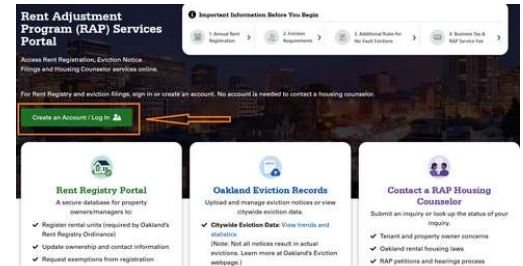


Quick Guide to Registration



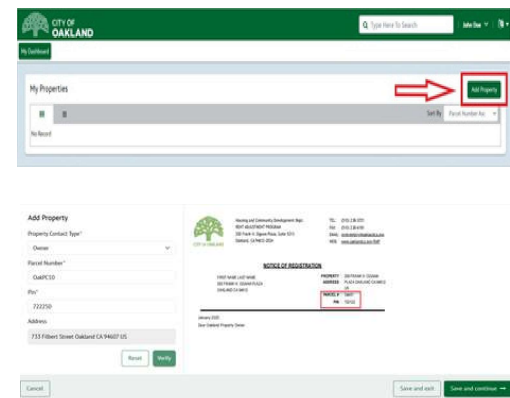
1) Create an Account

- Go to the Rent Registry at www.rentregistry.oaklandca.gov OR the new RAP Services home page at www.RAPServices.oaklandca.gov.
- Select “Create an Account/Log In.”
- Select “Register.”
- Create username and password, and select “Register Now.”
- A validation link will be sent to the email address provided as your username. Go to your email and click on validation link to complete login process.
- Upon logging in, click on center “Rent Registry” tab to continue.



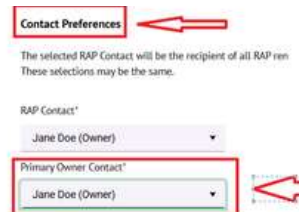
2) Add Property

- After creating an account, owners/managers can add properties to their “My Properties” dashboard. To add a property, you will need the Parcel Number and PIN combination for EACH property you wish to add. The Parcel Number and PIN are provided in the “Registration Notice” sent to Oakland property owners.
- Click on “Add Property” in upper righthand corner of screen.
- Enter Parcel Number (Parcel #) and PIN from cover letter for property you are adding and select “Verify.”
- Once the property has been verified, click on the “Save and Continue” button to continue with registration.



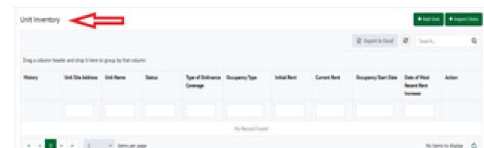
3) Property Information

- Scroll down to “Address” section. If the property has more than one street address, the additional street address(es) must be added to this section PRIOR to registering units. Click on the “+” icon to add any additional street addresses for the property.
- Scroll down to “Contacts” to review the owner/manager contact information. Click on the green “Actions” button next to “Primary Owner” contact to complete the Primary Owner contact information. You must provide all requested Primary Owner contact information in order to proceed.
- If no “Primary Owner” contact has been selected: You may select Primary Owner contact by scrolling down to the “Contact Preferences” section. The RAP Contact will receive future rent registry communications.
- To add a Property Manager contact and/or additional owner contacts, select “Add Contact.”
- Click on blue “Save and Continue” button to proceed.



4) Unit Information

- Scroll down to “Unit Inventory.” If there are no units listed in the “Unit Inventory” section, go to **Step 5** for instructions on how to add units to the Unit Inventory.
- If all units on the property have already been added to the Unit Inventory, go to **Step 7** for instructions on how to review/update registered tenancy information.



5) Add Units

NOTE: Before a unit can be claimed exempt, it MUST FIRST BE ADDED to the Unit Inventory.

For properties with 10 or more units: You may click on the “Import Units” button to download a formatted Excel spreadsheet which will allow you to upload tenancy data. Instructions for use are on the spreadsheet’s first tab. After you have completed the spreadsheet with all of the requested information, you may upload the saved spreadsheet by again clicking on the “Import Units” button in the Unit Inventory.

Quick Guide to Registration



5) Add Units (Continued)

- Click yellow **"Add Unit"** to add each unit to the Unit Inventory.
- After clicking on "Add Unit": Go to **"Associate To: Site Address,"** and use drop-down menu to choose the unit's street address. Enter the unit number or name. If the unit ONLY has a street address, select **"No Unit Number."**
- Property Type:** Select the type of property the unit is in.
- Year Property Built:** Indicate whether the unit you are registering was built in the **same year** the property was built as reflected in Alameda County records. If you do not know, select "Unknown."
- Occupant Type.** NOTE: If you select Tenant or Rent Subsidized Tenant, you will be prompted to register the tenant's tenancy information. Complete all fields to the best of your knowledge and ability. When complete, click on "Submit" button. **Repeat the "Add Unit" process until all units** on property are added.
- To claim an exemption, go to **Step 6.** If there are no exemptions, click on "Save and Continue" at the bottom of the page.

6) Claim an Exemption

- Go to Unit Inventory and click on green **"Actions"** button next to the address of the unit you wish to exempt.
- Select **"Apply for Unit Exemption."**
- Select reason for exemption and upload any required documentation.
- Fill out required fields and select **"Submit."**
- Repeat process for any other unit(s) you wish to claim exempt.
- Click on "Save and Continue" at the bottom of the page.

7) Update Unit Inventory

- Review all registered unit information in the Unit Inventory.
- If there are no changes:** Click on "Save and Continue."
- If there are changes in occupancy or rent:** Click on the green **"Actions"** button next to the address of the unit you wish to update.
- To report a new tenancy (or any other change in occupancy):** Select **"Report New Occupancy."** If the new occupant is an owner or rent free occupant, you may also claim the unit exempt (see Step 6).
- To report a rent increase for an existing tenant:** Select **"Report Rent Increase."**

8) Review and Submit

- Review all property and unit information.
- Fill out all required fields and click on blue **"Save and Continue"** button; you will receive a confirmation email from RAP after submission.
- NOTE:** A valid Business Tax Account number is REQUIRED to complete rent registration for all rental properties. If you do not have a Business Tax Account, contact the Oakland Business Tax Office at (510) 238-3704, or via email at btwebsupport@oaklandca.gov.

9) Finish and Pay

- RAP Fees and Business Tax are collected by the Oakland Business Tax Office, and are due annually by March 1. Click on the links to access the Business Tax payment screen and additional information.
- If you need assistance with Business Tax/RAP Fee payment, contact the Oakland Business Tax Office directly at (510) 238-3704 or btwebsupport@oaklandca.gov.