



City of Palo Alto Rental Registry Program

Rental Property Owner/Property Manager User Guide

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Table of Contents

Introduction	3
Getting Started	3
Create a Login to the Rental Registry Program Portal	4
Accessing Your Account & Adding a Property to Your Account.....	7
INITIAL REGISTRATION PROCESS.....	9
Step 1: Add/Update Contact Information	10
Step 2: Add Property Site Address(es)	16
Step 3: Add Unit(s)	18
Step 4: Submit Property and Unit Registration Information	21
Step 5: Submit Registration Fee Payment.....	22
Step 6: View Updated Property Status.....	25
ANNUAL REGISTRATION RENEWAL PROCESS	26
Step 1: Portal Login	26
Step 2: Update Property and Unit Registration Information	26
Step 3: Submit Registration Fee Payment.....	28
REQUIRED REPORTING OF PROPERTY OWNERSHIP CHANGES.....	31
Report Property Ownership Change	31
REQUIRED REPORTING OF EVENTS	33
Report Rent Increase	33
Report Notice to Quit	35
Report Unlawful Detainer.....	36
Report Eviction.....	37
OPTIONAL REPORTING OF EVENTS	38
Report Rent Decrease	38

Introduction

This step-by-step user guide helps rental property owners, property managers, and authorized representatives with completing the City of Palo Alto's Rental Registry Program registration and event-based reporting processes.

This user guide is provided by the City's software consultant, 3Di. If you have any registration and event-based reporting technical assistance questions, access the 3Di HelpDesk. You can receive chat support on weekdays from 8am-12pm at the following website: <https://paloalto.3diengage.com/support/>. You can receive phone support on weekdays from 8am-12pm by calling 650-459-0138. Otherwise, you can email questions to pa-rentalregistry-techsupport@engagehelpdesk.com.

Please visit www.cityofpaloalto.org/rentalregistry to learn more about the Rental Registry Program and to access the online registration portal.

Getting Started

You should have received a registration letter from the City of Palo Alto's Rental Registry Program if you own at least one property that is subject to the City's registration requirement. Please save this letter and the unique PIN highlighted in the top right corner of the letter.

If you have received a letter from the City of Palo Alto's Rental Registry Program requesting you to register your rental property and you are no longer the owner or manager of this property or believe this program does not apply to your property, please contact the City of Palo Alto Rental Registry Program at rentalregistry@paloalto.gov. You may be asked for additional details/information so records can be updated.

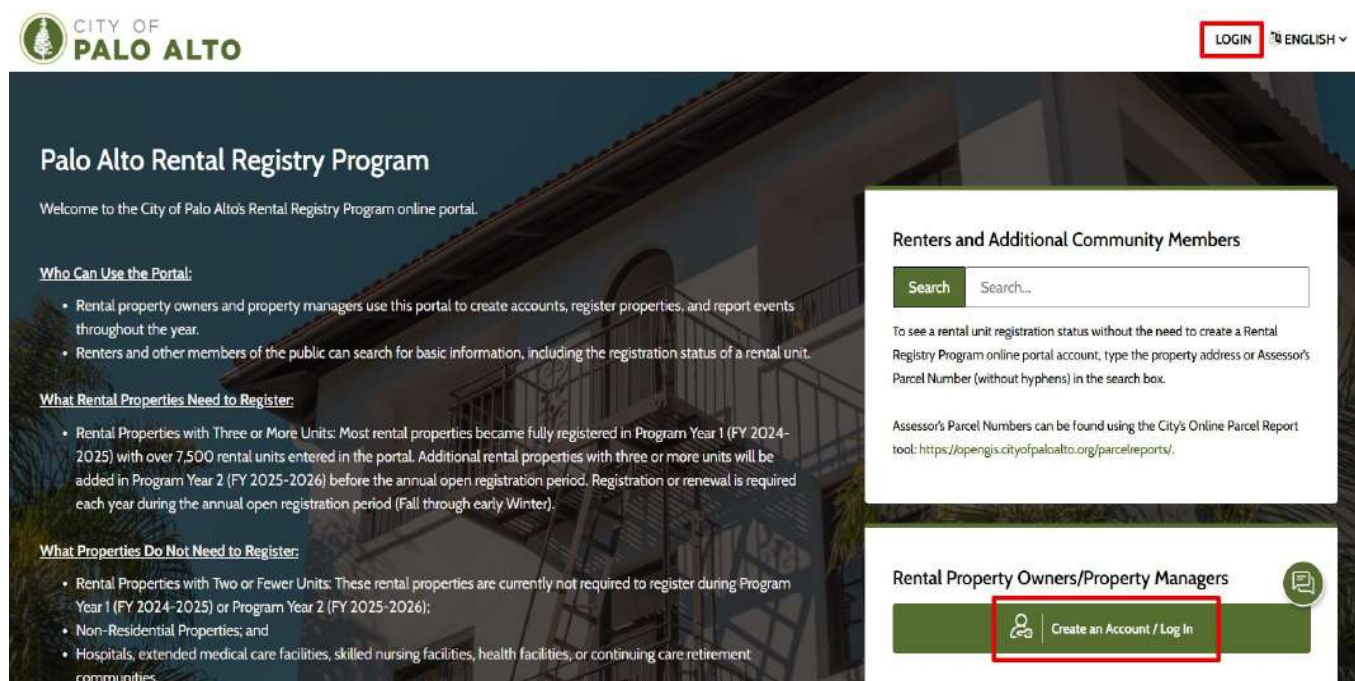
For your initial registration or for your annual registration renewal, you will be required to ensure that the information related to your property is accurate. Please add or review property contact information for property owner(s) and property managers and add or update any property and unit information. The information that you submit will be saved in the Rental Registry Program online portal for your later use in future annual registration cycles.

Once an initial or annual registration renewal is completed, please continue to use the portal throughout the year to report events within ten (10) calendar days of occurrence. such as if a unit has a Rent Increase, Notice to Quit, Unlawful Detainer, or Eviction.

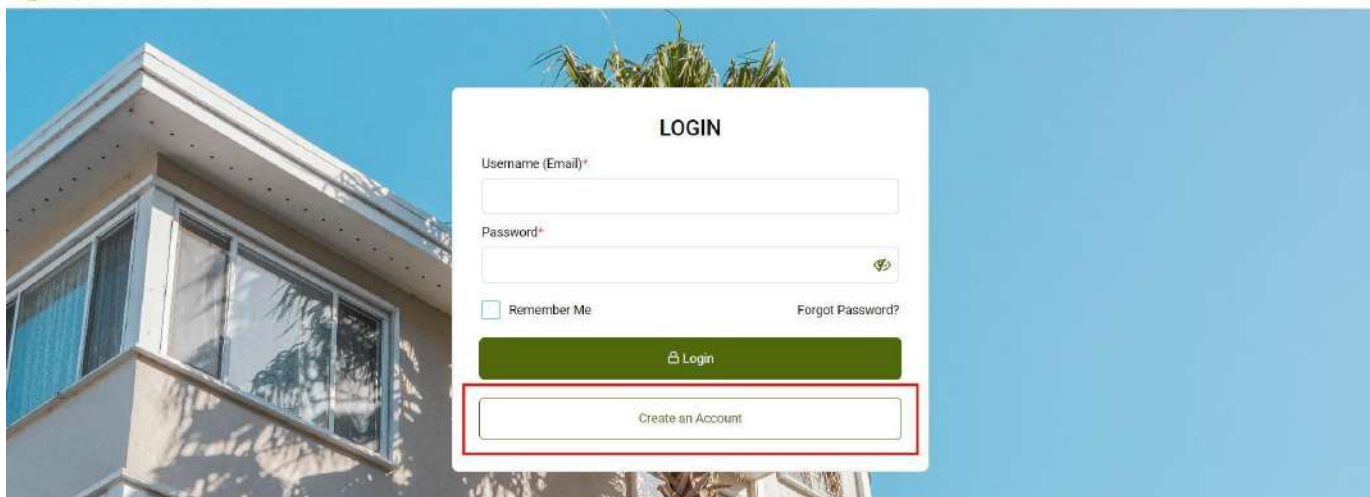
Create a Login to the Rental Registry Program Portal

To use the Rental Registry Program online portal, you will first need to create an account and login:

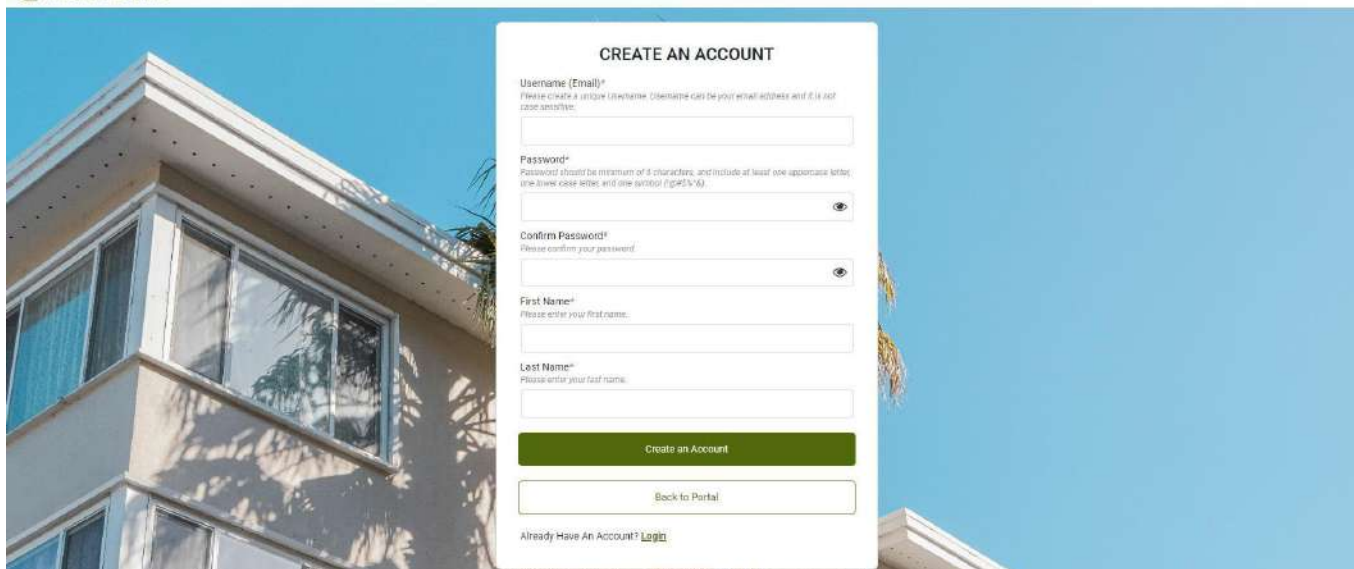
1. Open your web browser and go to www.paloalto.gov/rentalregistry and click on the “Access Online Registration Portal” button. This will take you to the Palo Alto Rental Registry Program online portal landing page. Alternatively, you can use the direct weblink to the online portal: <https://paloalto.3diengage.com/>.
2. When you are on the portal landing page, either click on the “Create an Account / Log In” button OR the “Login” button at the top right corner of the portal.



