Sea	rch
ig a column hea	der and drop it here	e to group by that col	umn							
t Site Address	Unit Number	Status	Occupancy Type	Initial Rent	Current Rent	Occupancy Start Date	Date of Most Recen Rent Increase	Square Footage of Unit	Number of Kitche	n: Action
South Los										
es Avenue dena CA	А	Non-Exempt	Tenant	\$ 2,000.00	\$ 2,000.00	08/01/2024	08/01/2024	975	1	1.



Step 4: Submit Unit Exemption(s)

It is possible that one or more of your units may qualify for an Exemption from the fees. You can reference the ordinance to see if you qualify. If you believe one (or more) of your Units should be exempt, you can follow the steps listed below to submit your request for Staff to review. If you do not have any exemptions to claim, you can skip to the next section.

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

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

								Export to Export	xcel O	Search_	C
rag a column hea	der and drop it here	e to group by that col	urnn								
init Site Address	Unit Number	Status	Occupancy Type	Initial Rent	Current Rent	Occupancy Start Date	Date of Most Recen Rent Increase	Square Footage of Unit	Number of	Kitchen: Action	
99 South Los obles Avenue asadena CA 1101 US	A	Non-Exempt	Tenant	\$ 2,000.00	\$ 2,000.00	08/01/2024	08/01/2024	975	1. T.	1.	
99 South Los obles Avenue asadena CA 1101 US	в	Non-Exempt	Owner			04/20/2019		960	1	1	
99 South Los obles Avenue asadena CA 1101 US	с	Non-Exempt	Tenant	\$ 1,350.00	\$ 1,675.00	09/12/2010	09/12/2023	980	1	1.	

2. Select 'Apply for Exemption'.

								🗈 Export to E	xcel Ø Search.	
rag a column hea	der and drop it here	e to group by that col	umiti							
nit Site Address	Unit Number	Status	Occupancy Type	Initial Rent	Current Rent	Occupancy Start Date	Date of Most Recen Rent Increase	Square Footage of Unit	Number of Kitchene	liction .
99 South Los obles Avenue asadena CA 1101 US	A	Non-Exempt	Tenant	\$ 2,000.00	\$ 2,000.00	08/01/2024	08/01/2024	975	1	1.
99 South Los obles Avenue asadena CA 1101 US	в	Non-Exempt	Owner			04/20/2019		980	Edit Report New Occupance	1 .
99 South Los obles Avenue asadena CA 1101 US	с	Non-Exempt	Tenant	\$ 1,350.00	\$ 1,675.00	09/12/2010	09/12/2023	980	Apply for Exemption Delete Unit	



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

Apply for Exemption
Instructions
Certain rental units are exempt from some or all of the provisions of the Fair and Equitable Housing Charter Amendment (Article 18). These units may be exempt from paying the Rental Housing Fee. Please aubmit this form for any unit at the property that qualifies as an exempt unit for the fiscal year based on the reasons listed below. If you have any questions on whether your unit is exempt, please contact the Rent Stabilization Department by calling (626) 744-7999 or sending an email to rentalregistry@cityofpasadena.net.
* Exemption Reason
O Unit is fully Owner-Occupied and does not meet the definition of a rental unit
O Unit is vacant and unavailable for rent for the entire fiscal year and does not meet the definition of a rental unit
 Unit is occupied rent-free (e.g. by a Qualifying Relative) and does not meet the definition of a rental unit
O Unit is the property owner's primary residence and the property owner shares a bathroom or kitchen with the tenant
O Unit is a 'temporary tenancy', as defined by Section 1805(a). The unit is a single-family home that is temporarily rented for fewer than 12 months and the temporary Tenant has been provided a statement in writing.
O Unit is an affordable unit that is owned or operated or managed by a not-for-profit organization pursuant to a tax credit program
O Unit is a government-subsidized unit that is exempt from municipal rent control and eviction protections
* Date of Exemption (2)
MM/DD/YYYY
Comments
Declaration Statement
* By checking this box, I declare under penalty of perjury under the laws of the State of California that the information I have provided in this form is true and correct to the best of my knowledge and belief. Any attachments included here are either original documents or true and correct copies of the original documents.

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

								D Export to E	xcel O Searc	h
irag a column hea	der and drop it here	e to group by that col	umn							
Jnit Site Address	Unit Number	Status	Occupancy Type	Initial Rent	Current Rent	Occupancy Start Date	Date of Most Recen Rent Increase	Square Footage of Unit	Number of Kitchens	Action
99 South Los Robles Avenue Pasadena CA H101 US	A	Non-Exempt	Tenant	\$ 2,000.00	\$ 2,000.00	08/01/2024	08/01/2024	975	1	1.
199 South Los Robles Avenue Pasadena CA H1101 US	в	Applied for Exemption	Owner			04/20/2019		960	1	1.
99 South Los Iobles Avenue Pasadena CA 11101 US	C	Non-Exempt	Tenant	\$ 1,350.00	\$1,675.00	09/12/2010	09/12/2023	980	1	1.



5. You can also scroll down to the "My Cases" section to see any case submissions on your property.

Columns +					D Export to Excel	C Search	C
Case Number	Created On Entity	Case Type	Created On 4	•	Updated Date	Status	
UE2024-2484990	Unit: B, 199 South Los Robles Avenue Pasadena CA 91101 US	Unit Exemption	08/28/2024 06:11 PM		08/28/2024 06:11 PM	Pending Review	
RR2024-2484986	APN: 1234567890	Rental Registry	08/28/2024 05:01 PM		08/28/2024 05:01 PM	Registration Open	

Note: If you would like to view the details of your case submission, you can click on the Case Number link to see the case details page. You will not be able to make modifications but can view the details of your submission. Some cases may not contain much information.



