



CITY OF
**PALO
ALTO**

City of Palo Alto Rental Registry Program

Rental Property Owner/Property Manager User Guide

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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.

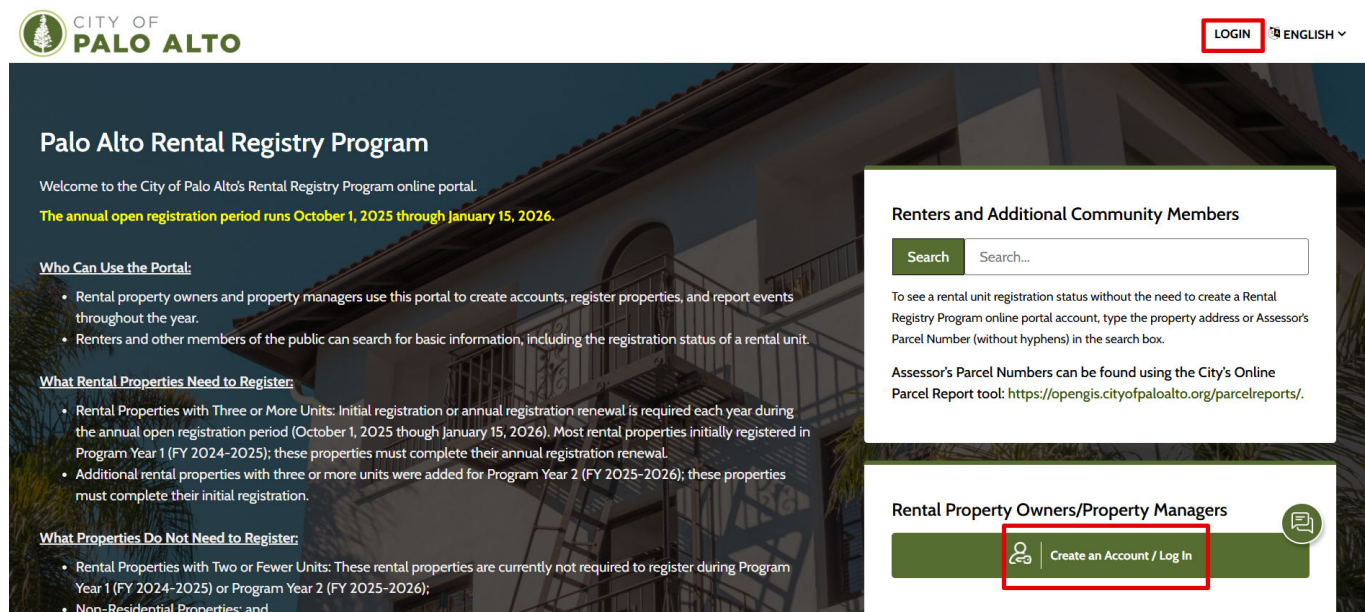
For your initial registration or for your annual registration renewal, you will be required to ensure that the information related to your property is accurate. Please add or review property contact information for property owner(s) and property managers and add or update any property and unit information. 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 there is a change in property ownership or if a unit has a Rent Increase, Notice to Quit, Unlawful Detainer, or Eviction.

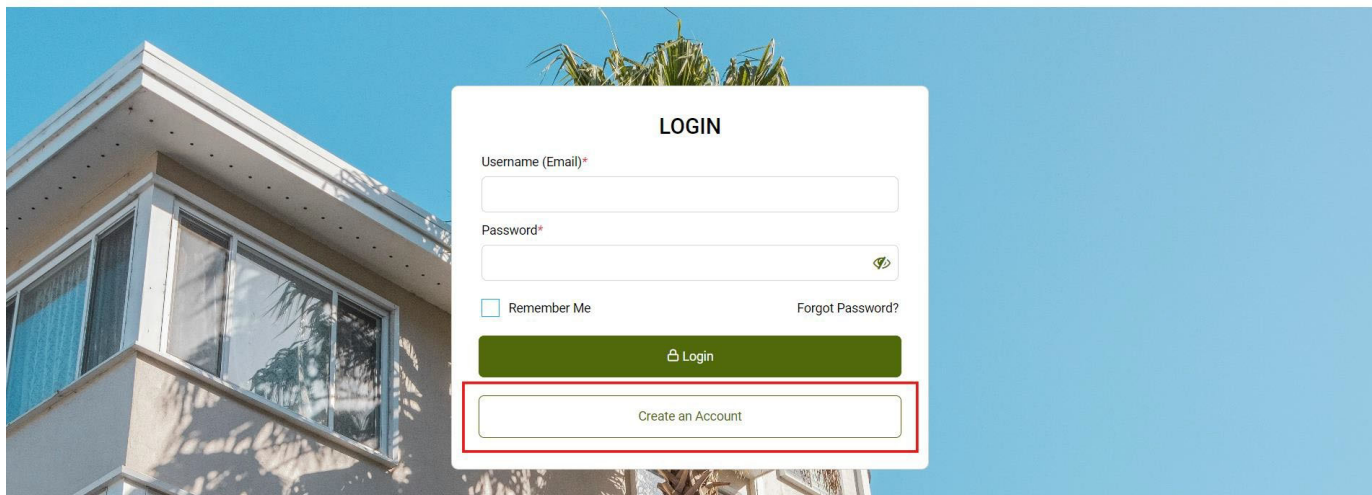
Create a Login to the Rental Registry Program Portal

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

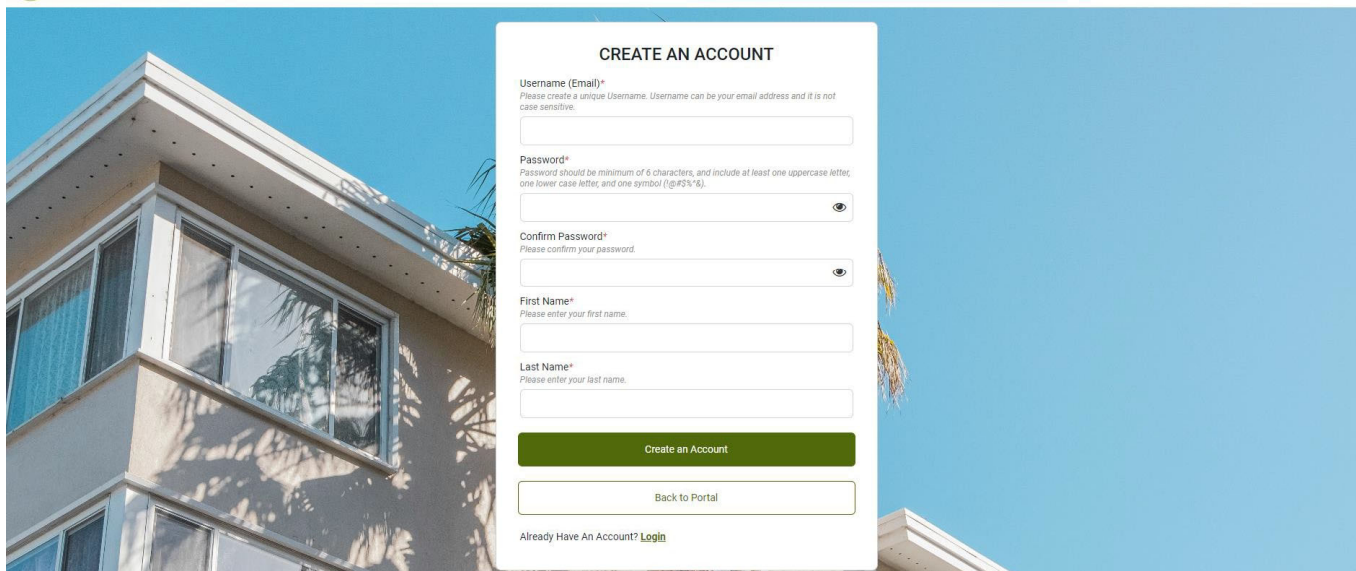
1. Open your web browser and go to www.paloalto.gov/rentalregistry and click on the “Access Online Registration Portal” button. This will take you to the Palo Alto Rental Registry Program online portal landing page. Alternatively, you can use the direct weblink to the online portal: <https://paloalto.3diengage.com/>.
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.