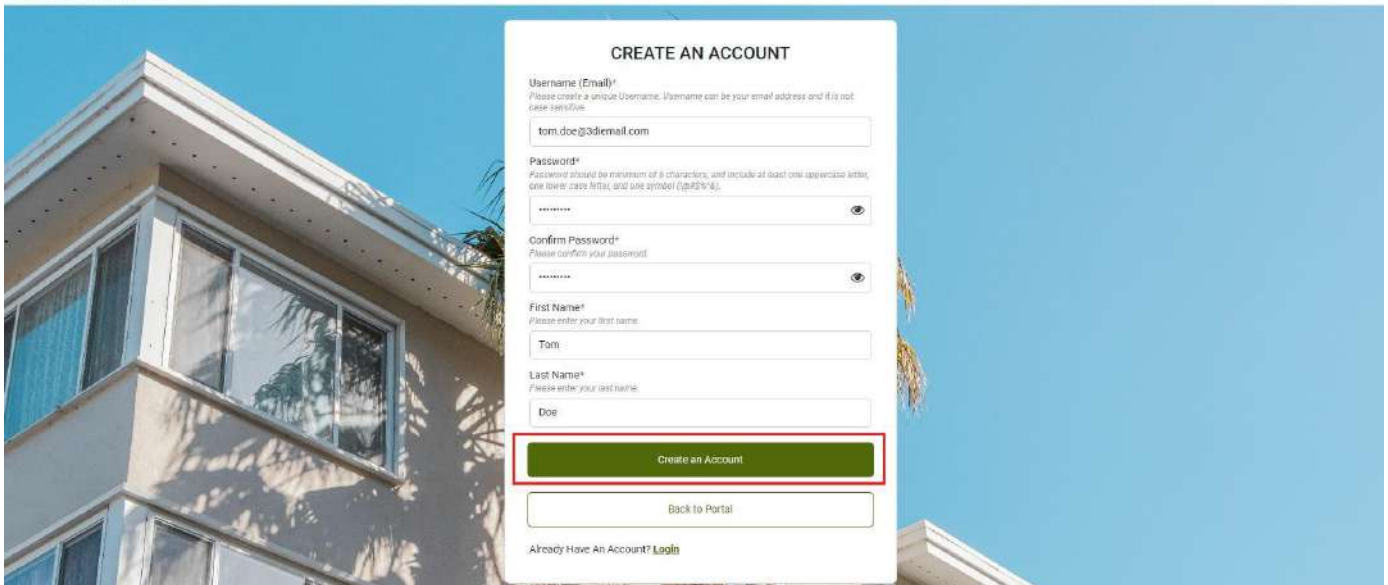
3. Select “Create an Account” to create a new account.



4. Enter the following information to create your account:
 - **Username (Email Address)** – Ensure you have access to your email address inbox, as you will need to verify your email address to complete account creation.
 - **Password** – Your 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**



5. Click on the “Create an Account” button.

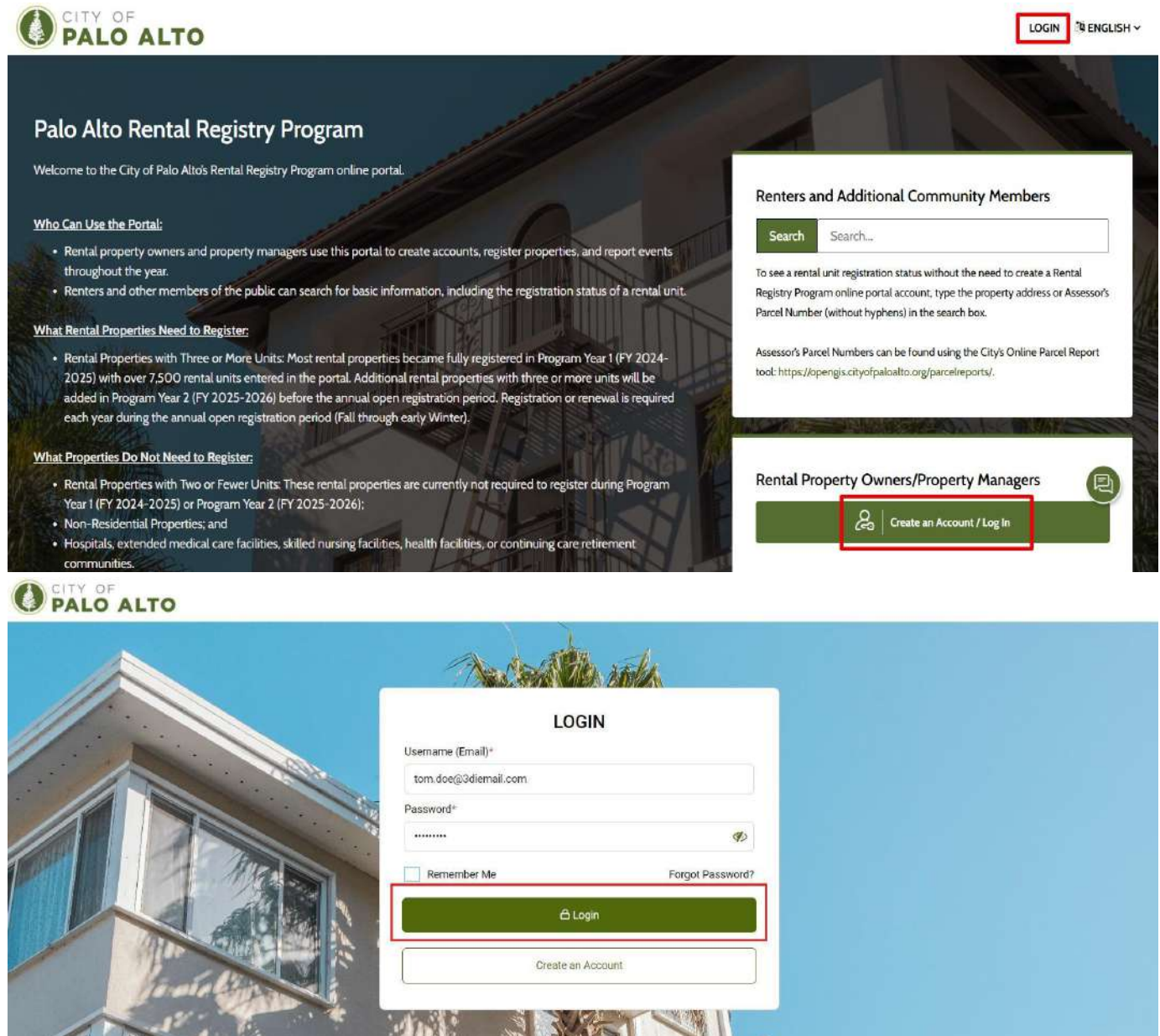


6. The portal will send an account verification email with an Activation Link to the Username/Email Address that you provided. The email should arrive within a few minutes, and the **activation link expires in 15 minutes**. If you do not see this email in your inbox, please check your spam folder. Click on the Activation Link in the email to confirm your account and complete the account creation process.
7. If you have additional people that will help you with registration and event reporting, please feel free to have them set up their own account using these same steps.

Accessing Your Account & Adding a Property to Your Account

Now that you have created and activated your account, log in to the Rental Registry Program online portal. When you log in, you will see your dashboard. Your dashboard will be empty until you add and claim your property to your account. Follow the steps below for each property that you own or manage that is required to register.

1. Click on either of the “Login” buttons on the portal landing page.



If you have questions about the Rental Registry Program, contact the City of Palo Alto at rentalregistry@paloalto.gov or visit www.paloalto.gov/rentalregistry. For specific registration technical support, contact the Rental Registry Program HelpDesk at pa-rentalregistry-techsupport@engagehelpdesk.com or visit <https://paloalto.3diengage.com/support/>.

Rental Registry Program Rental Property Owner/Property Manager User Guide

- Retrieve the Registration Letter sent to you by the City of Palo Alto Rental Registry Program and click on the “Add Property” button on the top right corner of your dashboard.



- In the “Add Property” pop up, you will need to enter the following:
 - Property Contact Type** – indicate if you are the Owner, the Property Manager or the Authorized Representative
 - Parcel Number** – you can find this in the Registration Letter
 - PIN** - you can find this in the Registration Letter
- Enter the necessary information and click on the “Add” button.



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Rental Registry Program Rental Property Owner/Property Manager User Guide

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



INITIAL REGISTRATION PROCESS

Now that you have added your property to your account, you will need to complete either the initial registration or the annual registration renewal process. To complete initial registration, click on the "View" button.



If you have questions about the Rental Registry Program, contact the City of Palo Alto at rentalregistry@paloalto.gov or visit www.paloalto.gov/rentalregistry. For specific registration technical support, contact the Rental Registry Program HelpDesk at pa-rentalregistry-techsupport@engagehelpdesk.com or visit <https://paloalto.3diengage.com/support/>.

Rental Registry Program Rental Property Owner/Property Manager User Guide

The **Property Overview** page will open. This page has different sections that are necessary to complete as part of the registration process.

Overview

Parcel Number : 6812017025
 Total Units Added : 0
 Site Address : 600 Pasteur Drive Palo Alto CA 94304 US
 Property Status : Registration Open
 Year Built : 2010

Reasons to flag a property

Flag the Property :

INSTRUCTIONS TO REGISTER YOUR PROPERTY'S RENTAL UNITS

Step 1: Add Site Address. If the property has more than one site address, add additional street address(es) by clicking the green "Add" button next to "Address" (e.g., a building where each unit has a different street address). If all the rental units on the property have the same site address, skip to the next step.

Step 2: Update your contact information. Scroll down and click "Add Contact" to add necessary contacts (Primary Owner, Property Manager and Authorized Representative). **You must add BOTH a Primary Owner and Property Manager contact.** If there is no Property Manager, then you can indicate that the Property Manager contact information is the same as for the Owner. Use Action buttons next to each contact name to edit address and other contact information. Please use a business phone number and email when providing contact information. If you do not currently have a separate business phone number, please consider making one. Contact information may be subject to public records requests under the California Public Records Act. After you have added both contacts, you must complete the "Contact Preferences" requirements to proceed.

Step 3: Add Units. For properties with 3 to 9 units, scroll down to "Add Unit" and add ALL of the residential rental units that you own or manage to the Rental Registry, one at a time. If you have 10 or more rental units, you have the option to use the "Bulk Import" tool that will allow you to complete a spreadsheet version of the online forms in this portal. Each spreadsheet can accommodate up to 100 rental units.

Note: If you register a different number of units for a property than the County Assessor's Office currently has on record, City staff may contact you for more information. Please contact the County of Santa Clara directly to make sure all Assessor's records for your properties are up to date.

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 one Owner contact and at least one Property Manager contact.

1. Scroll down to the Contacts section. If you see the red text "Primary Owner and Property Manager, Contact Information is Incomplete" as shown in the image below, you will need to add the missing contact type.

My Dashboard

*Primary Owner and Property Manager Contact Information is Incomplete.

Click on "Add Contact" button to add necessary contacts (Primary Owner, Property Manager and Authorized Representative). **You must add BOTH a Primary Owner and Property Manager contact in order to submit your property for registration.** If there is no Property Manager, then you can indicate that the Property Manager contact information is the same as for the Owner. Use Action buttons next to each contact name to edit address and other contact information. Please use a business phone number and email when providing contact information. If you do not currently have a separate business phone number, please consider making one. Contact information may be subject to public records requests under the California Public Records Act.

After you have added both contacts, you must use the "Contact Preferences" button to designate who should receive future communications about registration requirements in order to proceed.

Contacts

Associated to asset as	Contact Type	Name	Address	Phone Number	Email	Contact Preference	Action
Owner	Individual	Tom Doe			tom.doe@3diemail.com		

1-1 of 1 items

Click the "Add Unit" button and enter the required information for the rental unit. Once you have verified all information is correct, click "Submit". Repeat these steps until you have entered the required information for ALL rental units on the property.

If you have questions about the Rental Registry Program, contact the City of Palo Alto at rentalregistry@paloalto.gov or visit www.paloalto.gov/rentalregistry. For specific registration technical support, contact the Rental Registry Program HelpDesk at pa-rentalregistry-techsupport@engagehelpdesk.com or visit <https://paloalto.3diengage.com/support/>.

Rental Registry Program Rental Property Owner/Property Manager User Guide

- Click on the “Add Contact” button to add the missing contact type.

CITY OF PALO ALTO

My Dashboard

*Primary Owner and Property Manager Contact Information is Incomplete.

Click on "Add Contact" button to add necessary contacts (Primary Owner, Property Manager and Authorized Representative). You must add BOTH a Primary Owner and Property Manager contact in order to submit your property for registration. If there is no Property Manager, then you can indicate that the Property Manager contact information is the same as for the Owner. Use Action buttons next to each contact name to edit address and other contact information. Please use a business phone number and email when providing contact information. If you do not currently have a separate business phone number, please consider making one. Contact information may be subject to public records requests under the California Public Records Act.

After you have added both contacts, you must use the "Contact Preferences" button to designate who should receive future communications about registration requirements in order to proceed.

Contacts

+ Add Contact + Contact Preferences

Associated to asset as	Contact Type	Name	Address	Phone Number	Email	Contact Preference	Action
Owner	Individual	Tom Doe			tom.doe@3diemail.com		

1-1 of 1 items

Click the "Add Unit" button and enter the required information for the rental unit. Once you have verified all information is correct, click "Submit". Repeat these steps until you have entered the required information for ALL rental units on the property.

- The Add Contact pop up will appear. Select the **Contact Type** from the dropdown list. If your property already has an “Owner” contact added, then you will need to add a “Property Manager”. If there is no property manager, duplicate all of the “Owner” contact information.