Step 5: Submit Property for Registration

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

- Property Contacts are accurate (Contacts section)
- All Units are added (Unit Inventory Section)
 - Unit Mailing Addresses are accurate.
 - Unit Details provided are accurate.
 - Unit Exemptions are applied for, as needed (My Cases section or the Unit's Status)

If the information looks accurate, follow the steps listed below to complete your property registration for the fiscal year.

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

	ENA			Q, Type Here To Search John Doo 🛩 🕅 🕶		
Dashboard						
					ownload and Print Instruction	s To Register Your Property
Overview						Action - Back
Parcel Number	: 1234567890	Site Address	: 199 South Los Robles Avenue Pasadena CA 91101 US	Year Built	: 1975	
Assessor Total Unit Count	: 3	Total Units Added	: 3	Property Status	: Registration Open	
NSTRUCTIONS TO REGISTER Step 1: Add Site Address. In 1 anit has a different street add Step 2: Update Contact Inform the contact Information or de Primary Owner: You my	R YOUR PROPERTY the "Address" section; review the pr ress; or a unit with a 'to r's, in the metion. In the "Contacts" section; a rest acontact, use the "Action" but rest add a new Primary Owner conta	operty address. If the property has more it address, such as 777 ½ Main Street). If all old or edit contact information for the Prim ons next to each contact name. ct or edit the existing Primary Owner cont	han one site address, add additional street address(es) of the rental units on the property have the same site a sary Owner, Property Manager, and/or Authorized Repre act in order to submit your property for registration.) by clicking the blue "+Ad ddress, skip to the next s sentative. To add the con	d" button next to "Address" (e. tep. tsot information, use the "+At	g., a duplex where each Id Contact" button. To edit
Property Manager: If th	ere is a property manager, then add	the Property Manager contact informatio	in.			
 Authorized Representation 	tive: If there is an authorized repres	sentative, then add their contact informatic	on			
Deview and edit your contact	materances After you have added	all controls use the fabratest Berlaune	The second s	no siko tarihingati menangan kurupatén karapatén		AT AC INCOLLAND AND AND AND A DATA

2. Select the option for "Submit Rental Registration".

ashboard	ALC AN IMENT					
				Day	wnload and Print Instructions To Register	Your Proper
)verview					Action -	+ Back
Parcel Number	: 1234567890	Site Address	; 199 South Los Robles Avenue Pasadena CA 91101 US	Year Built	Apply for Property Exemption	
Assessor Total Unit Count	: 3	Total Units Added	: 3	Property Status	Submit Rental Registration	
STRUCTIONS TO REGISTER	N YOUR PROPERTY					
ep 1: Add Site Address. In t hit has a different street add	he "Address" section, review the pr ress; or a unit with a ½ or ¼, in the	operty address. If the property has more th address, such as 777 % Main Street). If all	nan one site address, add additional street address(es) of the rental units on the property have the same site a	by clicking the blue '+Add' ddress, skip to the next ste	button next to "Address" (e.g., a duplex v p.	vhere each
ep 2: Update Contact Inform e contact information or del	nation. In the "Contacts" section, a lete a contact, use the "Action" but	dd or edit contact information for the Prim Ions next to each contact name.	ary Owner, Property Manager, and/or Authorized Repre	sentative. To add the conta	ct information, use the "+Add Contact" b	utton. To edit
		the second se				



- 3. Read the text in the 'Submit Rent Registration' pop up. You will be asked to confirm that all exemptions are applied for and that you are submitting the information to the best of your knowledge under the penalty of perjury.
- Once you have confirmed the information, click on "Submit" to complete the registration submission of your property. Note: your registration will not be deemed as completed until any/all applicable fees are paid.

Submit Rental Registration	
BEFORE YOU SUBMIT : Is your property or rental unit(exemption(s) or property exemption before submitting	exempt from the Rental Housing Fee or Charter Article XVIII? (i.e. owner-occupied unit). You must apply for all unit e rental registration.
You will be charged the Rental Housing Fee for all non-exempt units, and you o	not apply for an exemption from the Fee after the registration is submitted. To submit an exemption request, return to the home screen.
Submitted Exemption Request	
By checking this box, I understand that all unit exemption(s) are	property exemption request must be submitted prior to completing registration.
Unit Exemption(s)	Property Exemption(s)
3	0
Declaration Statement Image: The statement The statement	I have reviewed the statement and, to the best of my knowledge, the information contained herein is true and complete. To the extent I was unable,
despite the use of reasonable diligence, to ascertain the exact in approximation is not feasible, I have stated that the information	rmation to be reported, I have provided the most accurate approximation possible based on information and belief where possible or, where such unknown. I certify under penalty of perjury under the laws of the State of California that the foregoing is true and correct.
* Enter Full Name	* Select Title
Jane Smith	Authorized Representative
	Cancel Submit
introductor excess And all parts in one second measurers inclusion three	and any second

5. Your property status will be updated accordingly. It may require some review from Staff ('Pending Staff Review' or 'Unit Discrepancy'), it may require a payment ('Payment Pending'), or you may not be required to take any further action ('Registration Completed').

	ENA	Q, Type Here To Search John Doe 🗸			39 - -			
Ay Dashboard								
					ownloed and Print Instruc	tions To Register	Your Prop	serty
Overview						Action +	← Bac	ck
Parcel Number	: 1234567890	Site Address	: 199 South Los Robles Avenue Pasadena CA 91101 US	Year Built	: 1975			
Assessor Total Unit Count	: 3	Total Units Added	: 9	Property Status	: Pending Staff Re	view		

If your property does NOT move to 'Payment Pending' status right away, you can click on 'My Dashboard' at the top left of the page to return to your dashboard to view/register your other properties. Repeat these steps for any other properties you may be required to register. If your property does move to "Payment Pending" follow the steps in the next section of this document.