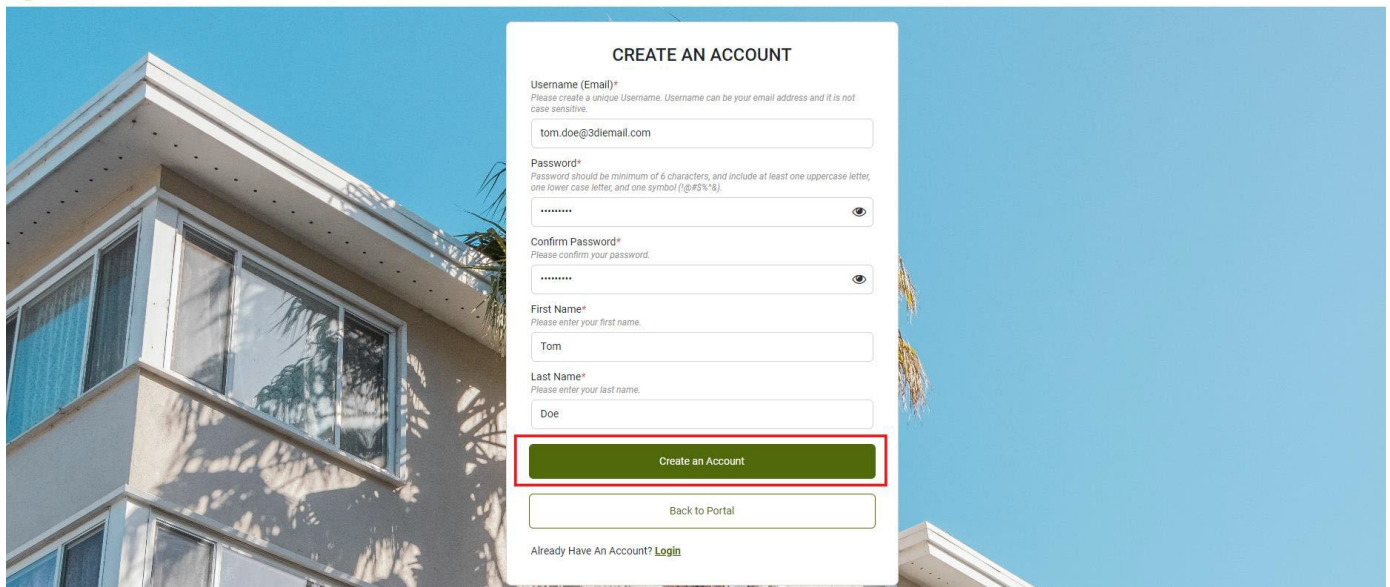
3. Select “Create an Account” to create a new account.



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 based 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

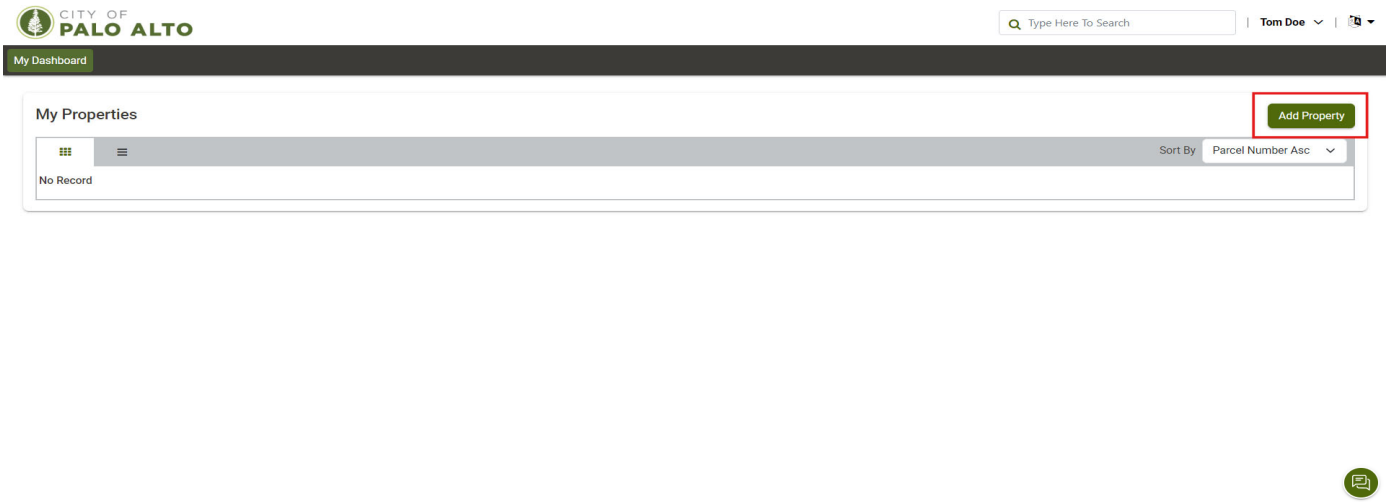
Now that you have created and activated your account, log in to the Rental Registry Program online portal. When you log in, you will see your dashboard. Your dashboard will be empty until you add and claim your property to your account. Follow the steps below for each property that you own or manage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

1. Click on one of the **Login** buttons on the portal landing page.

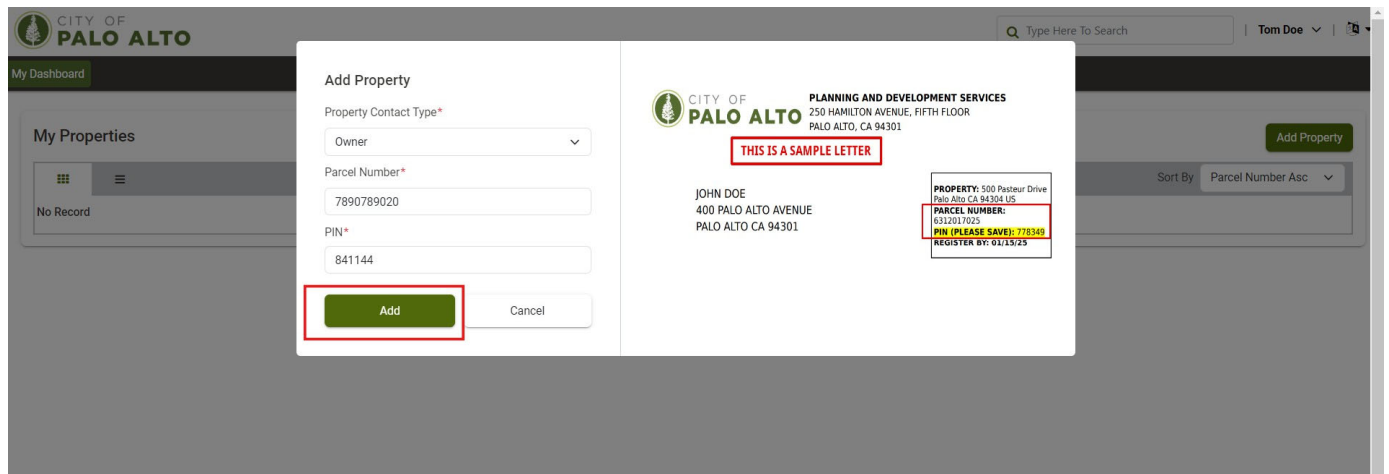
The image shows two screenshots from the Palo Alto Rental Registry Program website. The top screenshot is the landing page, which includes the City of Palo Alto logo, a 'LOGIN' button, and a language selector. The main content area is titled 'Palo Alto Rental Registry Program' and includes a welcome message, a registration period announcement, and sections for 'Who Can Use the Portal:', 'What Rental Properties Need to Register:', and 'What Properties Do Not Need to Register:'. On the right side, there is a search bar for 'Renters and Additional Community Members' and a section for 'Rental Property Owners/Property Managers' with a 'Create an Account / Log In' button. The bottom screenshot is a close-up of the 'LOGIN' form, which includes fields for 'Username (Email)*' and 'Password*', a 'Remember Me' checkbox, a 'Forgot Password?' link, and a 'Login' button. The 'Login' button is highlighted with a red box.