Add Contact

Contact Type*

Select

Owner Type*

Select

Address

Address Type*

Select

Search Address

Enter a location

123, Main Street, Los Angeles, CA

☐ Update Address?

Address Line 1 *

Address 2

City *

State *

CA

Zip *

Country *

United States

If you have questions about the Rental Registry Program, contact the City of Palo Alto at rentalregistry@paloalto.gov or visit www.paloalto.gov/rentalregistry. For specific registration technical support, contact the Rental Registry Program HelpDesk at pa-rentalregistry-techsupport@engagehelpdesk.com or visit <https://paloalto.3diengage.com/support/>.

Rental Registry Program Rental Property Owner/Property Manager User Guide

4. Add the required information in the pop up and then Save the contact. You are required to provide the First Name, Last Name, Mailing Address, Email Address, and Phone Number.

Address Type*

Home

Search Address

100 Palo Alto Avenue, Palo Alto, CA, USA

123, Main Street, Los Angeles, CA

☐ Update Address?

Address Line 1 *

100 Palo Alto Avenue

Address 2

City *

Palo Alto

State*

CA

Zip *

94301

Country *

United States

Contact Details

Communication Type*

Email

Email*

john@gmail.com

☒ Primary

Communication Type*

Phone

Country Code

1

Phone*

(546) 789-776!

Extension

☒ Primary

+ Add Contact Details

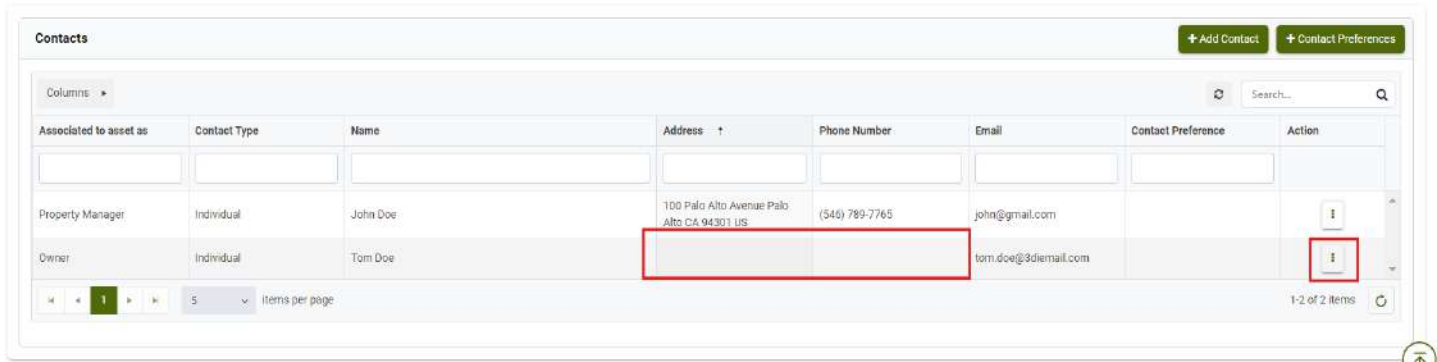
Save

Cancel

If you have questions about the Rental Registry Program, contact the City of Palo Alto at rentalregistry@paloalto.gov or visit www.paloalto.gov/rentalregistry. For specific registration technical support, contact the Rental Registry Program HelpDesk at [pa-rentalregistry-techsupport@engagehelpdesk.com](mailto:techsupport@engagehelpdesk.com) or visit <https://paloalto.3diengage.com/support/>.

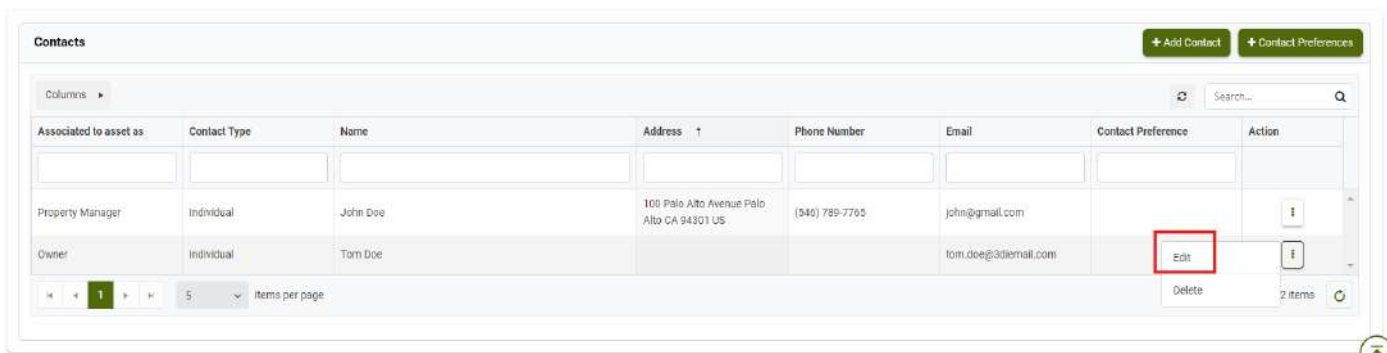
Rental Registry Program Rental Property Owner/Property Manager User Guide

- The Contacts table will be updated. If the “Owner” contact is missing any information in the grid (Mailing Address, Email, or Phone), click on the **three vertical dots** as shown below to edit the contact details.



Associated to asset as	Contact Type	Name	Address	Phone Number	Email	Contact Preference	Action
Property Manager	Individual	John Doe	100 Palo Alto Avenue Palo Alto CA 94301 US	(540) 789-7765	john@gmail.com		
Owner	Individual	Tom Doe			tom.doe@3diemail.com		

- Select the “Edit” action.



Associated to asset as	Contact Type	Name	Address	Phone Number	Email	Contact Preference	Action
Property Manager	Individual	John Doe	100 Palo Alto Avenue Palo Alto CA 94301 US	(540) 789-7765	john@gmail.com		
Owner	Individual	Tom Doe			tom.doe@3diemail.com		

If you have questions about the Rental Registry Program, contact the City of Palo Alto at rentalregistry@paloalto.gov or visit www.paloalto.gov/rentalregistry. For specific registration technical support, contact the Rental Registry Program HelpDesk at pa-rentalregistry-techsupport@engagehelpdesk.com or visit <https://paloalto.3diengage.com/support/>.

Rental Registry Program Rental Property Owner/Property Manager User Guide

- The Edit Contact pop up will appear. Many of the required fields may be missing (i.e., Address, Phone, Email etc.). Enter the required information and then Save the contact.

Home

Search Address

200 Palo Alto Avenue, Palo Alto, CA, USA

123, Main Street, Los Angeles, CA

☐ Update Address?

Address Line 1 *

200 Palo Alto Avenue

Address 2

City *

Palo Alto

State *

CA

Zip *

94301

Country *

United States

Contact Details

Communication Type *

Email

Email *

tom.doe@3diemail.com

☒ Primary

Communication Type *

Phone

Country Code

1

Phone *

(657) 890-9876

Extension

☒ Primary

+ Add Contact Details

Save

Cancel

Rental Registry Program Rental Property Owner/Property Manager User Guide

- The Contacts table will be updated. Next, set your preferences for contacts by clicking on the “Contact Preferences” button. You may already see preset values for this on your property. You can edit/modify these at any time. Select the “Billing Contact”. This contact will be the recipient of all notices, invoices and related program content via phone, SMS, email and/or postal mail. Next, select the “Primary Owner Contact”. This can also be the same as the Billing Contact. Save your preferences using the “Save” button.

The screenshot shows the 'Contacts' table with the following data:

Associated to asset as	Contact Type	Name	Address	Phone Number	Email	Contact Preference	Action
Property Manager	Individual	John Doe	100 Palo Alto Avenue Palo Alto CA 94301 US	(546) 789-7765	john@gmail.com		
Owner	Individual	Tom Doe	200 Palo Alto Avenue Palo Alto CA 94301 US	(657) 890-9878	tom.doe@3diemail.com		

The 'Contact Preferences' button is highlighted with a red box.

The 'Contact Preferences' dialog box shows the following settings:

- Billing Contact:** Tom Doe (Owner)
- Primary Owner Contact:** John Doe (Property Manager)

The selected **Billing Contact** will be the recipient of all notices, invoices and related program content via phone, SMS, email and/or postal mail. The selected **Primary Owner Contact** may be contacted related to RRP compliance issues and may be contacted by the City or the City's representative for matters related to the City's mediation program as outlined in Palo Alto Municipal Code 9.72.

The 'Save' button is highlighted with a red box.

- The Contacts table will be updated. If there are additional Property Manager(s) or Property Owner(s) associated with the property, you can add them using the “Add Contact” button.

The screenshot shows the 'Contacts' table with the following data:

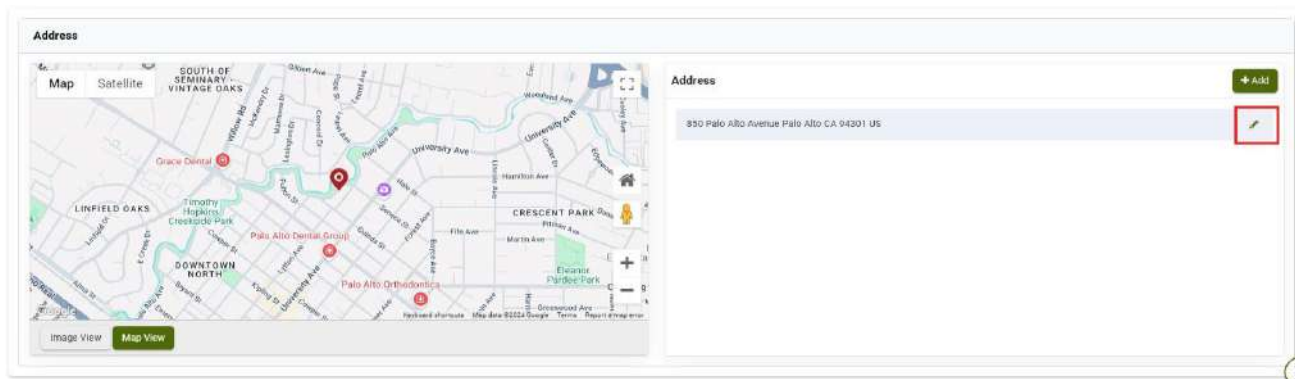
Associated to asset as	Contact Type	Name	Address	Phone Number	Email	Contact Preference	Action
Property Manager	Individual	John Doe	100 Palo Alto Avenue Palo Alto CA 94301 US	(546) 789-7765	john@gmail.com	Primary Owner Contact	
Owner	Individual	Tom Doe	200 Palo Alto Avenue Palo Alto CA 94301 US	(657) 890-9878	tom.doe@3diemail.com	Billing Contact	

The 'Add Contact' button is highlighted with a red box.

Step 2: Add Property Site Address(es)

Your property will have a primary site address listed. Some properties are large and may contain more than one site address or units might be individually addressed. Please review the Address(es) associated with your property and follow the steps listed below if changes are required.

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 the site address is correct. If not, 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.

If you have questions about the Rental Registry Program, contact the City of Palo Alto at rentalregistry@paloalto.gov or visit www.paloalto.gov/rentalregistry. For specific registration technical support, contact the Rental Registry Program HelpDesk at pa-rentalregistry-techsupport@engagehelpdesk.com or visit <https://paloalto.3diengage.com/support/>.

- If you have more site addresses to add, click on the “Add” button.



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



If you have questions about the Rental Registry Program, contact the City of Palo Alto at rentalregistry@paloalto.gov or visit www.paloalto.gov/rentalregistry. For specific registration technical support, contact the Rental Registry Program HelpDesk at pa-rentalregistry-techsupport@engagehelpdesk.com or visit <https://paloalto.3diengage.com/support/>.

- The Addresses section will be updated with any modified or new site address(es). Repeat as needed until all the site addresses associated with your property are added.