Step 6: Pay the Registration Fees (if applicable)

If you have at least one unit in the Non-Exempt status, you will be required to pay a fee. Once you submit your property for Registration, the system will perform a number of checks and update the status accordingly. Your property status may move directly to "Payment Pending" or to another status that requires Staff review of the submission. You will have an opportunity to pay for your Registration Fees while the property is in the "Payment Pending" status.

ENA			Q Type Here To S	John Doe 👻	1 6 - 1 1	
				ownload and Print Instruct	ions To Register Y	our Property
					Action ~	← Back
: 1234567890	Site Address	: 199 South Los Robles Avenue Pasadena CA 91101 US	Year Built	: 1975		
: 3	Total Units Added	: 3	Property Status	: Payment Pending		
R YOUR PROPERTY						
	: 1234567890 : 3 R YOUR PROPERTY	: 1234507890 Site Address : 3 Total Units Added	: 1234567690 Site Address : 199 South Los Robies Avenus Pasadena CA 91101 US : 3 Total Units Added : 3 RYOUR PROPERTY	Image: Steel of S	Image: Stee Address : 199 South Los Robles Avenue Pasadena CA Year Built : 1975 : 1234567890 Site Address : 199 South Los Robles Avenue Pasadena CA Year Built : 1975 : 3 Total Units Added : 3 Property Status : Payment Pending	C Type Hete To Search. C Type Hete To Search. Download and Print Instructions To Register V Action - 1 1234507890 Site Address 1 199 South Los Robles Avenue Pasadena CA Year Built 1 1975 3 Total Units Added 3 Property Status Payment Pending RYOUR PROPERTY

Once the property is in the "Payment Pending" status, the shopping cart icon on the top right corner will appear with a numerical count to demonstrate how many properties are payable from your profile.

M PAJAD	ENA			Q Type Here T	o Search	John Doe 🛩	19-	2
My Dashboard								
				1	Download and Print Instructi	ons To Register Y	our Prop	wrty
Overview						Action -	+ Bac	ck
Parcel Number	: 1234567890	Site Address	199 South Los Robles Avenue Pasadena CA 91101 US	Year Built	: 1975			
Assessor Total Unit Count	: 3	Total Units Added	: 3	Property Status	: Payment Pending			

If you require an Invoice, you can scroll down to the Documents section the use the three-dot action menu to view (and then download) your invoice for the property as shown below.

Columns +			Export to Excel	Search C
rag a column header a	and drop it here to group by that column			
ocument Type	Notes	Created On	Created By	Action
voice		08/2	8/2024	• ا
				View



Follow the steps below to process your payment online for your Registration Fees.

1. Click on the Shopping Cart icon on the top right corner.

™ PAJAD	ENA			Q Type Here T	o Search	John Doe 🛩 🛛	19-	2
My Dashboard								
				1	Download and Print Instructi	ions To Register Yo	our Propa	arty
Overview						Action -	+ Back	k
Parcel Number	: 1234567890	Site Address	1 199 South Los Robles Avenue Pasadena CA 91101 US	Year Built	: 1975			
Assessor Total Unit Count	: 3	Total Units Added	: 9	Property Status	: Payment Pending			

2. You can click on "Proceed to Checkout" if you are ready to pay for the property fees listed on the screen.

			Q Type Hare To Sea	rði 🦳 🧃 John Doc 🛩 🎕 🗸
My Cart		2 Review Order		3 Paymen
ly Cart (1)				
PARCEL NUMBER	DESCRIPTION	AMOUNT DUE	ACTION	ORDER TOTAL
1234567890	Rental Registry Fee (Parcel # 1234567890) + New Exempt Linit - 2	\$ 429.42 \$ 429.42	Save for Later	Total Amount
				\$429.42
				PROCEED TO CHECKOUT
				1
Saved for Later	(0)			

If there is more than one and you elect to pay for them separately, you can click on 'Save for Later' and the item will be moved to the 'save for later' list below on the screen. In future, you would need to 'move to cart' to pay for the property.

ENA		Q Type Here To	i Search 🔰 John Doe 🗸 🕅 👻 🛃
	2 Review Order		(3) Payment
DESCRIPTION		AMOUNT DUE	ACTION
Rental Registry Fee (Parcel # 1234567890) - Non Exempt Unit : 2		\$ 429.42 \$ 429.42	Move to cart
	DESCRIPTION Rental Registry Fee (Parcel # 1234567890)	DESCRIPTION Rental Registry Fee (Parcel # 1234567890)	Construction C



3. Once you have clicked on "Proceed to Checkout" you will need to click on "Proceed to Pay". The payment screen will appear.

PAJADENA BENT STADILIZATION DEPARTMENT		Q Type Here To	Search John Doe 🗸 🕅 🕶 🚽
My Dashboard			
My Cart	2 Review Order		3 Payment
Review Order (1)			- Back To Cart
DESCRIPTION	AMOUNT DUE	ACTION	ORDER TOTAL
Rentsi Registry Fee (Parcel # 1234567890) - Non Exempt Unit - 2	\$ 429.42 \$ 429.42	Remove	Total Amount
			\$429.42
			PROCEED TO PAY
			e

4. Select the Payment Method.

			Q Type Here To Search	John Doe 🗸 🖄 🕶 🤗
My Dashboard				
	Total Amount \$429.42	+ Back to Cart		
	PayPal			
	Pay Later			
	Debit or Credit Card			
	Parent by PayPal			



5. In this example, we elected to use Debit or Credit Card. Enter the necessary payment information on the screen and click on 'Pay Now.

	Dit of Credit Card	
		×
Card number		
Expires	CSC	
Billing address		
First name	Last name	
ZIP code		
Mobile +1		
Email		
By continuing, you confirm y	ou're 18 years or older.	
	Pay Now	



Once the payment is successful, you will see a confirmation page with a payment reference number. You may want to notate the number.