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



- In the **Add Property** form, enter the following information:
 - 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
- Click the **Add** button.



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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 or properties 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.



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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 : 123456789 Site Address : 100 Palo Alto Avenue Palo Alto CA 94301 US Year Built : 2000

Total Units Added : 0 Property Status : Registration Open Violation Type :

INSTRUCTIONS TO REGISTER YOUR PROPERTY'S RENTAL UNITS

Step 1: Confirm Your Property Site Address(es).
 Scroll down to the **Address** section.
 • If your property has more than one site address, click the green **Add** button and complete the address form for each location, click the green **Add** button and complete the address form to add any additional property site addresses.
 • If all rental units share the same site address, proceed to Step 2.

Step 2: Update Owner and Property Manager Contact Information and Contact Preferences
 Scroll down to the **Contact** section.
 • Click the **three dot Action** button to the right of each property contact to edit or add names, addresses, phone numbers, and email addresses.
 • Ensure you **have both an Owner contact and a Property Manager contact**. If there is no Property Manager, indicate that the Property Manager information is the same as the Owner. You may add additional contacts if needed. It is recommended to use business contact information (rather than personal) because contact details may be subject to disclosure under the California Public Records Act.
 • Click the green **Contact Preferences** button to indicate your preferred Owner and Billing contacts.

Step 3: Update or Add Units
 Scroll down to the **Unit Inventory** section.
 • If all units are already listed, click the **three dot Action** button next to each unit to update details—especially occupancy type, rent amount, date of last rent increase, and other information likely to have changed in the past year. Ensure all data is accurate and current.
 • To add units, click the green **Add Unit** button and complete the form for each unit individually.
 • If you have 10 or more units to add, you may use the green **Bulk Import** tool to complete a spreadsheet version of the unit inventory form (up to 100 units per spreadsheet).
 • **Apply for any applicable Registration Fee exemptions for Owner Occupied units** by clicking on the **three dot Action** button. These will be reviewed by City staff prior to your ability to submit your rental registration.
 • If the number of units you register differs from the County Assessor's records, City staff may contact you for clarification.

Step 4: Submit Rental Registration
 Reconfirm that the information you entered in the Address, Contacts, and Unit Inventory sections is updated and complete.

Step 1: Confirm Your 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** section. You will be able to manage the site addresses from this section. The Address that is listed is identified as the primary site address. Check to see if the site address is correct. If not, click on the **Edit** button next to the address to modify it.

Address

Map Satellite

Address

850 Palo Alto Avenue Palo Alto CA 94301 US

Add **Edit**

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- The **Edit Site Address** form will appear. Modify the information and save your changes.

Edit Site Address

Address 1*
850 Palo Alto Avenue

Address 2

City*
Palo Alto

State*
CA

Zip*
94301

Country*
United States

☒ Primary

Save Cancel

- If your property has more than one site address, click the green **Add** button.

Address

Map Satellite

Address: 850 Palo Alto Avenue Palo Alto CA 94301 US

+ Add

- The **Add Site Address** form will appear. Enter the required information and save your changes.

- 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 2: Update Owner and Property Manager Contact Information and Contact Preferences

It is required that each property contains at least one Owner contact and at least one Property Manager contact, as well as Contact Preferences indicated.

1. Scroll the **Contacts** section. If you see the red text “Primary Owner and Property Manager, Contact Information is Incomplete” you will need to add the missing contact type.

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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.

2. Click on the **Add Contact** button.

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.

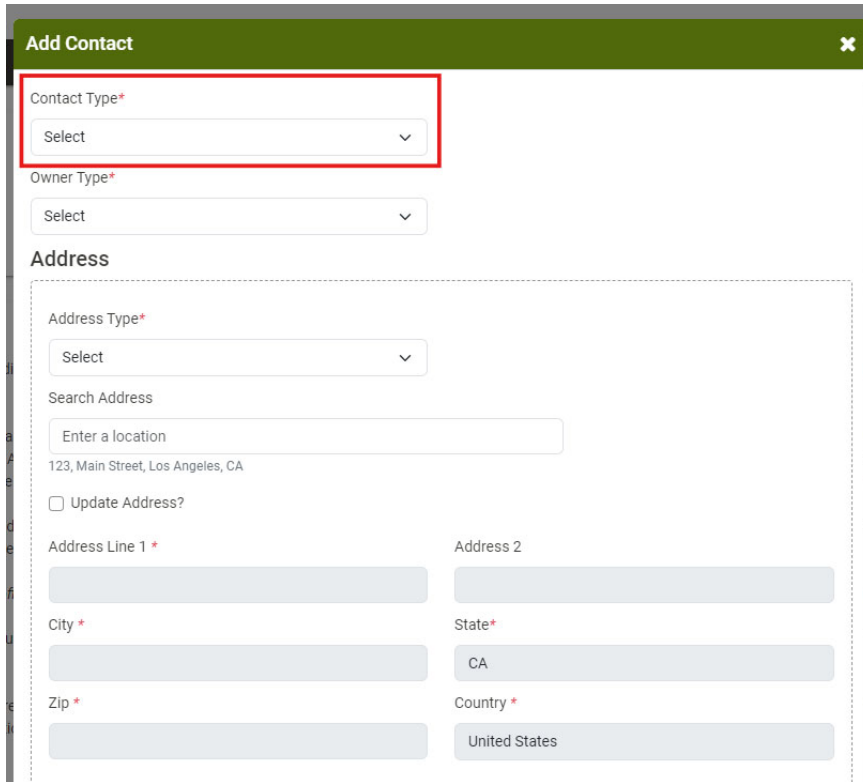
Contacts + Add Contact + Contact Preferences

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** form 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

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4. Add the required information in the **Add Contact** form and then click the **Save** button. 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) 789-7761