Step 3: Add Unit(s)

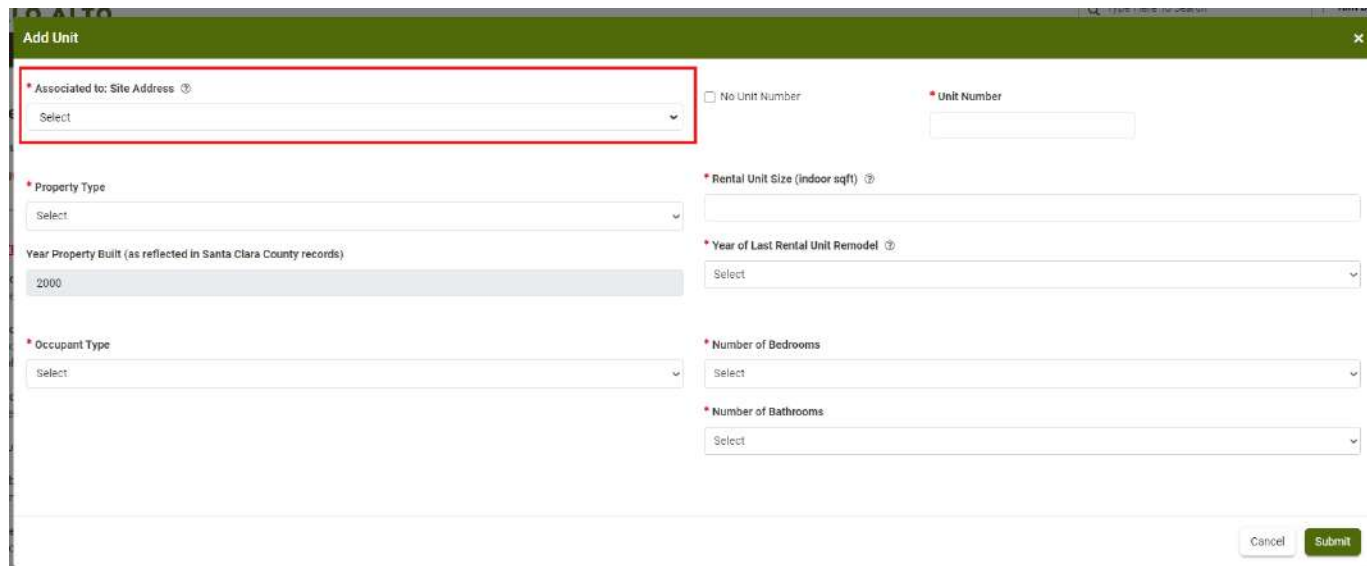
You now need to add units to your property and provide details about these units, such as occupancy or vacancy status, rent amount, and services/amenities provided. Adding units is an activity that you will only need to do during initial registration, unless a new unit is built, a unit is demolished, or units are combined. 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 City of Palo Alto Rental Registry Program or the 3Di Registration Technical Assistance Helpdesk.

- Scroll down to the **Unit Inventory** section. Click on the “Add Unit” button to begin adding a unit to your property.

If you have questions about the Rental Registry Program, contact the City of Palo Alto at rentalregistry@paloalto.gov or visit www.paloalto.gov/rentalregistry. For specific registration technical support, contact the Rental Registry Program HelpDesk at pa-rentalregistry-techsupport@engagehelpdesk.com or visit <https://paloalto.3diengage.com/support/>.

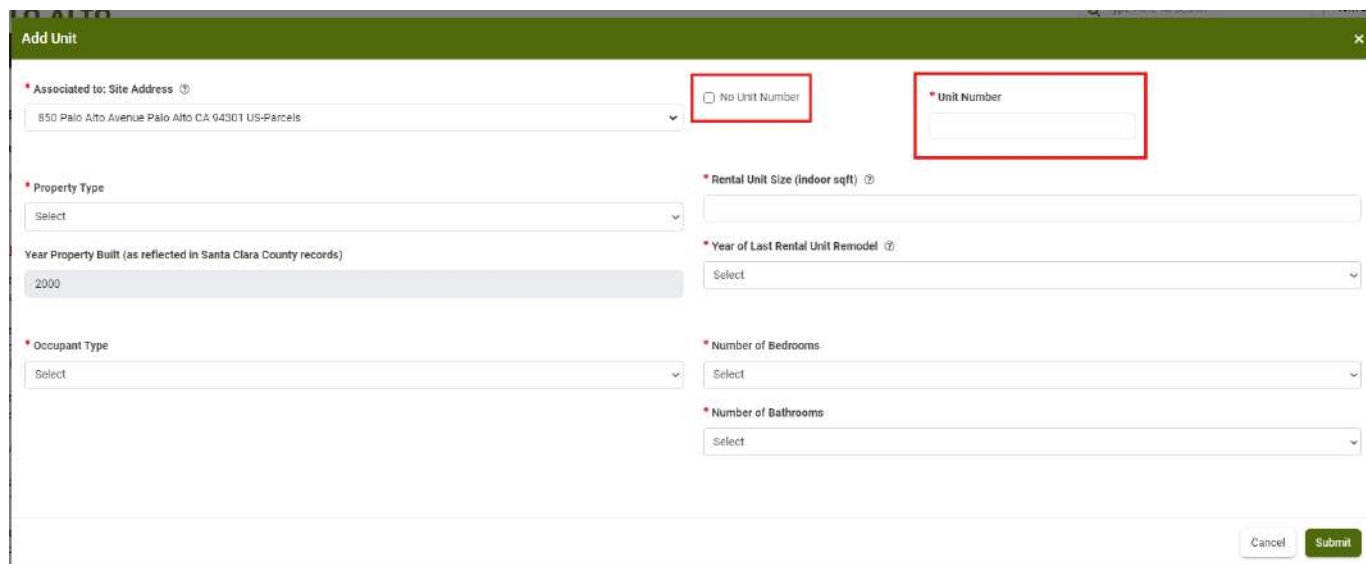
- Select the Unit's Site Address from the dropdown as shown below. This dropdown will contain all the added property site addresses. If you realize an address is missing, you can close this window and add it to the "Address" section of the **Property Overview** page. The selected address should be part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



The screenshot shows the 'Add Unit' form with the following fields:

- * Associated to: Site Address**: A dropdown menu with 'Select' as the current value. This field is highlighted with a red box.
- * Property Type**: A dropdown menu with 'Select' as the current value.
- Year Property Built (as reflected in Santa Clara County records)**: A text input field containing '2000'.
- * Occupant Type**: A dropdown menu with 'Select' as the current value.
- * Rental Unit Size (indoor sqft)**: A text input field.
- * Year of Last Rental Unit Remodel**: A dropdown menu with 'Select' as the current value.
- * Number of Bedrooms**: A dropdown menu with 'Select' as the current value.
- * Number of Bathrooms**: A dropdown menu with 'Select' as the current value.
- * Unit Number**: A text input field.
- * No Unit Number**: A checkbox.
- Buttons**: 'Cancel' and 'Submit' buttons at the bottom right.

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



The screenshot shows the 'Add Unit' form with the following fields:

- * Associated to: Site Address**: A dropdown menu with '850 Palo Alto Avenue Palo Alto CA 94301 US-Parcels' as the current value.
- * Property Type**: A dropdown menu with 'Select' as the current value.
- Year Property Built (as reflected in Santa Clara County records)**: A text input field containing '2000'.
- * Occupant Type**: A dropdown menu with 'Select' as the current value.
- * Rental Unit Size (indoor sqft)**: A text input field.
- * Year of Last Rental Unit Remodel**: A dropdown menu with 'Select' as the current value.
- * Number of Bedrooms**: A dropdown menu with 'Select' as the current value.
- * Number of Bathrooms**: A dropdown menu with 'Select' as the current value.
- * Unit Number**: A text input field, highlighted with a red box.
- * No Unit Number**: A checkbox, highlighted with a red box.
- Buttons**: 'Cancel' and 'Submit' buttons at the bottom right.

If you have questions about the Rental Registry Program, contact the City of Palo Alto at rentalregistry@paloalto.gov or visit www.paloalto.gov/rentalregistry. For specific registration technical support, contact the Rental Registry Program HelpDesk at pa-rentalregistry-techsupport@engagehelpdesk.com or visit <https://paloalto.3diengage.com/support/>.

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

*** Current Monthly Rent**

*** Date of Last Rent Increase**

*** Amount of Last Rent Increase**

*** Deed Restricted Unit**

☒ Yes
 ☐ No

*** Rental Assistance/Subsidy**

☒ Yes
 ☐ No

*** Other Rent Discounts or Incentives**

☐ Yes
 ☒ No

*** Services/Amenities Included with Rent**

Yes

*** Please select the Services/Amenities Included with Rent**

☐ Water
 ☐ Sewer
 ☒ Refuse/Recycling
 ☐ Bicycle Parking

☒ Natural Gas
 ☒ Electricity
 ☐ EV Charging
 ☐ Storage

☐ Internet
 ☐ Laundry
 ☐ Cable
 ☐ Gym

☐ Pool/spa
 ☐ Outdoor private space
 ☐ Indoor common space
 ☐ Community kitchen

☐ Outdoor common space

*** Vehicle Parking Availability**

Available for additional fee

Cancel **Submit**

- The Unit Inventory table will be updated. Each unit added to the inventory will have its own Action menu displayed. If you made any error, you can use the **three vertical dots**, select the “Edit Unit” option, and correct the details. Repeat these steps to add all the units on your property.

Unit Inventory

Export to Excel Search...

Drag a column header and drop it here to group by that column

Unit Site Address	Unit Number	Occupancy Type	Initial Monthly Rent	Current Monthly Rent	Occupancy Start Date	Date of Last Rent Increase	Amount of Last Rent Increase	Services/Amenities Included with Rent	Action
850 Palo Alto Avenue Palo Alto, CA 94301 US	1	Occupied by Renter	\$2,000.00	\$2,500.00	01/01/2022	09/02/2024	\$500.00	Electricity, Natural Gas, Refuse/Recycling	<div> <div>Edit Unit</div> <div>Delete Unit</div> </div>

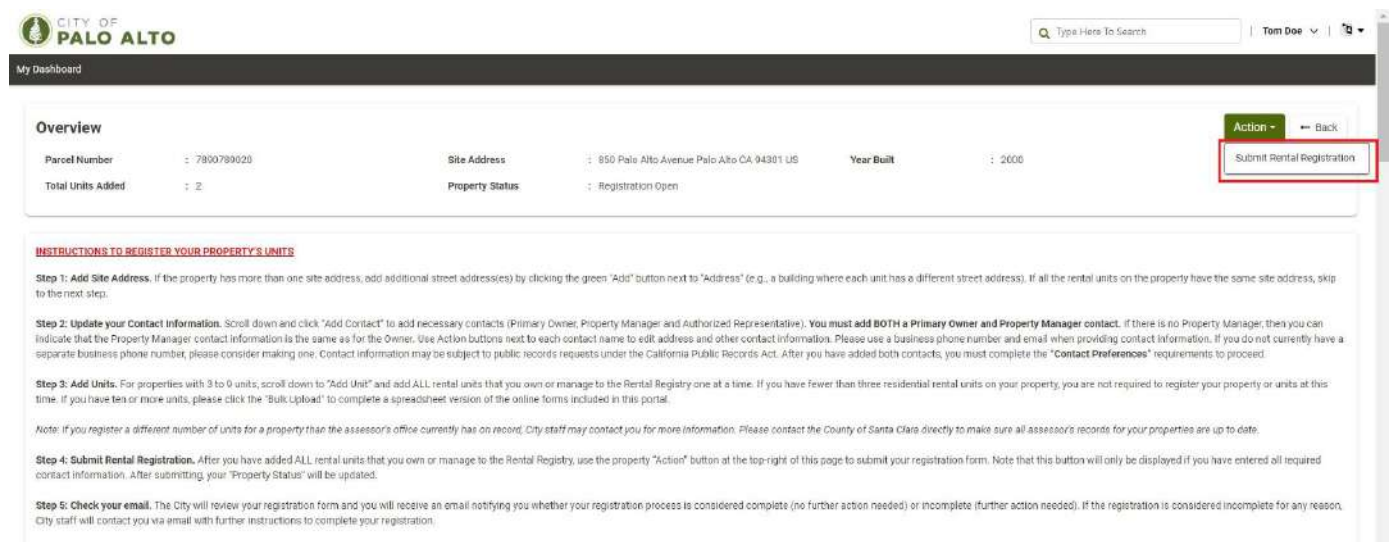
1 items per page 1-1 of 1 items

Step 4: Submit Property and Unit Registration Information

Before you submit the registration information for your property and units, please check the following:

- Property Contacts are accurate (Contacts section)
 - There is an Owner Contact AND a Property Manager Contact
- All Units are added (Unit Inventory Section)
 - Unit Mailing Addresses are accurate
 - Unit Details provided are accurate

1. Scroll to the top of the **Property Overview** page. Click on the “Action” button. Select the option for “Submit Rental Registration.”