ELNT STABILIZATION DEP ANT MENT		Q Type Here To Search	John Doe 🗸 🗐 🕶 📌
My Deshboard			
	-		
	00		
	PAYMENT SUCCESSFUL!		
	We have received your payment.		
	Payment Reference # 17Y59138LV217120W		
· · · · · · · · · · · · · · · · · · ·			

6. To access the Payment Receipt, you can navigate back to the Property Details page by clicking on "My Dashboard".



7. Next click on the respective property where the payment was made to see the property details.





8. Scroll to the Documents section and use the three-dot action menu to download the payment receipt.

oourine e			D Export to Excel	Search	4
ag a column header an	nd drop it here to group by that column				
ocument Type	Notes	Created On	Created By	Action	
iyment Receipt		08/28/2024	John Doe	ð [i	
voice		06/28/2024		View	1

There are changes to my Unit's Occupancy Information. What should I do?

If you have a change in occupancy in one of your units (i.e. a new Tenant moves in; someone moves out and it is now vacant; etc) you can report these changes to the City of Pasadena's Rent Stabilization Department. Follow the steps below:

1. Go to the property details page where a unit has undergone an occupancy change and scroll down to the Unit Inventory table as shown below.

								Disconting Export to Excel	C Searc	n. Q
Drag a column he	ader and drop it I	here to group by the	at column							
Unit Site Address	Unit Number	Status	Occupancy Type	Initial Rent	Current Rent	Occupancy Start Date	Date of Most Recent Rent Increase	Square Footage c Unit	Number of Kitchens	Action
199 South Los Robles Avenue Pasadena CA 91101 US	A	Non-Exempt	Tenant	\$ 2,000.00	\$ 2,000.00	08/01/2024	08/01/2024	975	1	i æ
199 South Los Robles Avenue Pasadena CA 91101 US	в	Exempt	Owner			04/20/2019		980	1	1.
199 South Los Robles Avenue Pasadena CA 91101 US	с	Non-Exempt	Tenant	\$ 1,350.00	\$ 1,675.00	09/12/2010	09/12/2023	980	1	1.



2. Each unit listed has a three-dot action menu. Click on the action menu for the unit which has a new Occupant.

								DExport to Excel	O Se	arch Q
rag a column he	ader and drop it f	here to group by the	at column							
Unit Site Address	Unit Number	Status	Occupancy Type	Initial Rent	Current Rent	Occupancy Start Date	Date of Most Recent Rent Increase	Square Footage c Unit	Number of Kitchens	Action
199 South Los Robles Avenue Pasadena CA 91101 US	A	Non-Exempt	Tenant	\$ 2,000.00	\$ 2,000.00	08/01/2024	08/01/2024	975	1	1
199 South Los Robles Avenue Pasadena CA 91101 US	в	Exempt	Owner			04/20/2019		980	1	1
199 South Los Robles Avenue Pasadena CA 91101 US	с	Non-Exempt	Tenant	\$ 1,350.00	\$ 1,675.00	09/12/2010	09/12/2023	980	1	1.

3. Select the "Report New Occupancy" option.

								D Export to Excel	Search_	
D <mark>rag</mark> a column he	ader and drop it I	nere to group by the	at column							
Unit Site Address	Unit Number	Status	Оссирансу Туре	Initial Rent	Current Rent	Occupancy Start Date	Date of Most Recent Rent Increase	Square Footage c Unit	Number of Kitchens	Action
199 South Los Robles Avenue Pasadena CA 91101 US	A	Non-Exempt	Tenant	\$ 2,000.00	\$ 2,000.00	08/01/2024	08/01/2024	975 R	eport New Occupan	ay i e
199 South Los Robles Avenue Pasadena CA 91101 US	в	Exempt	Owner			04/20/2019		980	1	
199 South Los Robles Avenue Pasadena CA 91101 US	с	Non-Exempt	Tenant	\$ 1,350 00	\$ 1,675.00	09/12/2010	09/12/2023	980	1	1.



4. The 'report new occupancy' application form will appear. Indicate why the previous tenancy ended along with the date and select the new occupant type of the unit. Additional fields will appear as you fill out the form. Enter all required fields and then click on Submit. The required fields will contain a red asterisk (*).

PA /ADENA	O, birs birs in service.	John Doe 🛩	4 -
Report New Occupancy		×	
* Peacon Previous Tenapous Endad			
Select		*	e Pro
Date that Previous Tenant/Occupant Vacated ③			⊷ B:
MM/DD/YYYY			
* New Occupant Type			
Belect		~	
Declaration Statement			
TBL * By checking this box, I declare under penalty of perju- knowledge and belief. Any attachments included here a	y under the laws of the State of California that the information I have provided in this form is true and correct to the best of are either original documents or true and correct copies of the original documents.	my	ss' (e
Submitter's Info			8 .
2 * Full Name	* Title	6	e*+A
P	Select		
. P		_	
• A	1 72772	(Province)	

an a column has	adar and dran it i	and to excern her th	at a change							
arag a column ne	ader and drop it i	nere to group by th	at column							
Unit Site Address	Unit Number	Status	Occupancy Type	Initial Rent	Current Rent	Occupancy Start Date	Date of Most Recent Rent Increase	Square Footage c Unit	Number of Kitchens	Action
199 South Los Robles Avenue Pasadena CA 91101 US	A	Non-Exempt	Rent Free Occupant			08/12/2024		975	1	1 . b
199 South Los Robles Avenue Pasadena CA 91101 US	в	Exempt	Owner			04/20/2019		980	1	1.
199 South Los Robles Avenue Pasadena CA 91101 US	с	Non-Exempt	Tenant	\$ 1,350.00	\$ 1,675.00	09/12/2010	09/12/2023	980	1	1.