Extension

☒ Primary

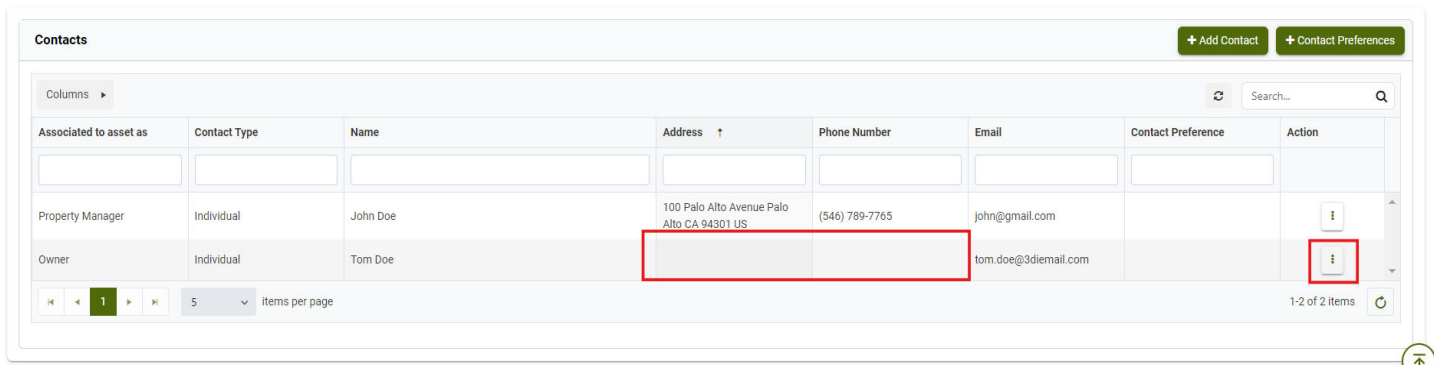
+ Add Contact Details

Save

Cancel

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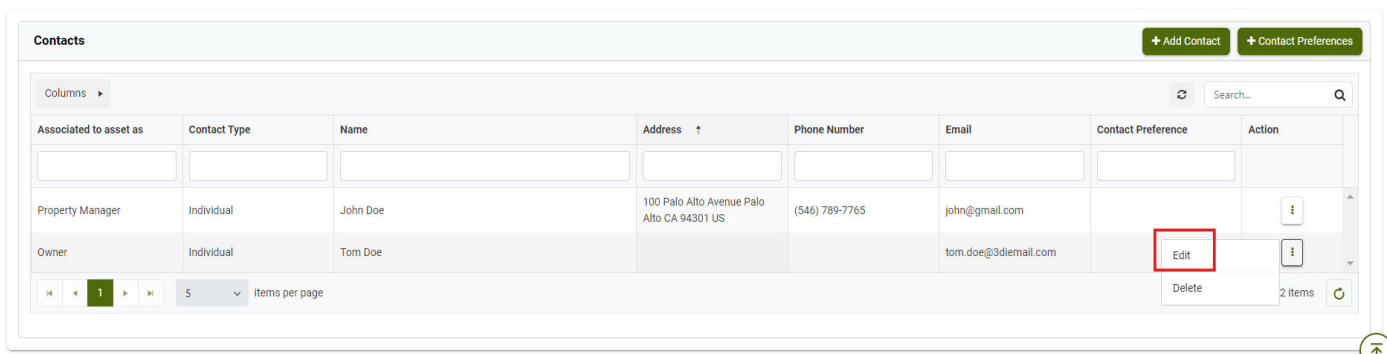
- If the **Owner** contact is missing any information (Mailing Address, Email, or Phone), click on the **three-dot Action** button as shown below to add/edit the contact details.



The screenshot shows a table titled "Contacts" with the following columns: Associated to asset as, Contact Type, Name, Address, Phone Number, Email, Contact Preference, and Action. The table contains two rows: one for "Property Manager" (John Doe) and one for "Owner" (Tom Doe). The "Owner" row has missing information in the Address, Phone Number, and Email columns, which are highlighted with a red box. The "Action" column for the "Owner" row has a three-dot menu button, also highlighted with a red box.

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			tom.doe@3diemail.com		⋮

- Select **Edit** from the dropdown menu.



The screenshot shows the same "Contacts" table as before. The "Action" column for the "Owner" row has a dropdown menu open, showing the "Edit" button highlighted with a red box. The "Delete" button is also visible in the dropdown menu.

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			tom.doe@3diemail.com		⋮

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- The **Edit Contact** form will appear. Enter the required information and click the **Save** button.

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) 890-9878

Extension

☒ Primary

+ Add Contact Details

Save

Cancel

Rental Registry Program Rental Property Owner/Property Manager User Guide

- The **Contacts** section will be updated. Next, click the **Contact Preferences** button. 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. Select the **Primary Owner Contact**. This can also be the same as the Billing Contact. Click the **Save** button. You can edit/modify these at any time.

The screenshot shows a 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 in a red box in the top right corner of the interface.

The screenshot shows the 'Contact Preferences' modal form. It has two sections: 'Billing Contact' and 'Primary Owner Contact'. The 'Billing Contact' dropdown is set to 'Tom Doe (Owner)' and the 'Primary Owner Contact' dropdown is set to 'John Doe (Property Manager)'. Below the dropdowns, there is explanatory text: '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.' At the bottom right, the 'Save' button is highlighted in a red box, next to a 'Cancel' button.

- 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 after the preferences have been saved. The 'Contact Preference' column now contains values for each contact:

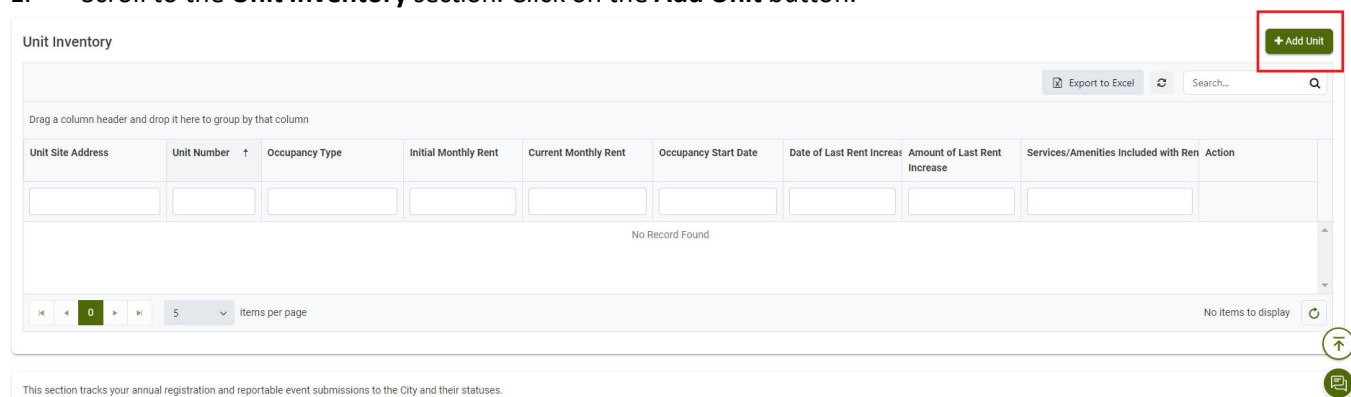
Associated to asset as	Contact Type	Name	Address	Phone Number	Email	Contact Preference	Action
Property Manager	Individual	John Doe	100 Palo Alto Avenue Palo Alto CA 94301 US	(546) 789-7765	john@gmail.com	Primary Owner Contact	
Owner	Individual	Tom Doe	200 Palo Alto Avenue Palo Alto CA 94301 US	(657)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

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.

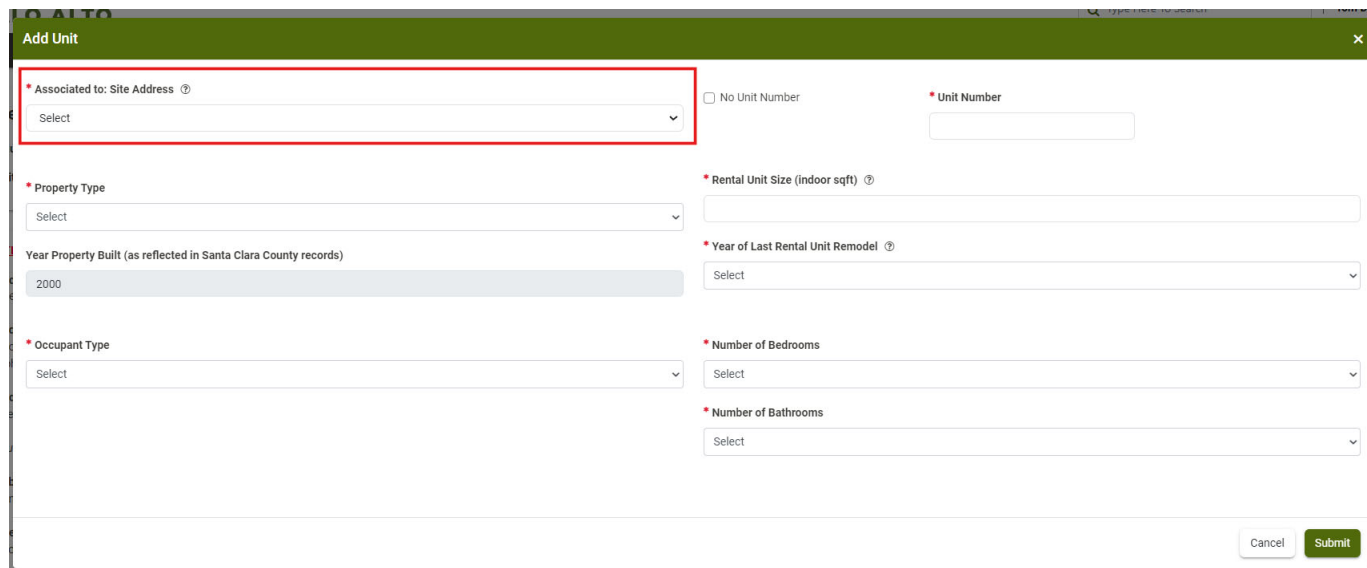
***Note:** Not every unit field will be explained in this guide. If you have specific questions, contact the City of Palo Alto Rental Registry Program or the 3Di Registration Technical Assistance Helpdesk.