Overview

Parcel Number	: 7800789020	Site Address	: 850 Palo Alto Avenue Palo Alto CA 94301 US	Year Built	: 2000
Total Units Added	: 2	Property Status	: Registration Open		

INSTRUCTIONS TO REGISTER YOUR PROPERTY'S UNITS

Step 1: Add Site Address. If the property has more than one site address, add additional street address(es) by clicking the green "Add" button next to "Address" (e.g., a building where each unit has a different street address). If all the rental units on the property have the same site address, skip to the next step.

Step 2: Update your Contact Information. Scroll down and click "Add Contact" to add necessary contacts (Primary Owner, Property Manager and Authorized Representative). You must add BOTH a Primary Owner and Property Manager contact. If there is no Property Manager, then you can indicate that the Property Manager contact information is the same as for the Owner. Use Action buttons next to each contact name to edit address and other contact information. Please use a business phone number and email when providing contact information. If you do not currently have a separate business phone number, please consider making one. Contact information may be subject to public records requests under the California Public Records Act. After you have added both contacts, you must complete the "Contact Preferences" requirements to proceed.


Step 3: Add Units. For properties with 3 to 9 units, scroll down to "Add Unit" and add ALL rental units that you own or manage to the Rental Registry one at a time. If you have fewer than three residential rental units on your property, you are not required to register your property or units at this time. If you have ten or more units, please click the "Bulk Upload" to complete a spreadsheet version of the online forms included in this portal.

Note: If you register a different number of units for a property than the assessor's office currently has on record, City staff may contact you for more information. Please contact the County of Santa Clara directly to make sure all assessor's records for your properties are up to date.

Step 4: Submit Rental Registration. After you have added ALL rental units that you own or manage to the Rental Registry, use the property "Action" button at the top-right of this page to submit your registration form. Note that this button will only be displayed if you have entered all required contact information. After submitting your "Property Status" will be updated.

Step 5: Check your email. The City will review your registration form and you will receive an email notifying you whether your registration process is considered complete (no further action needed) or incomplete (further action needed). If the registration is considered incomplete for any reason, City staff will contact you via email with further instructions to complete your registration.

2. Read the text in the “Submit Rental Registration” pop up. You will be asked to confirm that the information provided here is true and correct to the best of your knowledge and that you are qualified to complete this form on behalf of the property in question.



Submit Rental Registration

Declaration Statement

☐ * I confirm/attest that the information provided here is true and correct to the best of my knowledge and that I am qualified to complete this form on behalf of the property in question.

Submitter's Info

* Enter Full Name

* Select Title

Cancel Submit

3. Click on “Submit” to submit the registration information for your property and units. You will receive an email confirmation and this email will provide you with additional information.

If you have questions about the Rental Registry Program, contact the City of Palo Alto at rentalregistry@paloalto.gov or visit www.paloalto.gov/rentalregistry. For specific registration technical support, contact the Rental Registry Program HelpDesk at pa-rentalregistry-techsupport@engagehelpdesk.com or visit <https://paloalto.3diengage.com/support/>.

Step 5: Submit Registration Fee Payment

- Once the registration information for the property and units has been submitted, you may have to pay registration fees and/or late fees. The property status will be displayed as “Payment Pending,” which means that payment of fees is necessary to complete registration.



- An invoice is available in the Documents section. Scroll down in the **Property Overview** page to find the invoice if you would like to print or download it for future reference.

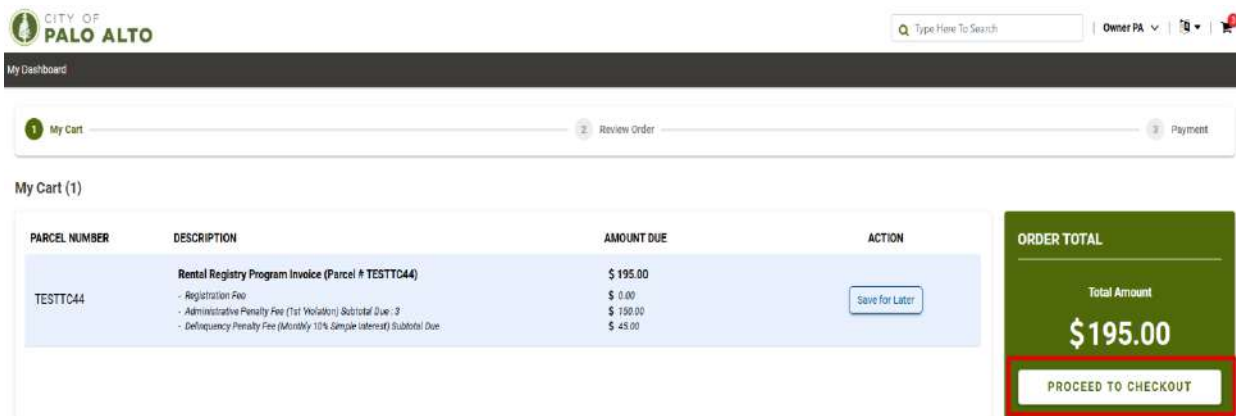


- Click on the Cart displayed at the top right corner of the screen, and you would be directed to the My Cart screen.



If you have questions about the Rental Registry Program, contact the City of Palo Alto at rentalregistry@paloalto.gov or visit www.paloalto.gov/rentalregistry. For specific registration technical support, contact the Rental Registry Program HelpDesk at pa-rentalregistry-techsupport@engagehelpdesk.com or visit <https://paloalto.3diengage.com/support/>.

- Click on “Proceed to Checkout.”



My Dashboard

Q Type Here To Search | Owner PA

1 My Cart 2 Review Order 3 Payment

My Cart (1)

PARCEL NUMBER	DESCRIPTION	AMOUNT DUE	ACTION
TESTTC44	Rental Registry Program Invoice (Parcel # TESTTC44) - Registration Fee \$ 0.00 - Administrative Penalty Fee (1st Violation) Subtotal Due: 3 \$ 150.00 - Delinquency Penalty Fee (Monthly 10% Simple Interest) Subtotal Due \$ 45.00	\$ 195.00	Save for Later

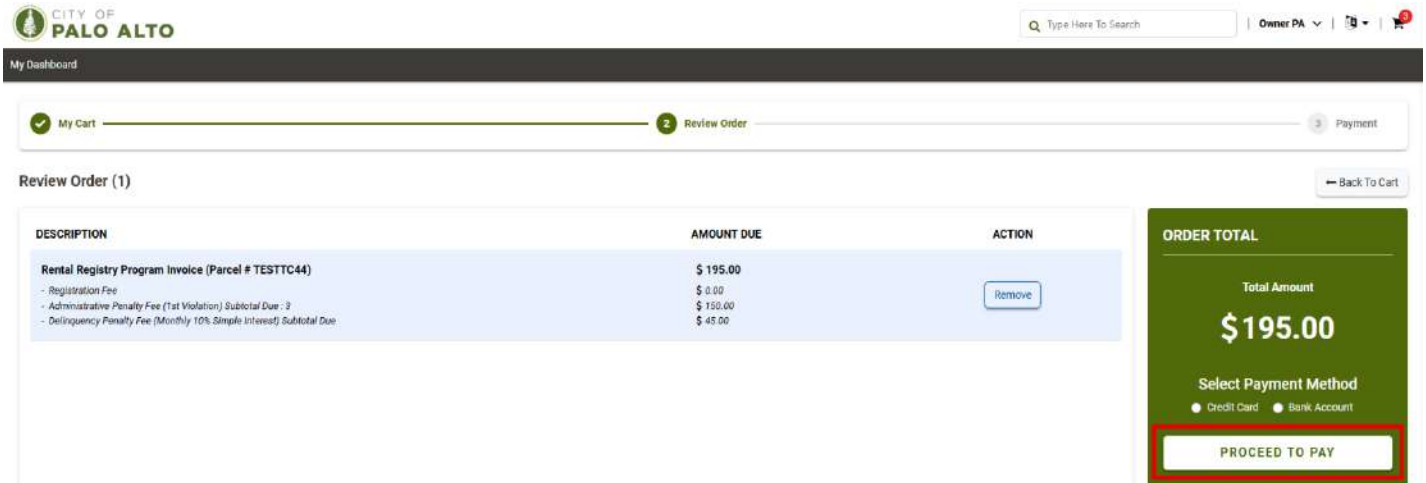
ORDER TOTAL

Total Amount

\$195.00

PROCEED TO CHECKOUT

- Review the Order and select either Credit Card or Bank Account and click on “Proceed to Pay.”



My Dashboard

Q Type Here To Search | Owner PA

1 My Cart 2 Review Order 3 Payment

Review Order (1)

Back To Cart

DESCRIPTION	AMOUNT DUE	ACTION
Rental Registry Program Invoice (Parcel # TESTTC44) - Registration Fee \$ 0.00 - Administrative Penalty Fee (1st Violation) Subtotal Due: 3 \$ 150.00 - Delinquency Penalty Fee (Monthly 10% Simple Interest) Subtotal Due \$ 45.00	\$ 195.00	Remove

ORDER TOTAL

Total Amount

\$195.00

Select Payment Method

☐ Credit Card
 ☒ Bank Account

PROCEED TO PAY

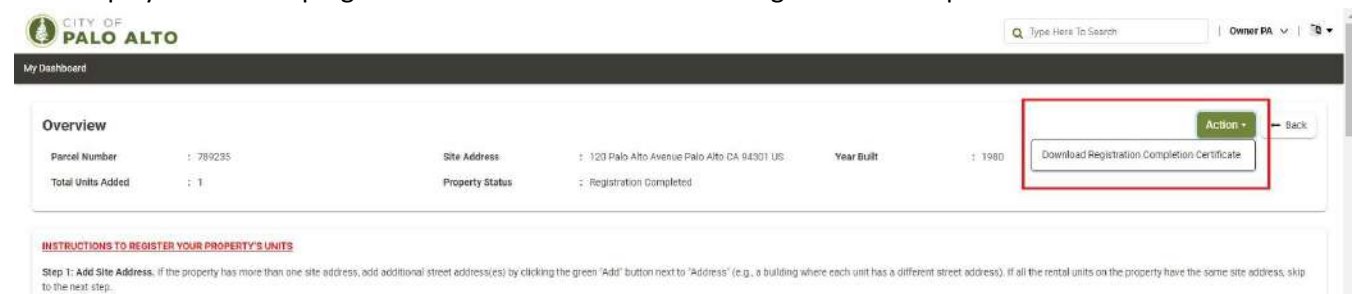
- Once payment has been completed, a transaction reference number will be generated, and you will be redirected to the “My Properties” dashboard. You will also receive an email to confirm the successful transaction and registration completion.

If you have questions about the Rental Registry Program, contact the City of Palo Alto at rentalregistry@paloalto.gov or visit www.paloalto.gov/rentalregistry. For specific registration technical support, contact the Rental Registry Program HelpDesk at pa-rentalregistry-techsupport@engagehelpdesk.com or visit <https://paloalto.3diengage.com/support/>.