5. The Unit's information will automatically be updated on the Unit Inventory table.



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

Now that you have added your property to your profile, you need to complete the Registration process. If you believe your property is Exempt from the program, you will still need to take action to inform the City of Pasadena's Rent Stabilization Department. Click on the View button to begin the registration process.



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

				Q Type Here To Search	John Doe 🛩	1 🕸 - 1 🧏
Dashboard						
				Download	and Print Instructions To Registe	Your Property
Overview					Action -	← Back
Parcel Number	: 1234567890	Site Address	: 199 South Los Robles Avenue Pasadena CA 91101 US	Year Built	: 1975	
Assessor Total Unit Count	: 3	Total Units Added	: 0	Property Status	: Registration Open	
INSTRUCTIONS TO REGISTER Step 1: Add Site Address. In t (e.g., a duplex where each uni Step 2: Update Contact Inforr "+Add Contact" button. To edi • Primary Owner: You mu • Property Manager: If th	R YOUR PROPERTY he "Address" section, review th thas a different street address mation. In the "Contacts" section the contact information or de ist add a new Primary Owner co rer is a property manager, then	te property address. If the property has s; or a unit with a 's or 'e, in the address on, add or edit contact information for fete a contact, use the "Action" button <u>ontact or edit the existing Primary Own</u> add the Property Manager contact in	s more than one site address, add addition s, such as 777 ¹ / ₂ Main Steret). If all of the re the Primary Owner, Property Manager, and s next to each contact name. her contact in order to submit your property formation.	al street address(es) by click ental units on the property ha for Authorized Representativ y for registration.	ing the blue "+Add" button next to we the same site address, skip to e. To add the contact information,	'Address' he next step. use the



Step 1: Update Contact Information

The first step to property registration and/or report a property exemption is to add/update the property contacts. It is required that each property contains at least 1 Primary Owner contact and a Billing Contact. This section will describe how to add/update this information.

1. Scroll down to the Contacts area. You will be able to manage the property contacts from this section. If you see any red text messaging as shown in the image below, you will need to make some modifications to the Contact(s) listed in the Contacts table.

ep 2: Update Contact Info	rmation.						
d or edit contact informa ttons next to each contac	tion for the Primary Own t name.	ner, Property Manager, and/or Authoria	zed Representative. To add the contact infi	ormation, use the "+Add Cont	act" button. To edit the contact	information or delete a co	ntset, use the "Action"
- Primary Owner: You n	nust add a new Primary	Owner contact or edit the existing Pri	imary Owner contact in order to submit you	r property for registration.			
· Property Manager: If	there is a property man	ager, then add the Property Manager o	contact information.				
- Authorized Represent	tative: If there is an auth	norized representative, then add their o	contact information.				
MINDER: Review and edit	your contact preferen	ces. After you have added all contacts	, use the "+Contact Preferences" button to	designate who should receiv	a future communications about	t registration requirements	and billing
uirements.							
mer Contact is missing P	hone and/or Email. Use	the three dot action menu to edit the	contact and add this information. If the Or	mer Contact contains both a	Phone and Email and this mess	rage is still present, please	click on the Contact
mer Contact is missing P Iferences button and sele Contacts	hone and/or Email. Use ct the Primary Owner C	the three dot action menu to edit the ontact.	contact and add this information. If the Ov	mer Contact contains both a	Phone and Email and this mess	eage is still present, please + Add Contact	click on the Contact
mer Contact is missing P aferances button and self Contacts Columns •	hone and/or Email. Use ct the Primary Owner C	the three dot action menu to edit the ontact.	contact and add this information. If the Ov	mer Contact contains both a	Phone and Email and this mess	age is still present, please + Add Contact C Search	eclick on the Contact • Contact Preferences
wer Contact is missing P elerences button and set Contacts Columns + Associated to asset as	kone and/or Email. Use ct the Primary Owner C Contact Type	the three dot action menu to edit the ontact.	contact and add this information. If the Or Address 1	ner Contact contains both a	Phone and Email and this mess	Add Contact	Contact Preferences
Viver Contact is missing P elerencies button and sele Contacts Columns • Associated to easet as	hone and/or Email: Use ct the Primary Owner C	fire three dot action menu to wdit the ontact.	contact and add this information. If the Or Address 1	Phone Number	Phone and Email and this mess	Add Contact Contact Preference	Contact Preferences

2. Review the Type of Contact that is present on the property. Refer to the first column as highlighted below.

Columns .						C Search	L. C
Associated to asset as	Contact Type	Name	Address †	Phone Number	Email	Contact Preference	Action
Authorized Representative	Individual	John Doe			johndoe@3diemail.com		1



3. If the contact is NOT listed as an "Owner", then you will need to click on the "Add Contact" button to add an Owner Contact. **Note:** if you already have an Owner contact present, you can skip to number 7 in this section.

Columns •						C Search	L 0
Associated to asset as	Contact Type	Name	Address 1	Phone Number	Email	Contact Preference	Action
uthorized	Individual	John Doe			johndoe@3diemail.com		1

4. The Add Contact pop up will appear. Select the **Contact Type** from the dropdown list as "Owner".

Contact Type*		
Owner	~	
wnership Share %		Date of assumption of ownership by current Owners*
	%	
wner Type*		
Individual	~	
irst Name*		Last Name*
Address		
Address Address Type*		□ P0 Box Address?
Address Address Type* Select	~	PO Box Address?
Address Address Type* Select Search Address	~	PO Box Address?
Address Address Type* Select Search Address Enter a location	~	PO Box Address?
Address Address Type* Select Search Address Enter a location 123, Main Street, Los Angeles, CA	~	PO Box Address?
Address Address Address Address Select Search Address Enter a location 123, Main Street, Los Angeles, CA Update Address?	~	PO Box Address?