1. Scroll to the **Unit Inventory** section. Click on the **Add Unit** button.



The screenshot shows the 'Unit Inventory' section of the Rental Registry Program. At the top right, there is a green button labeled '+ Add Unit' which is highlighted with a red rectangular box. Below this button is a table with the following columns: 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, and Action. The table is currently empty, and a message 'No Record Found' is displayed in the center. At the bottom of the table, there is a pagination control showing '0' items per page and 'No items to display'. The entire interface is part of a larger system, as indicated by the footer text: 'This section tracks your annual registration and reportable event submissions to the City and their statuses.'

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



Add Unit

* Associated to: Site Address ⓘ
Select

☐ No Unit Number

* Unit Number

* Property Type
Select

* Rental Unit Size (indoor sqft) ⓘ

* Year of Last Rental Unit Remodel ⓘ
Select

Year Property Built (as reflected in Santa Clara County records)
2000

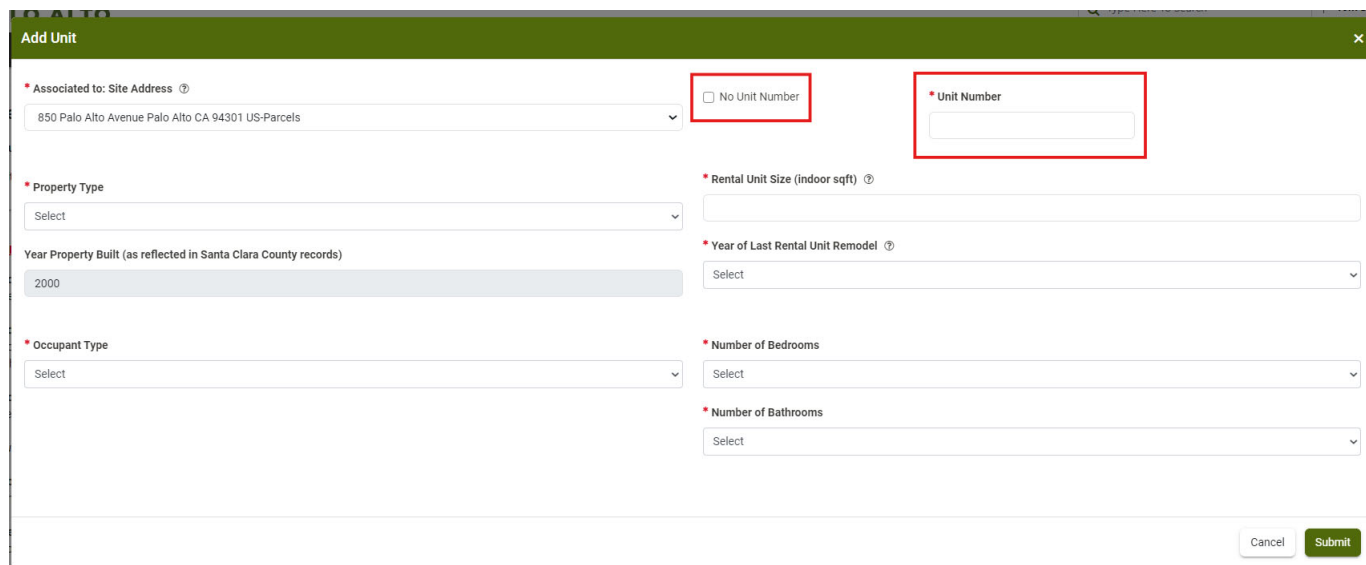
* Occupant Type
Select

* Number of Bedrooms
Select

* Number of Bathrooms
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 mailing address is the same as the site address.



Add Unit

* Associated to: Site Address ⓘ
850 Palo Alto Avenue Palo Alto CA 94301 US-Parcels

☐ No Unit Number

* Unit Number

* Property Type
Select

* Rental Unit Size (indoor sqft) ⓘ

* Year of Last Rental Unit Remodel ⓘ
Select

Year Property Built (as reflected in Santa Clara County records)
2000

* Occupant Type
Select

* Number of Bedrooms
Select

* Number of Bathrooms
Select

Cancel Submit

4. Enter the required fields listed in the **Add Unit** form. The required fields are marked with a red asterisk (*). The form cannot be saved until all the required fields are entered. Once all the required information is entered, click the **Submit** button.
5. 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, use the **three-dot Action** button, select the Edit Unit dropdown menu 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	Unit Fee Status	Occupancy Type	Occupancy Start Date	Initial Monthly Rent	Current Monthly Rent	Date of Last Rent Increase	Amount of Last Rent Increase	Services/Amenities Included with Rent	Rental Assistance	Deed Restricted Unit	Other Rent Discounts	Action
100 Palo Alto Avenue Palo Alto CA 94301 US	1	Non-Exempt	Occupied by Renter	09/15/2025	\$ 1,000.00	\$ 1,200.00	09/15/2025	\$ 200.00	Electricity, Water	No	No	No	Delete Unit Edit Unit
100 Palo Alto Avenue Palo Alto CA 94301 US	2	Non-Exempt	Occupied by Owner	09/15/2025									Delete Unit Edit Unit

1-2 of 2 Items

6. Apply for any applicable **Registration Fee exemptions for owner occupied units** by clicking on the **three dot Action** button. These will be reviewed by City Staff. Even though you can submit your rental registration, it will be reviewed by City Staff.

Unit Inventory

Export to Excel Search...

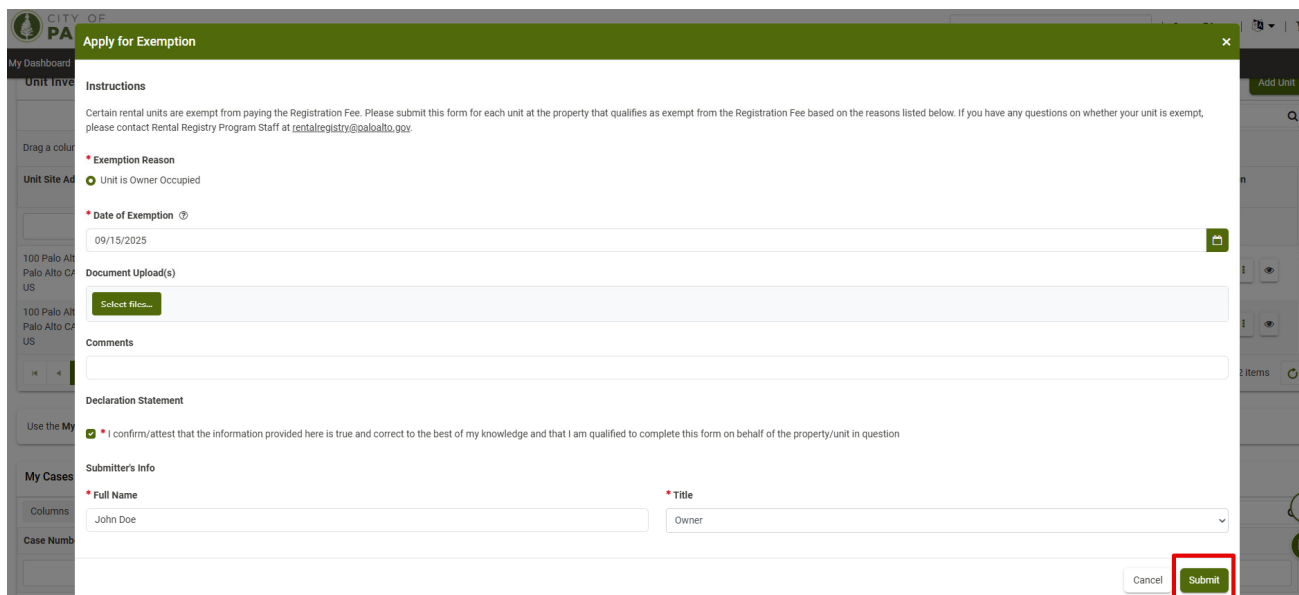
Drag a column header and drop it here to group by that column

Unit Site Address	Unit Number	Unit Fee Status	Occupancy Type	Occupancy Start Date	Initial Monthly Rent	Current Monthly Rent	Date of Last Rent Increase	Amount of Last Rent Increase	Services/Amenities Included with Rent	Rental Assistance	Deed Restricted Unit	Other Rent Discounts	Action
100 Palo Alto Avenue Palo Alto CA 94301 US	1	Non-Exempt	Occupied by Renter	09/15/2025	\$ 1,000.00	\$ 1,200.00	09/15/2025	\$ 200.00	Electricity, Water	No	No	No	Delete Unit Edit Unit
100 Palo Alto Avenue Palo Alto CA 94301 US	2	Non-Exempt	Occupied by Owner	09/15/2025									Delete Unit Edit Unit Apply for Exemption

1-2 of 2 Items

Use the **My Cases** section to view your annual registration and event reporting.