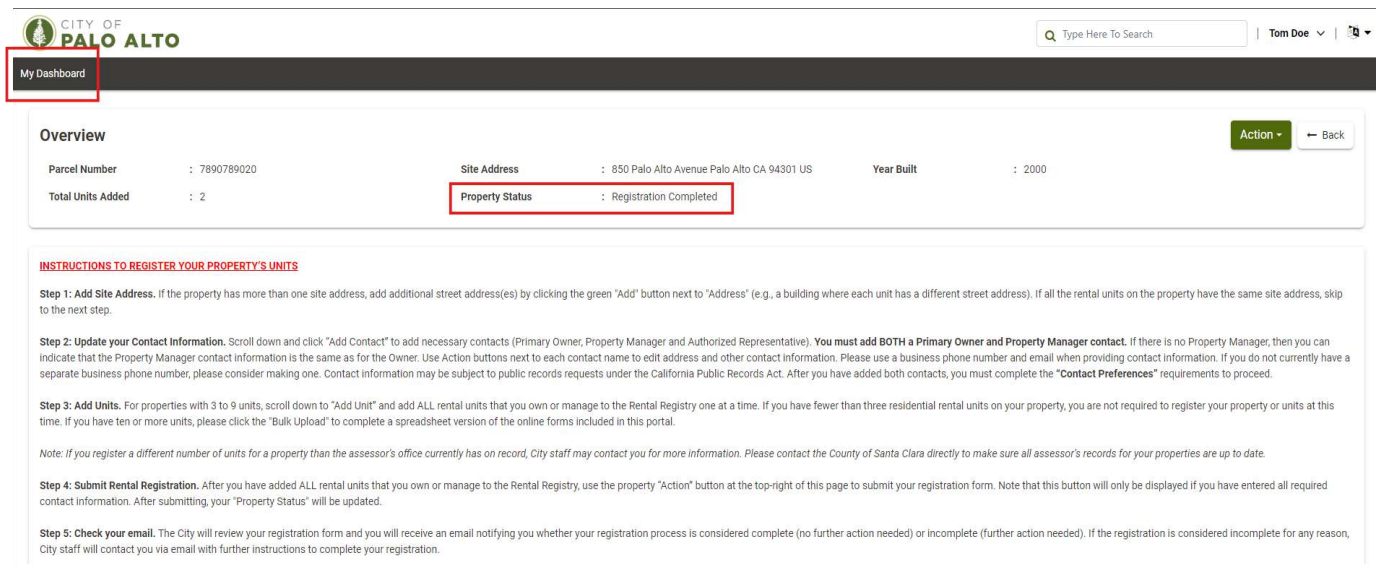
- If you would like a copy of your receipt, click on “View” and you will be navigated back to the Property Overview screen. Scroll down to the Documents section to find the Payment Receipt. You may click on the **three vertical dots** to download/print the Payment Receipt for future reference.



- If the property and unit information submitted contains the correct unit count, the Property Status will be updated to Registration Completed. This means that the registration has been successfully completed, and no further action is required from your end.
- If you would like a copy of your registration completion certificate, click on the “Action” button displayed on the top right corner and select “Download Registration Completion Certificate.”



- You can click on “My Dashboard” at the top left of the **Property Overview** page to return to your dashboard to view/register your other properties. Repeat these steps for any other properties.



Step 6: View Updated Property Status

Your property status will be updated once you submit. Review the property statuses and their meanings below:

Property Status	Meaning
Registration Open	The registration period is open, and you need to provide updated information about your property and submit for registration.
Registration Denied	Your registration was submitted, but Staff is unable to process it at this time due to some errors. You will need to review your inputs, make necessary edits, and resubmit.
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 Santa Clara County Assessor's records. Your property is flagged for Staff to review. If you have any questions, please email staff at rentalregistry@paloalto.gov .
Payment Pending	Your property has been submitted but registration has not been completed yet. You need to pay to complete the registration.
Registration Completed	Your property has been submitted for registration and no further action is required. Your property has been successfully submitted for registration. No further action is required at this time.

ANNUAL REGISTRATION RENEWAL PROCESS

If you previously registered a property and units in a prior Program Year, then this property undergoes annual registration renewal. During the annual open registration period (Fall through early Winter), follow the steps below to complete your annual registration renewal process on time to avoid late fees and penalties.

Step 1: Portal Login

Log into your account in the Rental Registry Program online portal. Your “My Dashboard” screen should be visible, and your property(ies) will be displayed in Registration Open status.

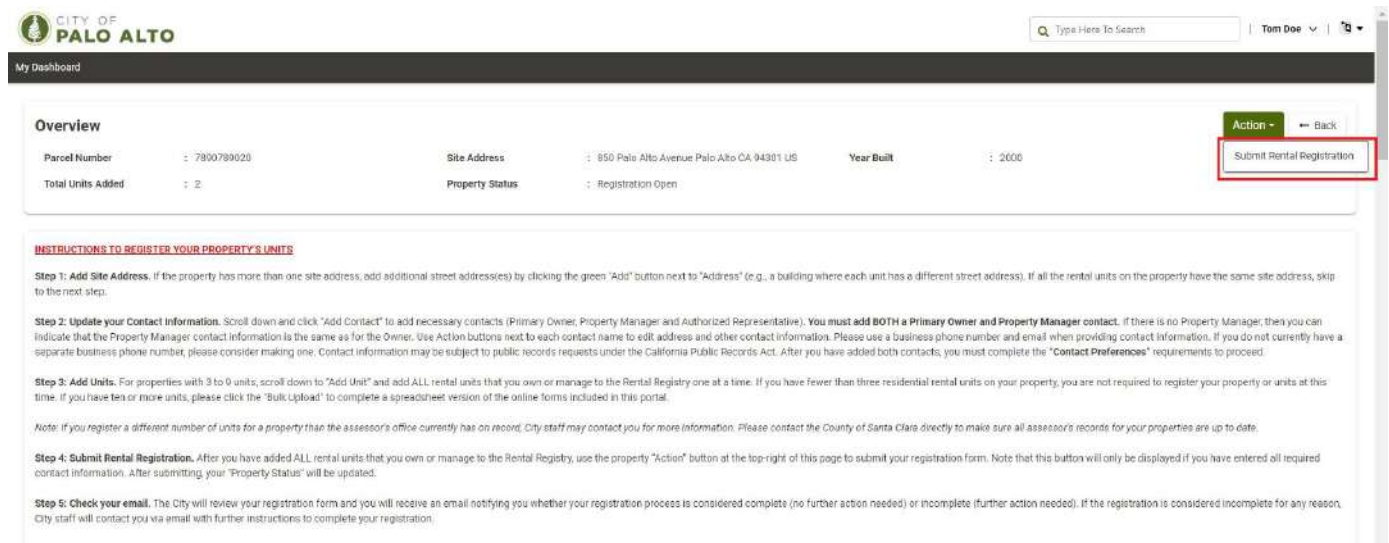
Step 2: Update Property and Unit Registration Information

1. Click on the “View” button to access the **Property Overview** page.



2. All of the property and unit information from prior registration and event-based reporting will be displayed, such as Contacts and the Unit Inventory. .
3. Update Contact information, if necessary, by clicking on the **three vertical dots** to the right of the Contacts menu.
4. Please open each unit in your Unit Inventory by clicking on the **three vertical dots** to the right of each unit. Update the unit information if necessary. Note that City staff found some typos in some prior registrations in regard to current rent amounts and other information.

1. Scroll to the top of the **Property Overview** page. Click on the “Action” button. Select the option for “Submit Rental Registration.”



Overview

Parcel Number	: 7800799020	Site Address	: 850 Palo Alto Avenue Palo Alto CA 94301 US	Year Built	: 2006
Total Units Added	: 2	Property Status	: Registration Open		

INSTRUCTIONS TO REGISTER YOUR PROPERTY'S UNITS

Step 1: Add Site Address. If the property has more than one site address, add additional street address(es) by clicking the green "Add" button next to "Address" (e.g., a building where each unit has a different street address). If all the rental units on the property have the same site address, skip to the next step.

Step 2: Update your Contact Information. Scroll down and click "Add Contact" to add necessary contacts (Primary Owner, Property Manager and Authorized Representative). **You must add BOTH a Primary Owner and Property Manager contact.** If there is no Property Manager, then you can indicate that the Property Manager contact information is the same as for the Owner. Use Action buttons next to each contact name to edit address and other contact information. Please use a business phone number and email when providing contact information. If you do not currently have a separate business phone number, please consider making one. Contact information may be subject to public records requests under the California Public Records Act. After you have added both contacts, you must complete the "Contact Preferences" requirements to proceed.

Step 3: Add Units. For properties with 3 to 6 units, scroll down to "Add Unit" and add ALL rental units that you own or manage to the Rental Registry one at a time. If you have fewer than three residential rental units on your property, you are not required to register your property or units at this time. If you have ten or more units, please click the "Bulk Upload" to complete a spreadsheet version of the online forms included in this portal.

Note: if you register a different number of units for a property than the assessor's office currently has on record, City staff may contact you for more information. Please contact the County of Santa Clara directly to make sure all assessor's records for your properties are up to date.

Step 4: Submit Rental Registration. After you have added ALL rental units that you own or manage to the Rental Registry, use the property "Action" button at the top-right of this page to submit your registration form. Note that this button will only be displayed if you have entered all required contact information. After submitting, your "Property Status" will be updated.

Step 5: Check your email. The City will review your registration form and you will receive an email notifying you whether your registration process is considered complete (no further action needed) or incomplete (further action needed). If the registration is considered incomplete for any reason, City staff will contact you via email with further instructions to complete your registration.

2. Read the text in the “Submit Rental Registration” pop up. You will be asked to confirm that the information provided here is true and correct to the best of your knowledge and that you are qualified to complete this form on behalf of the property in question.



Submit Rental Registration

Declaration Statement

☐ * I confirm/attest that the information provided here is true and correct to the best of my knowledge and that I am qualified to complete this form on behalf of the property in question.

Submitter's Info

* Enter Full Name

* Select Title

Cancel Submit

4. Click on “Submit” to submit the registration information for your property and units. You will receive an email confirmation and this email will provide you with additional information.

Step 3: Submit Registration Fee Payment

- Once the registration information for the property and units has been submitted, you may have to pay registration fees and/or late fees. The property status will be displayed as “Payment Pending,” which means that payment of fees is necessary to complete registration.



City of Palo Alto Rental Registry Dashboard Overview

Parcel Number: Test1703New | Site Address: 789 Green Street East Palo Alto CA 94303 US | Year Built: 2013

Assessor Total Unit Count: 1 | Total Units Added: 0 | **Property Status: Payment Pending**

- An invoice is available in the Documents section. Scroll down in the **Property Overview** page to find the invoice if you would like to print or download it for future reference.



City of Palo Alto Rental Registry Dashboard Documents

Document Type: Invoice | Notes: | Created On: 07/07/2025 | Created By: System | Action: [Icon]

- Click on the Cart displayed at the top right corner of the screen, and you would be directed to the My Cart screen.



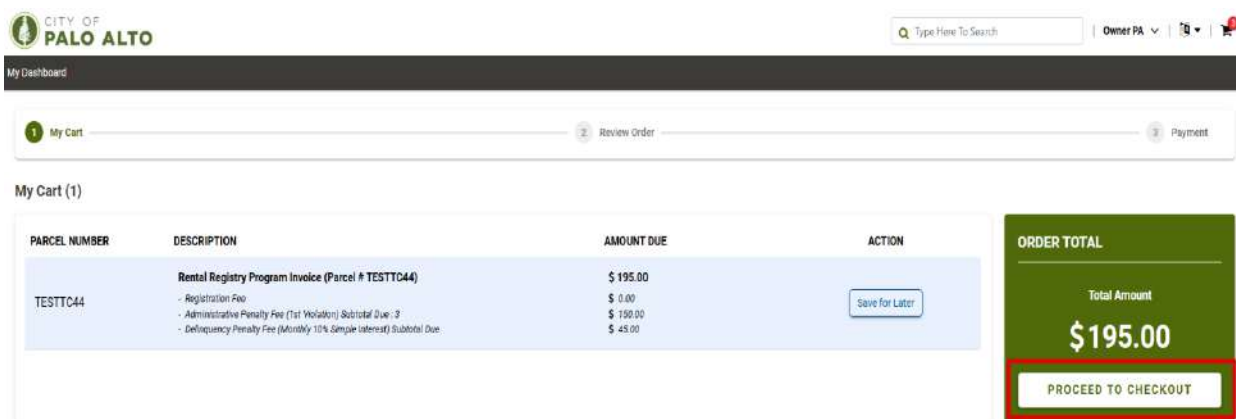
City of Palo Alto Rental Registry Dashboard Overview

Parcel Number: Test1703New | Site Address: 789 Green Street East Palo Alto CA 94303 US | Year Built: 2013

Assessor Total Unit Count: 1 | Total Units Added: 0 | Property Status: Payment Pending

If you have questions about the Rental Registry Program, contact the City of Palo Alto at rentalregistry@paloalto.gov or visit www.paloalto.gov/rentalregistry. For specific registration technical support, contact the Rental Registry Program HelpDesk at pa-rentalregistry-techsupport@engagehelpdesk.com or visit <https://paloalto.3diengage.com/support/>.

- Click on “Proceed to Checkout.”