5. Add the required information in the pop up and then Save the contact. The required fields will contain a red asterisk (*).

	State*		
	CA		
	Country *		
	United St	ates	
Jasminijosulem	an.com		
Country Code	Phone*	Extension	Primor
1 ~	(626) 555-987		
•	Add Contact Details		
	Email* jasmith@3diem Country Code 1 ~	Email* CA Country * United St jasmith@3diemail.com Country Code Phone* 1 ~ (626) 555-987 Add Contact Details	State* CA Country * United States Email* jasmith@3diemail.com Primary Country Code Phone* Extension 1 ✓ (626) 555-987 ↓ Add Contact Details

6. The contacts table will be updated with the newly added Owner contact.

ements.	your contact preferen	ces. After you have added all contacts, i	use the "+Contact Preferences" button to design	nate who should receiv	e future communications about	registration requirement	is and billing
r Contact is missing Pr rences button and sele	tone and/or Email. Use ct the Primary Owner C	the three dot action menu to edit the co lontact.	intact and add this information. If the Owner Co	ontact contains both a	Phone and Email and this mess	age is still present, pleas	e click on the Contact
ontacts						+ Add Contact	+ Contact Preferences
Columns 🔸						C Searc	h. Q
ssociated to asset as	Contact Type	Nome	Address 1	Phone Number	Email	Contact Preference	Action
wner	Individual	Jane Smith	100 Garfield Avenue Pasadena CA 91101 US	(626) 555-9876	jasmith@3diemsil.com		- I.
		1. N. W. Z.			iohndoe@?diamail.com		1



7. If you have an Owner contact present, either because you have just added it or because it was already present, you may still be seeing a red error message as shown below. If your Owner contact does not have a Phone Number and Email present, then you need to edit the contact to add this information.

Columns > 2 Search	
	0
Associated to asset as Contact Type Name Address † Phone Number Email Contact Preference Acti	

8. Click on the 3-dot Action menu as shown below to edit the contact details.

								_
Columns +						B Search	L.	c
Associated to asset as	Contact Type	Name	Address †	Phone Number	Email	Contact Preference	Action	
Owner	Individual	Jane Smith	100 Garfield Avenue Pasadena CA 91101 US	(626) 555-9876	jasmith@3diemail.com		1	
athorized representative	Individual	John Doe			johndoe@3diemail.com		1	
	5 - 10	ems per page					1-2 of 2 items	0

9. Select the "Edit" action.

Columns +						2 Search	i
Associated to asset as	Contact Type	Name	Address †	Phone Number	Email	Contact Preference	Action
Owner	Individual	Jane Smith	100 Garfield Avenue Pasadena CA 91101 US	(626) 555-9876	jasmith@3diemail.com	Edit	1
Authorized Representative	Individual	John Doe			johndoe@3diemail.com	Delete	1



10. The 'Edit Contact' pop up will appear. Enter all the required information, including Phone Number and Email, and then Save the contact. The required fields will contain a red asterisk (*).

mmunication Type*	Email*					
Email 🗸 🗸	jasmit	h@3diema	il.com	Prim	ary	
mmunication Type*	Country	Code	Phone*	E	Extension	
Phone 🗸	1	~	(626) 555-9	987		Primar
Phone 🗸	1	~	(626) 555-9	987		

11. The contacts table will be updated, though it may be possible that you are still seeing the error message regarding the Owner Contact. This may be due to the contact preferences not being set. Click on the "Contact Preferences" button as shown below.

ontacts						+ Add Contact	+ Contact	Preference
Columns +						Ø	Search	a
associated to asset as	Contact Type	Nome	Address †	Phone Number	Email	Contact Preferen	ice Action	,
lwner	Individual	Jane Smith	100 Garfield Avenue Pasaderia CA 91101 US	(626) 555-9876	jasmith@3diemail.com			1
uthorized lepresentative	Individual	John Doe			johndoe@3diemail.com			1



12. The 'Contact Preferences' pop up will appear. Select the "Billing Contact" and the "Primary Owner Contact" from the dropdowns. These dropdowns will display all contacts that have been added to your property for you to choose from. Both the Billing Contact and Primary Owner contact can be the same.

Silling Contact		Primary Owner Contact	
Select	~	Select	~
communications about the provisions of	the Fair and Equit	able Housing Charter Amendme	ent (Article 18) and

Note: the selected Billing Contact and Primary Owner contact MUST have a mailing address; otherwise you will be met with an error message. You can Edit the contact to add this information (or add a new contact) and then return to select your Contact Preferences.

Billing Contact		Primary Owner Contact	
Jane Smith (Owner)	×	Jane Smith (Owner)	~
ine selected bining contact will be the recipier	Owner Cor	stact may be contracted for the purpose of	33

13. Once you have made your selection, click on the Save button.



14. The Contacts table will be updated. The error message for contacts would also have been removed.

Columns .						O Search		0
Associated to asset as	Contact Type	Name	Address †	Phone Number	Email	Contact Preference	Action	
Owner	Individual	Jane Smith	100 Garfield Avenue Pasadena CA 91101 US	(626) 555-9876	jasmith@3diemaiLcom	Billing Contact Primary Owner Contact	1	
Authorized Representative	Individual	John Doe			johndoe@3diemail.com		I	

Step 2: Determine Exemption Eligibility

There are different reasons why you believe your property may qualify for an Exemption. You can read through the Ordinance to see which, if any, exemption reasons may apply to you and your property.

Technically, if your property does qualify for an exemption and it is granted by the City of Pasadena's Rent Stabilization Department, you are not required to add any units to your property. However, it is not guaranteed that your property exemption will be granted. It may also not be a permanent exemption and you may be required to register in future registration cycles.