- Enter the necessary information and hit Submit. This will be reviewed by the City Staff. You will receive an email after submission with more details.



Apply for Exemption

Instructions
Certain rental units are exempt from paying the Registration Fee. Please submit this form for each unit at the property that qualifies as exempt from the Registration Fee based on the reasons listed below. If you have any questions on whether your unit is exempt, please contact Rental Registry Program Staff at rentalregistry@paloalto.gov.

*** Exemption Reason**
Unit is Owner Occupied

*** Date of Exemption**
09/15/2025

Document Upload(s)
Select files...

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/unit in question

Submitter's Info
Full Name: John Doe Title: Owner

Cancel Submit

- The Unit Fee Status will indicate that an exemption has been applied. It will be updated to “Exempt” once the exemption has been approved by City Staff.

Unit Inventory

Export to Excel Search...

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

Unit Site Address	Unit Number	Unit Fee Status	Occupancy Type	Occupancy Start Date	Initial Monthly Rent	Current Monthly Rent	Date of Last Rent Increase	Amount of Last Rent Increase	Services/Amenities Included with Rent	Rental Assistance	Deed Restricted Unit	Other Rent Discounts	Action
100 Palo Alto Avenue Palo Alto CA 94301 US	1	Non-Exempt	Occupied by Renter	09/15/2025	\$ 1,000.00	\$ 1,200.00	09/15/2025	\$ 200.00	Electricity, Water	No	No	No	
100 Palo Alto Avenue Palo Alto CA 94301 US	2	Applied for Exemption	Occupied by Owner	09/15/2025									

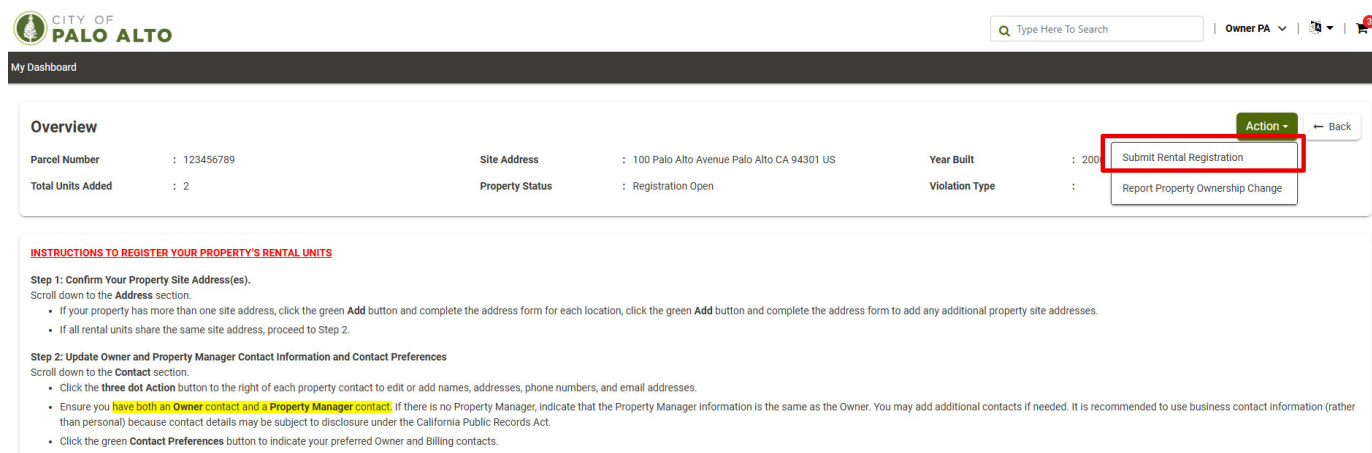
1-2 of 2 items

Step 4: Submit Rental Registration

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

- Property Contacts are accurate (Contacts section)
 - There are 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
- Registration Fee exemption has been applied for all owner-occupied units.

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



Overview

Parcel Number : 123456789 Site Address : 100 Palo Alto Avenue Palo Alto CA 94301 US Year Built : 200

Total Units Added : 2 Property Status : Registration Open Violation Type :

INSTRUCTIONS TO REGISTER YOUR PROPERTY'S RENTAL UNITS

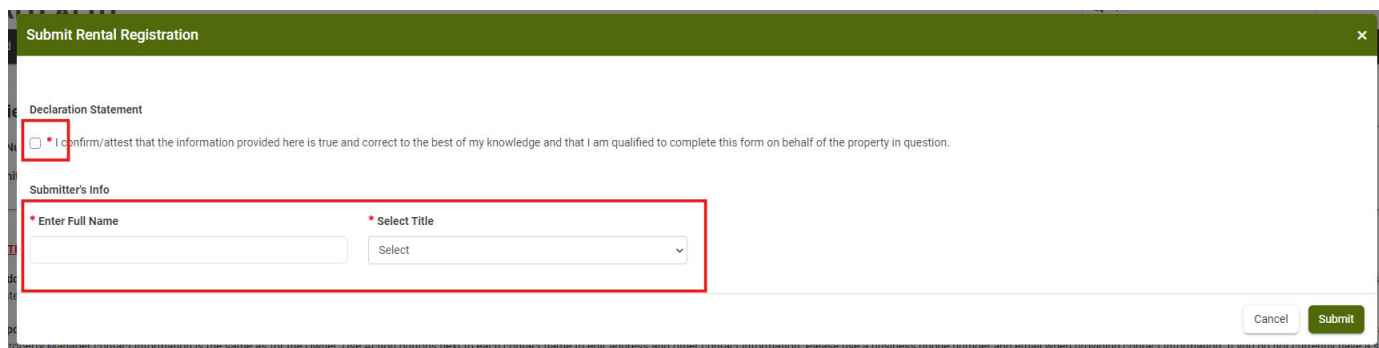
Step 1: Confirm Your Property Site Address(es).
 Scroll down to the Address section.

- If your property has more than one site address, click the green **Add** button and complete the address form for each location, click the green **Add** button and complete the address form to add any additional property site addresses.
- If all rental units share the same site address, proceed to Step 2.

Step 2: Update Owner and Property Manager Contact Information and Contact Preferences
 Scroll down to the Contact section.

- Click the **three dot Action** button to the right of each property contact to edit or add names, addresses, phone numbers, and email addresses.
- Ensure you **have both an Owner contact and a Property Manager contact**. If there is no Property Manager, indicate that the Property Manager information is the same as the Owner. You may add additional contacts if needed. It is recommended to use business contact information (rather than personal) because contact details may be subject to disclosure under the California Public Records Act.
- Click the green **Contact Preferences** button to indicate your preferred Owner and Billing contacts.

2. Complete the **Submit Rental Registration** affidavit form. 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 **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.