My Dashboard

Q Type Here To Search | Owner PA

1 My Cart 2 Review Order 3 Payment

My Cart (1)

PARCEL NUMBER	DESCRIPTION	AMOUNT DUE	ACTION
TESTTC44	Rental Registry Program Invoice (Parcel # TESTTC44) - Registration Fee \$ 0.00 - Administrative Penalty Fee (1st Violation) Subtotal Due: 3 \$ 150.00 - Delinquency Penalty Fee (Monthly 10% Simple Interest) Subtotal Due \$ 45.00	\$ 195.00	Save for Later

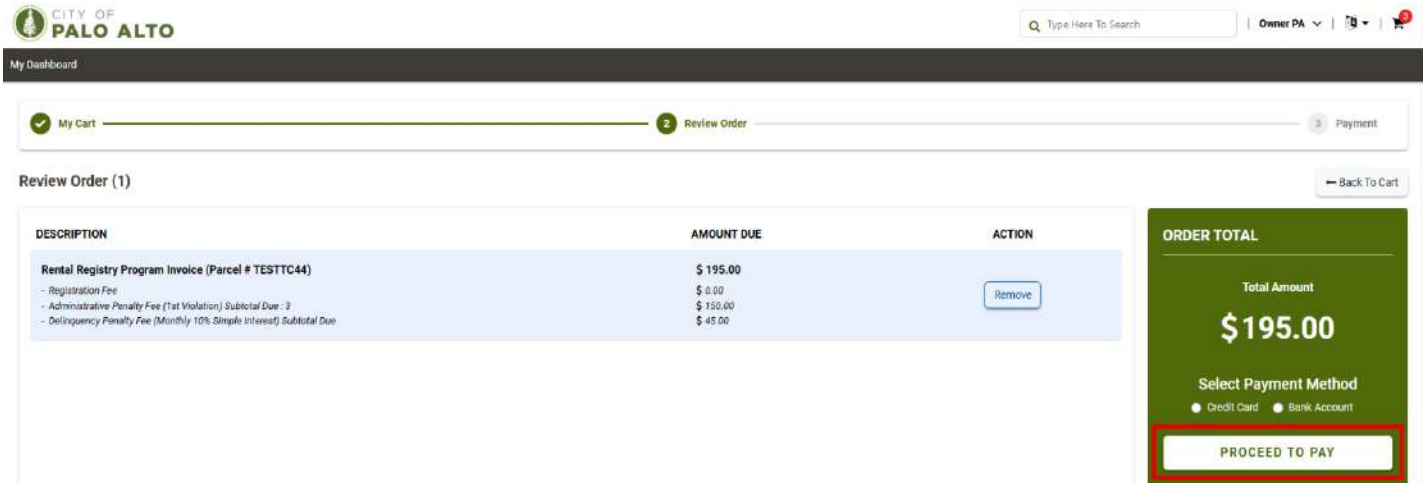
ORDER TOTAL

Total Amount

\$195.00

PROCEED TO CHECKOUT

- Review the Order and select either Credit Card or Bank Account and click on “Proceed to Pay.”



My Dashboard

Q Type Here To Search | Owner PA

1 My Cart 2 Review Order 3 Payment

Review Order (1)

Back To Cart

DESCRIPTION	AMOUNT DUE	ACTION
Rental Registry Program Invoice (Parcel # TESTTC44) - Registration Fee \$ 0.00 - Administrative Penalty Fee (1st Violation) Subtotal Due: 3 \$ 150.00 - Delinquency Penalty Fee (Monthly 10% Simple Interest) Subtotal Due \$ 45.00	\$ 195.00	Remove

ORDER TOTAL

Total Amount

\$195.00

Select Payment Method

☐ Credit Card
 ☒ Bank Account

PROCEED TO PAY

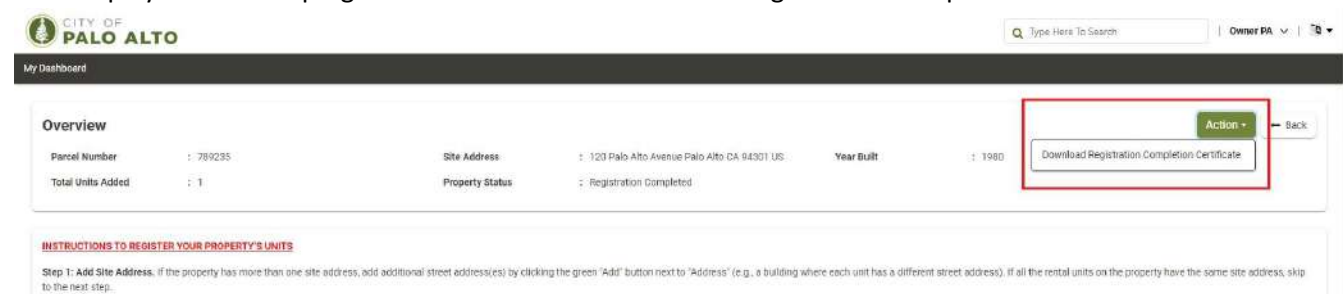
- Once payment has been completed, a transaction reference number will be generated, and you will be redirected to the “My Properties” dashboard. You will also receive an email to confirm the successful transaction and registration completion.

If you have questions about the Rental Registry Program, contact the City of Palo Alto at rentalregistry@paloalto.gov or visit www.paloalto.gov/rentalregistry. For specific registration technical support, contact the Rental Registry Program HelpDesk at pa-rentalregistry-techsupport@engagehelpdesk.com or visit <https://paloalto.3diengage.com/support/>.

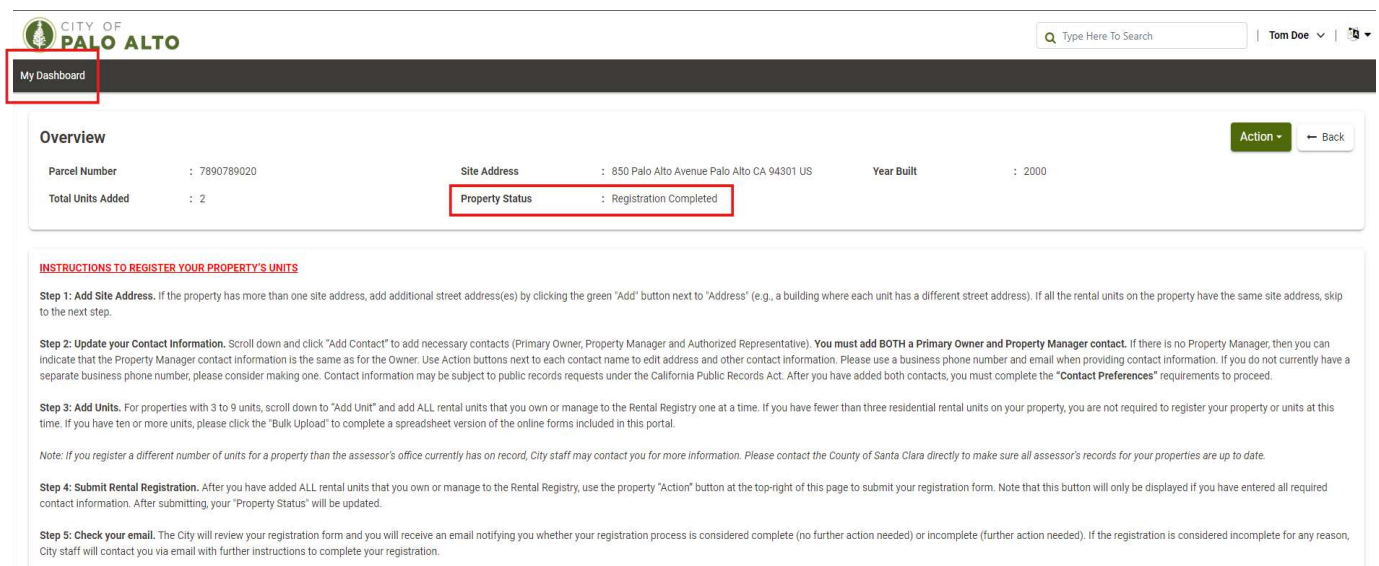
- If you would like a copy of your receipt, click on “View” and you will be navigated back to the Property Overview screen. Scroll down to the Documents section to find the Payment Receipt. You may click on the **three vertical dots** to download/print the Payment Receipt for future reference.



- If the property and unit information submitted contains the correct unit count, the Property Status will be updated to Registration Completed. This means that the registration has been successfully completed, and no further action is required from your end.
- If you would like a copy of your registration completion certificate, click on the “Action” button displayed on the top right corner and select “Download Registration Completion Certificate.”



- You can click on “My Dashboard” at the top left of the **Property Overview** page to return to your dashboard to view/register your other properties. Repeat these steps for any other properties.



REQUIRED REPORTING OF PROPERTY OWNERSHIP CHANGES

Sale of a property resulting in an Ownership Change must be reported within ten (10) calendar days of the sale through the Rental Registry Program online portal. Follow the steps below to Report a Property Ownership Change.

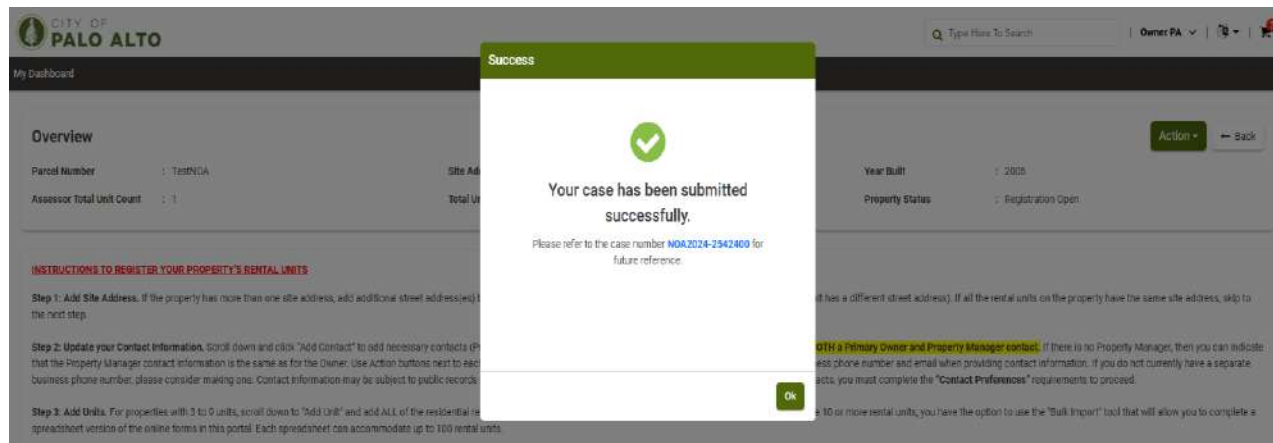
Report Property Ownership Change

1. Click on Property Action menu located on the top right of the screen and click on Report Property Ownership Change.

2. Report Property Ownership Change form should pop up. Carefully read the instructions, complete all the form fields (required fields are marked with a red asterisk), and click **Submit**.

If you have questions about the Rental Registry Program, contact the City of Palo Alto at rentalregistry@paloalto.gov or visit www.paloalto.gov/rentalregistry. For specific registration technical support, contact the Rental Registry Program HelpDesk at pa-rentalregistry-techsupport@engagehelpdesk.com or visit <https://paloalto.3diengage.com/support/>.

3. A Success message will be displayed on the screen. You will also receive a confirmation email with further details. City staff will review the reporting and may contact you if further information is required. Once approved, the property will be disassociated with your account, but the information on the property and units will be retained in the portal for future use by the new property owner.



If you have questions about the Rental Registry Program, contact the City of Palo Alto at rentalregistry@paloalto.gov or visit www.paloalto.gov/rentalregistry. For specific registration technical support, contact the Rental Registry Program HelpDesk at pa-rentalregistry-techsupport@engagehelpdesk.com or visit <https://paloalto.3diengage.com/support/>.



REQUIRED REPORTING OF EVENTS

Report Rent Increase

- From your portal dashboard, open the **Property Overview** page for the unit where the rent increase applies. In the **Unit Inventory** section, locate the unit and click the **three vertical dots** on the right. A list of available actions will appear. Click on the “Report Rent Increase” menu option.

Unit Inventory

Export to Excel Search...