Some property exemptions are temporary, which means in future, you will be required to provide unit and tenancy information for the rental units on your property. If you believe that your exemption may be temporary, you can elect to add units before submitting the Exemption application for Staff review.

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



Step 2A: Property Site Address(es)

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

*Note: the site address(es) will also be used as the unit's mailing address. You will be required to select the mailing address associated with each unit. Please ensure this data is accurate.

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



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

Edit Site Address		×
Address 1*	Address 2	
199 South Los Robles Avenue		
City*	State*	
Pasadena	CA	
Zip*	Country*	
91101	United States	~
Primary		
		Save Cancel



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



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

~

5. The Addresses section will be updated with the newly added site address. Repeat as needed until all the site addresses associated with your property are added.





Step 2B: Add Unit(s)

You now need to add units to your property so you can provide details regarding the occupancies of these units. Adding units is an activity that you will only need to complete in the first year of registration. Once the inventory of units is established on your property, you will only need to provide updates to the occupancies and rents of those units moving forward. Follow the steps listed below to add unit(s) to your property.

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

1. Scroll down to the Unit Inventory area. Click on the "Add Unit" button to begin adding a unit to your property.

								Export to Ex	cel O	Search	
Irag a column hear	der and drop it here	to group by that i	column								
init Site Address	Unit Number	Status	Occupancy Type	Initial Rent	Current Rent	Occupancy Start Date	Date of Most Recen Rent Increase	Square Footage of Unit	Number of H	Otcheni Ac	tion
					No Record Foun	đ					

 Select the Unit's Site Address from the dropdown as shown below. This dropdown will contain all the added property site addresses. If you realize an address is missing, you can close this window and add it in the 'Address' section of the property page. The selected address should be part of the unit's mailing address.

Add Unit		A MALE REPORTED AND A STREET AND A	×
*Associate to: Site Address ⑦ Select	□ No Unit Numbe ✓	r * Unit Number	
* Property Type Select			
- Les 200	Year Property Built	t (as reflected in Los Angeles county records)	
Occupant Type	1973		
Select			
			Cancel Submit



3. Next, we need to know the name of the unit. This, too, should be part of the unit's mailing address. If the unit does not have a specified name, click the 'No Unit Number' checkbox. This would indicate that the unit's mailing address is the same as the site address.

Add Unit		×
* Associate to: Site Address ①	No Unit Number * Unit Number	
Select		
* Property Type		
Select	~	
	Year Property Built (as reflected in Los Angeles cou	ity records)
	1975	
Occupant Type		
Select	Y	
		Cancel Submit

4. Enter the required fields listed in the pop up to continue adding the unit to your property. Note that some field selections may require you to provide more information. The required fields will contain a red asterisk (*). The form cannot be saved until all required fields are entered. Once all the required information is entered, click on the "Submit" button.

Add Unit			×
* Associate to: Site Address ①	🗌 No Unit Number	* Unit Number	
199 South Los Robles Avenue Pasadena CA 91101 US-Parcels	~	A	
* Property Type			
Select	÷		
	Year Property Built (as refle	ected in Los Angeles county records)	
	1975		
* Occupant Type			
Select	Ť		
			Cancel Submit



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

								Export to E	icel O Sea	rch
ig a column hea	der and drop it here	e to group by that col	umn							
t Site Address	Unit Number	Status	Occupancy Type	Initial Rent	Current Rent	Occupancy Start Date	Date of Most Recen Rent Increase	Square Footage of Unit	Number of Kitche	n: Action
South Los										
es Avenue dena CA	А	Non-Exempt	Tenant	\$ 2,000.00	\$ 2,000.00	08/01/2024	08/01/2024	975	1	1.



Step 3: Submit a Property Exemption Application

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

*Note: not every exemption field will be explained in this guide. If you have specific questions, contact the City of Pasadena's Rent Stabilization Department.

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

Site Address		Download	and Print Instructions To Register Your Property Action - Back
Site Address		Download	and Print Instructions To Register Your Propert
Site Address			Action - Back
Site Address	100 Parth Las Paklas have		
	Pasadena CA 91101 US	Year Built	: 1974
Total Units Added	: 0	Property Status	: Registration Open
review the property address. If the property hat address; or a unit with a $\%$ or $\%$, in the address	is more than one site address, add addition is, such as 777 ½ Main Street). If all of the r	nai street address(es) by click rental units on the property ha	ing the blue "+Add" button next to 'Address' we the same site address, skip to the next step.
ts" section, add or edit contact information for tion or delete a contact, use the "Action" buttor	r the Primary Owner, Property Manager, and is next to each contact name.	d/or Authorized Representativ	e. To add the contact information, use the
	Total Units Added review the property address. If the property ha t address; or a unit with a ½ or ½, in the address ts" section, add or edit contact information for tion or delete a contact, use the "Action" buttor	Total Units Added : 0 review the property address. If the property has more than one site address, add addition to ddress; or a unit with a ½ or ½, in the address, such as 777.½ Main Street). If all of the ts" section, add or edit contact information for the Primary Owner, Property Manager, and ion or delete a contact, use the "Action" buttons next to each contact name.	Total Units Added : 0 Property Status review the property address. If the property has more than one site address, add additional street address(es) by click to address or a unit with a ½ or 1s, in the address, such as 777 ½ Main Street). If all of the rental units on the property has more than one site address, add additional street address(es) by click to address, or a unit with a ½ or 1s, in the address, such as 777 ½ Main Street). If all of the rental units on the property has more than one site address, add additional street address(es) by click to a street address or a unit with a ½ or 1s, in the address, such as 777 ½ Main Street). If all of the rental units on the property has more than a street address or a unit with a ½ or 1s, in the address, such as 777 ½ Main Street). If all of the rental units on the property has more than a street address or a unit with a ½ or 1s, in the address, such as 777 ½ Main Street). If all of the rental units on the property has more than a street address or a unit with a ½ or 1s, in the address, such as 777 ½ Main Street). If all of the rental units on the property has more than a street address or a street address