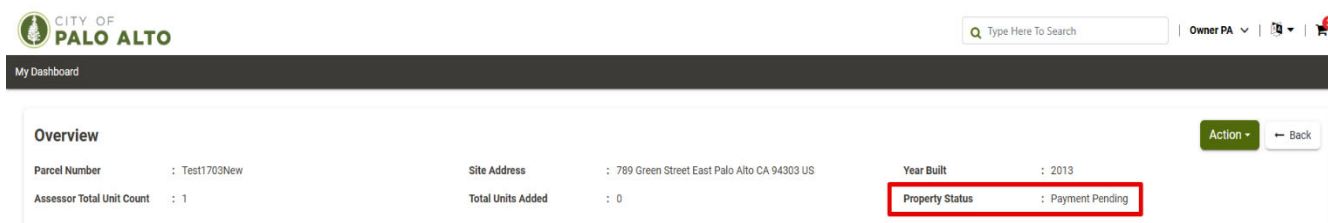
Step 5: Confirm Your Property Status

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

Property Status	Meaning
Registration Open	The registration of this property is still in open status. Provide updated information about your property and submit for registration.
Registration Denied	The registration information for the property was submitted, but staff is unable to process it at this time due to some errors. Review registration information, make necessary edits, and resubmit.
Unit Discrepancy	The registration information for the property was submitted, but the number of units you have added to the property does not match with the Santa Clara County Assessor's records. Information is under review by staff. If you have any questions, please email staff at rentalregistry@paloalto.gov .
Payment Pending	The registration information for the property was submitted and payment of registration fees is required to complete registration.
Registration Completed	The registration information for the property was submitted, any required registration fees were paid. No further action is required at this time.
Pending Staff Review	The registration information for the property was submitted, and there is an Owner-Occupied Unit Exemption request present which is pending review. No further action is required at this time.
Property Exempt	The property was reviewed by staff and identified as exempt from the requirement to register for a property specific reason. If you have any questions, please email staff at rentalregistry@paloalto.gov .

Step 6: Pay Annual Registration Fees

Once the registration information for the property and units has been submitted, you may have to pay registration fees and/or late fees. If your property status is displayed as Registration Completed, then your property was marked by staff as a 100% affordable housing property and exempt from registration fees; please proceed to **Step 7**. If your property status is displayed as **Payment Pending**, payment of fees is necessary to complete registration.



CITY OF PALO ALTO

My Dashboard

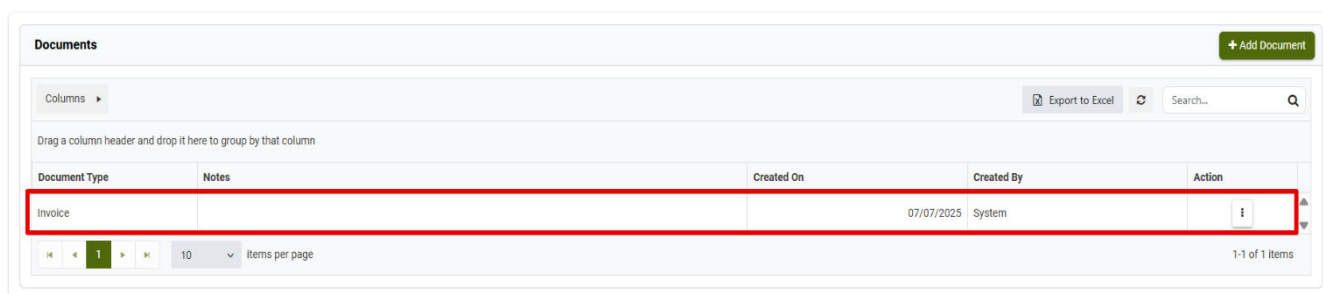
Overview

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**

Action - Back

1. Scroll to the **Documents** section to find the invoice if you would like to print or download it for future reference.



Documents

+ Add Document

Columns ▾

Export to Excel

Search...

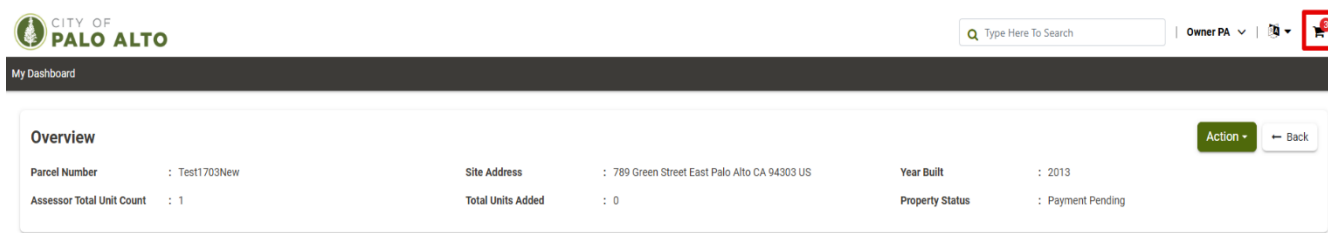
Drag a column header and drop it here to group by that column

Document Type	Notes	Created On	Created By	Action
Invoice		07/07/2025	System	!

10 items per page

1-1 of 1 items

2. Click on the **Cart** button displayed at the top right corner of the **Property Overview** page. You will be directed to the **My Cart** screen.



CITY OF PALO ALTO

My Dashboard

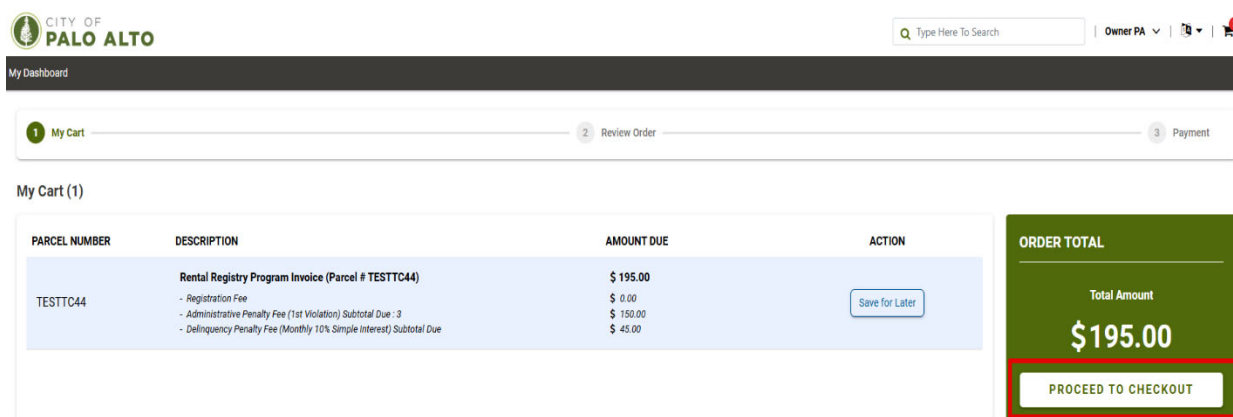
Overview

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

Action - Back

- Click on the **Proceed to Checkout** button.



My Dashboard

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

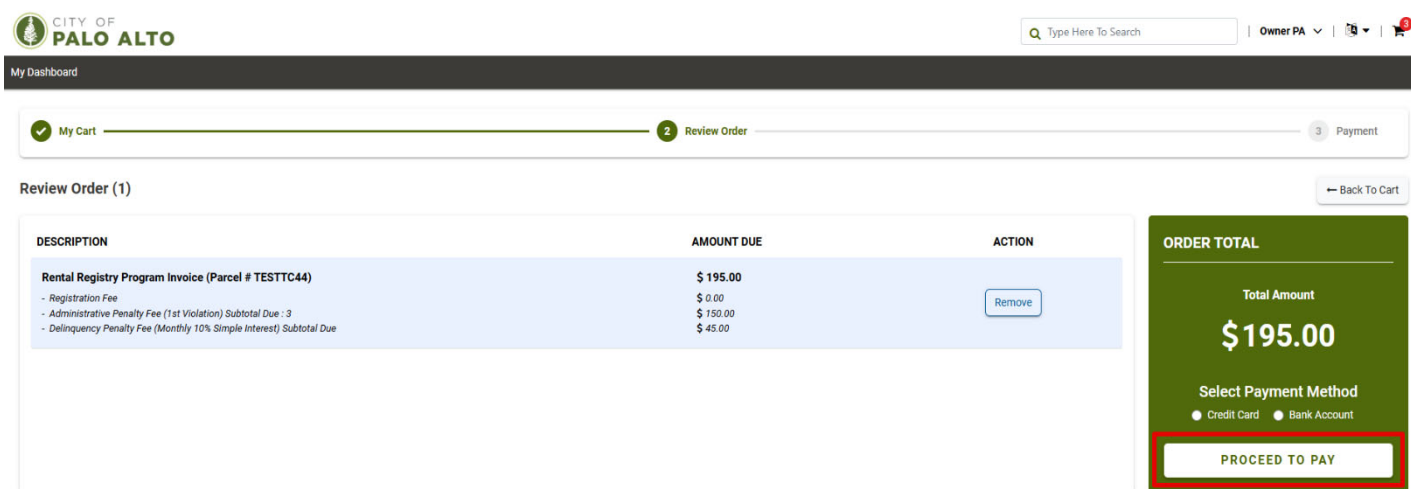
ORDER TOTAL

Total Amount

\$195.00

PROCEED TO CHECKOUT

- Review the Order, select either Credit Card or Bank Account, and click on the **Proceed to Pay** button.