Drag a column header and drop it here to group by that column

Unit Site Address	Unit Number	Occupancy Type	Initial Monthly Rent	Current Monthly Rent	Occupancy Start Date	Date of Last Rent Increase	Amount of Last Rent Increase	Services/Amenities Included with Rent	Action
500 Palo Alto Avenue Palo Alto CA 94301 US	1234	Occupied by Property Manager	\$ 900.00	\$ 2,000.00	07/11/2024	07/11/2024	\$ 4,000.00	No	
500 Palo Alto Avenue Palo Alto CA 94301 US	35	Occupied by Renter	\$ 1,000.00	\$ 900.00	07/11/2024	07/07/2025	\$ 100.00	No	Report Rent Increase
500 Palo Alto Avenue Palo Alto CA 94301 US	60	Vacant - Not Available for Rent			07/24/2024				Report Notice to Quit
500 Palo Alto Avenue Palo Alto CA 94301 US	65	Occupied by Owner			07/23/2024				Report Unlawful Detainer
									Report Eviction
									Report Rent Decrease

Items per page: 5 4 of 4 items

- The Report Rent Increase form will open. Carefully read the instructions, complete all the form fields (required fields are marked with a red asterisk), and click **Submit**. No document uploads are needed for rent increase reporting.

Report Rent Increase

Required Reporting

Instructions

Under Palo Alto Municipal Code Chapter 9.65, property owners, property managers or authorized representatives are required to report **rent increases** for a renter (including upon lease renewal) using this form within ten (10) calendar days of the effective date of the increased rent.

Prior Monthly Rent

\$ 900.00

* Monthly Rent Increase Amount

* New Current Monthly Rent Amount following Rent Increase

* Rent Increase Effective Date

MM/DD/YYYY

Under the California Tenant Protection Act of 2019, most rental units are subject to a **maximum annual rent increase of 5% plus the local Consumer Price Index (CPI), or 10%—whichever is lower**. CPI measures inflation and is calculated based on regional data published by the U.S. Bureau of Labor Statistics.

Rent Increase Percentage

Comments

Declaration Statement

☐ * I confirm/attest that the information provided here is true and correct to the best of my knowledge and that I am qualified to complete this form on behalf of the property in question.

Submitter's Info

* Full Name

* Title

Select

Cancel

Submit

- You will receive a confirmation email that your reporting was submitted.

If you have questions about the Rental Registry Program, contact the City of Palo Alto at rentalregistry@paloalto.gov or visit www.paloalto.gov/rentalregistry. For specific registration technical support, contact the Rental Registry Program HelpDesk at pa-rentalregistry-techsupport@engagehelpdesk.com or visit <https://paloalto.3diengage.com/support/>.

Report Notice to Quit

- From your portal dashboard, open the **Property Overview** page for the unit where the notice to quit applies. In the **Unit Inventory** section, locate the unit and click the **three vertical dots** on the right. A list of available actions will appear. Click on the “Report Notice to Quit” menu option.

Unit Inventory

Export to Excel Search...

Drag a column header and drop it here to group by that column

Unit Site Address	Unit Number	Occupancy Type	Initial Monthly Rent	Current Monthly Rent	Occupancy Start Date	Date of Last Rent Increase	Amount of Last Rent Increase	Services/Amenities Included with Rent	Action
500 Palo Alto Avenue Palo Alto CA 94301 US	1234	Occupied by Property Manager	\$ 900.00	\$ 2,000.00	07/11/2024	07/11/2024	\$ 4,000.00	No	
500 Palo Alto Avenue Palo Alto CA 94301 US	55	Occupied by Renter	\$ 1,000.00	\$ 900.00	07/11/2024	07/07/2025	\$ 100.00	No	<ul style="list-style-type: none"> Report Rent Increase Report Notice to Quit Report Unlawful Detainer Report Eviction Report Rent Decrease
500 Palo Alto Avenue Palo Alto CA 94301 US	60	Vacant - Not Available for Rent			07/24/2024				
500 Palo Alto Avenue Palo Alto CA 94301 US	65	Occupied by Owner			07/23/2024				

Items per page

- The Report Notice to Quit form will open. Carefully read the instructions, complete all the form fields (required fields are marked with a red asterisk), and click **Submit**. No document uploads are needed for Notice to Quit reporting.

Report Notice to Quit

Required Reporting

Instructions

Under Palo Alto Municipal Code Chapter 9.65, property owners, property managers, or authorized representatives are required to report the issuance of a **notice to quit** using this form within ten (10) calendar days of issuance to a renter.

* Notice to Quit issued

☐ Yes ☐ No

Declaration Statement

☐ * I confirm/attest that the information provided here is true and correct to the best of my knowledge and that I am qualified to complete this form on behalf of the property in question.

Submitter's Info

* Full Name

* Title

Cancel **Submit**

- You will receive a confirmation email that your reporting was submitted.

If you have questions about the Rental Registry Program, contact the City of Palo Alto at rentalregistry@paloalto.gov or visit www.paloalto.gov/rentalregistry. For specific registration technical support, contact the Rental Registry Program HelpDesk at pa-rentalregistry-techsupport@engagehelpdesk.com or visit <https://paloalto.3diengage.com/support/>.

Report Unlawful Detainer

- From your portal dashboard, open the **Property Overview** page for the unit where the unlawful detainer applies. In the **Unit Inventory** section, locate the unit and click the **three vertical dots** on the right. A list of available actions will appear. Click on the “Report Unlawful Detainer” menu option.

Unit Inventory

Export to Excel Search...

Drag a column header and drop it here to group by that column

Unit Site Address	Unit Number	Occupancy Type	Initial Monthly Rent	Current Monthly Rent	Occupancy Start Date	Date of Last Rent Increase	Amount of Last Rent Increase	Services/Amenities Included with Rent	Action
500 Palo Alto Avenue Palo Alto CA 94301 US	1234	Occupied by Property Manager	\$ 900.00	\$ 2,000.00	07/11/2024	07/11/2024	\$ 4,000.00	No	
500 Palo Alto Avenue Palo Alto CA 94301 US	55	Occupied by Rentier	\$ 1,000.00	\$ 900.00	07/11/2024	07/07/2025	\$ 100.00	No	Report Rent Increase Report Notice to Quit Report Unlawful Detainer Report Eviction Report Rent Decrease
500 Palo Alto Avenue Palo Alto CA 94301 US	60	Vacant - Not Available for Rent			07/24/2024				
500 Palo Alto Avenue Palo Alto CA 94301 US	65	Occupied by Owner			07/23/2024				

Items per page: 5

- The Report Unlawful Detainer form will open. Carefully read the instructions, complete all the form fields (required fields are marked with a red asterisk), and click **Submit**. No document uploads are needed for Unlawful Detainer reporting.

Report Unlawful Detainer

Required Reporting

Instructions

Under Palo Alto Municipal Code Chapter 9.65, property owners, property managers, or authorized representatives are required to report the filing of an **unlawful detainer** using this form within ten (10) calendar days of filing.

* Unlawful Detainer Filed

☐ Yes ☐ No

Declaration Statement

☐ * I confirm/attest that the information provided here is true and correct to the best of my knowledge and that I am qualified to complete this form on behalf of the property in question.

Submitter's Info

* Full Name

* Title

Cancel Submit

- You will receive a confirmation email that your reporting was submitted.

If you have questions about the Rental Registry Program, contact the City of Palo Alto at rentalregistry@paloalto.gov or visit www.paloalto.gov/rentalregistry. For specific registration technical support, contact the Rental Registry Program HelpDesk at pa-rentalregistry-techsupport@engagehelpdesk.com or visit <https://paloalto.3diengage.com/support/>.

Report Eviction

- From your portal dashboard, open the **Property Overview** page for the unit where the eviction occurred. In the **Unit Inventory** section, locate the specific unit and click the **three vertical dots** on the right. A list of available events will appear. Click the “Report Eviction” menu option.

Unit Inventory

Export to Excel Search...

Drag a column header and drop it here to group by that column

Unit Site Address	Unit Number	Occupancy Type	Initial Monthly Rent	Current Monthly Rent	Occupancy Start Date	Date of Last Rent Increase	Amount of Last Rent Increase	Services/Amenities Included with Rent	Action
850 Palo Alto Avenue Palo Alto CA 94301 US	1	Occupied by Renter	\$ 2,000.00	\$ 2,900.00	01/01/2022	09/02/2024	\$ 900.00	Electricity,Natural Gas,Refuse/Recycling	Report Eviction Report Rent Increase Report Notice to Quit Report Unlawful Detainer
850 Palo Alto Avenue Palo Alto CA 94301 US	2	Vacant - Not Available for Rent			09/03/2024				

Items per page: 5

- The “Report Eviction” form will open. Carefully read the instructions, then select the eviction type: *At Fault Just Cause* or *No Fault Just Cause*. Complete all the form fields (required fields are marked with a red asterisk) and click **Submit**. No document uploads are needed for Eviction reporting.

Report Eviction

Required Reporting

Instructions

Under Palo Alto Municipal Code Chapter 9.65, property owners, property managers, or authorized representatives must report an **eviction** using this form within ten (10) calendar days of occurrence.

The City of Palo Alto regulates the lawful reasons for evictions for many rental units. These reasons are referred to as “just cause” eviction reasons and fall into two categories. One type of just cause eviction is when the renter is “at-fault” for non-compliance with their rental agreement; the other is a “no-fault” eviction based upon things not within the renter’s control.

* What Type of Eviction are you reporting? ⓘ

☐ At-Fault Just Cause Eviction ☐ No-Fault Just Cause Eviction

* When was the notice to terminate the tenancy issued? ⓘ

MM/DD/YYYY

* What is/was the date to vacate the unit? ⓘ

MM/DD/YYYY

Declaration Statement

☐ * I confirm/attest that the information provided here is true and correct to the best of my knowledge and that I am qualified to complete this form on behalf of the property in question.

Submitter's Info

* Full Name

* Title

Select

Cancel Submit

- You will receive a confirmation email that your reporting was submitted.

If you have questions about the Rental Registry Program, contact the City of Palo Alto at rentalregistry@paloalto.gov or visit www.paloalto.gov/rentalregistry. For specific registration technical support, contact the Rental Registry Program HelpDesk at pa-rentalregistry-techsupport@engagehelpdesk.com or visit <https://paloalto.3diengage.com/support/>.

OPTIONAL REPORTING OF EVENTS

In response to requests by rental property owners and property managers, the Rental Registry Program online portal can also be used to optionally report additional events, such as a Rent Decrease.

Report Rent Decrease

- From your portal dashboard, open the **Property Overview** page for the unit where the rent decrease occurred. In the **Unit Inventory** section, locate the specific unit and click the **three vertical dots** on the right. A list of available events will appear. Click the “Report Rent Decrease” menu option.

Unit Inventory

Export to Excel Search...

Drag a column header and drop it here to group by that column

Unit Site Address	Unit Number	Occupancy Type	Initial Monthly Rent	Current Monthly Rent	Occupancy Start Date	Date of Last Rent Increase	Amount of Last Rent Increase	Services/Amenities Included with Rent	Action
500 Palo Alto Avenue Palo Alto CA 94301 US	1284	Occupied by Property Manager	\$ 900.00	\$ 2,000.00	07/11/2024	07/11/2024	\$ 4,000.00	No	
500 Palo Alto Avenue Palo Alto CA 94301 US	55	Occupied by Renter	\$ 1,000.00	\$ 1,000.00	07/11/2024	07/16/2024	\$ 1,300.00	No	Report Rent Increase Report Notice to Quit Report Unlawful Detainer Report Eviction Report Rent Decrease
500 Palo Alto Avenue Palo Alto CA 94301 US	60	Vacant - Not Available for Rent			07/24/2024				
500 Palo Alto Avenue Palo Alto CA 94301 US	65	Occupied by Owner			07/23/2024				

Items per page

- The Report Rent Decrease form will open. Carefully read the instructions, complete all the form fields (required fields are marked with a red asterisk), and click **Submit**. No document uploads are needed for Rent Decrease reporting.

Report Rent Decrease

Optional Reporting

Instructions
It is optional for property owners, property managers or authorized representatives to report any rent decrease for a renter using this form.

Prior Monthly Rent
\$ 1,000.00

*** Monthly Rent Decrease Amount**
\$ 100.00

*** New Current Monthly Rent Amount following Rent Decrease**
\$ 900.00

*** Rent Decrease Effective Date**
07/01/2023

Rent Decrease Percentage
-10.00%

Comments

Declaration Statement
☒ I confirm that the information provided here is true and correct to the best of my knowledge and that I am qualified to complete this form on behalf of the property in question.

*** Full Name**
John Doe

*** Title**
Owner

Cancel Submit

- You will receive a confirmation email that your reporting was submitted.

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THANK YOU!