2. Select 'Apply for Property Exemption'.

Download and Print Instructions To Register Your Property Action
Download and Print Instructions To Register Your Property Action
Action Back
enue Year Built Apply for Property Exemption
New Preparty Ownership
Property Status
additional street address(es) by clicking the blue "+Add" button next to "Address"



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

COP/		
Lizzadi i tri	Apply for Property Exemption	×
My Deshboar		
	* Please select the qualifying grounds for the property exemption	
	Owner-occupied single-family residences (i.e. single family homes, condos)	our Property
1.0	Affordable housing/deed restricted property that is owned, operated or managed by a not-for-profit organization pursuant to a tax credit program	
Overv	Aeylum	+ Back
	Convent	
Parcel	O Dormitories owned by higher education	
Asses	Extended medical care facility	
077774666	() Hospital	
	O Monastery	
INSTRUC	Non-profit home for the aged	
42.00475	Property that is owned, operated, or managed by a government authority or agency where state or federal regulations exempt the property from local rent control	
Step 1; A has a dif	O Treatment or recovery program facility	each unit
Step 2: L	* Upload Document(s)	To edit the
• Pri	Select files	
• Pro	Comments	
Review a		e
Step 3: A	Declaration Statement	count" at
the top o	🔿 🖡	

4. Enter the required fields and then submit your application. The required fields will contain a red asterisk (*).

P	Please submit documents demonstrating the regulations that	t exempt the property from local rent control.		11 - 11
Destruction	* Upload Document(s)			
Dashoo	Select files			
Over	3Di Cert 3Di Logo jpg 738 KB		×	ir Properts
Parce	Comments			
Asser	Declaration Statement			
INSTRU	By checking this box, I declare under penalty of perjury us knowledge and belief. Any attachments included here are	nder the laws of the State of California that the information I have provided in this form is true and correct to the best of my either original documents or true and correct copies of the original documents.		
Step 1:	Submitter's Info			ss" (e.g.,
a duple	* Full Name	* Title		5: C
Step 2: Contact	John Doe	Authorized Representative	*	e "+Add



5. To confirm that your application was submitted successfully, scroll down to the "My Cases" section. You will see the Property Exemption Case in the 'Pending Review' status. You can check back periodically to see if it is approved or denied. You will also get an email notification once your Property Exemption case is processed.

Columns .					Export to Exc	el C	Search
Case Number	Created On Entity	Case Type	Created On +	٣	Updated Date	٣	Status
£2024-2485100	APN: 9876543210	Property Exemption	08/30/2024 05:08 PM		08/30/2024 05:08 PM	-	Pending Review
R2024 2485096	APN: 9876543210	Rental Registry	08/30/2024 04:20 PM		08/30/2024 04:20 PM		Registration Open

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

PAJAD		Q Type Here To Search	John Doe 🗸	ohn Doe 🗸 🕅 🕶 🍞		
Jeshboard						
				Download	and Print Instructions To Regist	er Your Property
Overview					Action -	- Back
Parcel Number	: 9876543210	Site Address	: 199 South Los Robles Avenue Pasadena CA 91101 US	Year Built	: 1974	
Assessor Total Unit Count	: 1	Total Units Added	: 0	Property Status	: Property Exempt	
INSTRUCTIONS TO REGISTER	YOUR PROPERTY					
Step 1: Add Site Address. In ti e.g., a duplex where each unit	he "Address" section, review th has a different street address	e property address. If the property ha , or a unit with a ½ or ¼, in the address	s more than one site address, add additio s, such as 777 ½ Main Street). If all of the	nal street address(es) by clicki rental units on the property ha	ng the blue "+Add" button next to ve the same site address, skip to	o "Address" the next step.
Step 2: Update Contact Inform	nation. In the "Contacts" section	an, add or edit contact information for	the Primary Owner, Property Manager, an	d/or Authorized Representative	e. To add the contact information), use the
+Add Contact" button. To edit	the contact information or de	lete a contact, use the "Action" button	s next to each contact name.			



What Does My Property Status Mean?

Your property status can tell you about the registration status of your property. Review the statuses and their meanings below:

Property Status	Meaning
	The registration period is open, and you need to provide updated information about your property and submit for registration.
Registration Open	You may have submitted a property exemption and are waiting for staff to review; your property may be in this status until your application is processed. Check the status of your Property Exemption case to ensure it is not denied. If so, you will be required to register.
Registration Denied	Your registration was submitted, but Staff denied it due to some errors or corrections. You will need to review your inputs, make necessary edits, and re-submit the property.
Unit Discrepancy	Your property has been submitted for registration, and the number of units you have added to the property does not match with the assessor's records. Your property is flagged for Staff to review. You do not need to take action. Staff will reach out if there are any questions.
Pending Staff Review	Your property has been submitted for registration and there are exemption applications that still need to be reviewed by the Staff. You do not need to take action. Staff will reach out if there are any questions.
Payment Pending	The fees (and penalties, if applicable) have been calculated for your property, an invoice has been generated, and a payment is required. A payment can be submitted online from the shopping cart on the top-right corner of the website (once logged in). A payment can also be submitted, offline, to the Rent Program directly.
Registration Completed	You have completed the registration of your property for the fiscal year by successfully submitting the property and completing payment if you were assessed a fee. You do not need to take any additional action at this time unless you have occupancy amendments or rent increases to report.
Property Exempt	You have submitted an exemption of your entire property and it has been approved. You would not be required to pay any fees until/unless your property's exemption status changes.