My Dashboard

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 back to your **My Properties** dashboard. You will also receive an email to confirm the successful transaction and registration completion. Registration Fees are paid once per year, providing year-round 24/7 access to the Rental Registry Program portal for reporting events at your property.

6. Scroll to the Documents section to find the receipt if you would like to print or download it for future reference.

Documents				
Columns ▾ Export to Excel Search...				
Drag a column header and drop it here to group by that column				
Document Type	Notes	Created On	Created By	Action
Payment Receipt		06/03/2025	test user	⋮
Invoice		06/03/2025	System	⋮
10 Items per page				1-2 of 2 Items

7. If the property and unit information submitted contains the correct unit count, the **Property Status** will be updated to **Registration Completed**.

Step 7: Download Registration Completion Certificate (Optional)

1. If you would like a copy of your registration completion certificate, lick on the “Action” button displayed on the top right corner and select “Download Registration Completion Certificate.”

Type Here To Search

Owner PA

My Dashboard

Overview

Parcel Number : 789235

Site Address : 120 Palo Alto Avenue Palo Alto CA 94301 US

Year Built : 1980

Total Units Added : 1

Property Status : Registration Completed

Action

Download Registration Completion Certificate

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.

2. 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.

Type Here To Search

Tom Doe

My Dashboard

Overview

Parcel Number : 7890789020

Site Address : 850 Palo Alto Avenue Palo Alto CA 94301 US

Year Built : 2000

Total Units Added : 2

Property Status : Registration Completed

Action

Back

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.

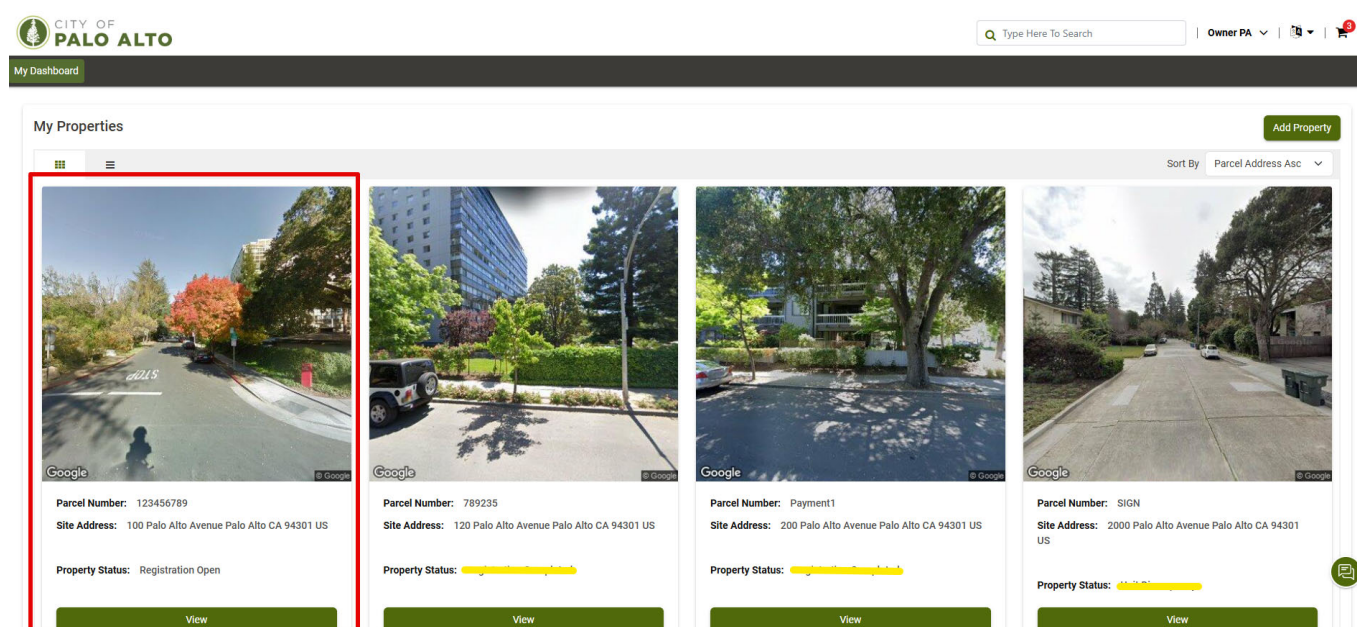
Step 5: Check your email. The City will review your registration form and you will receive an email notifying you whether your registration process is considered complete (no further action needed) or incomplete (further action needed). If the registration is considered incomplete for any reason, City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

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.

Portal Login

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



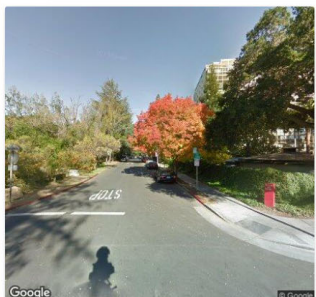
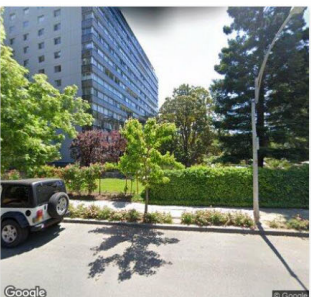
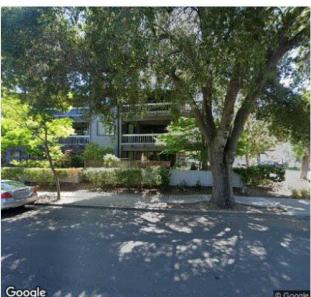
CITY OF PALO ALTO

My Dashboard

Search: Type Here To Search | Owner PA | [Icons]

My Properties [Add Property]

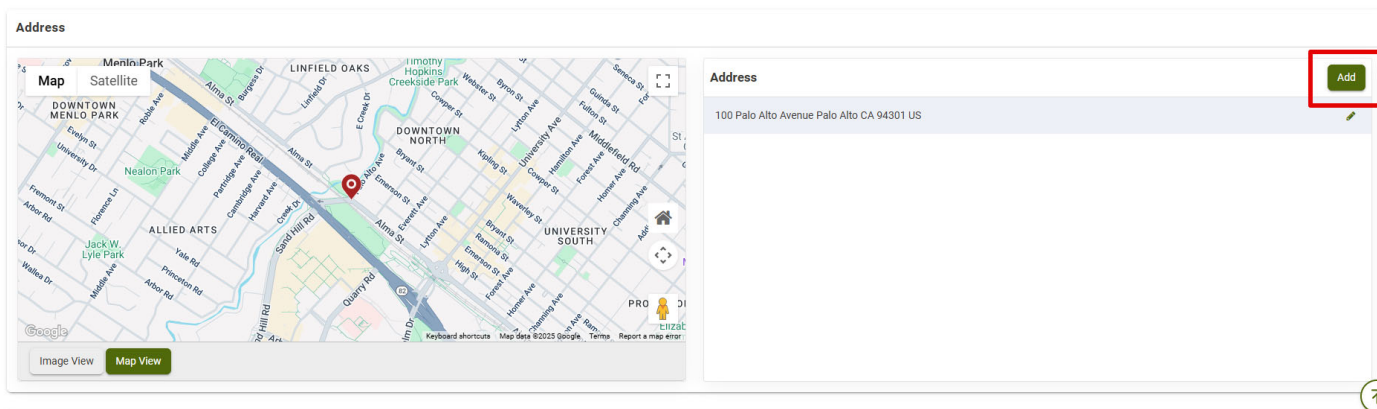
Sort By: Parcel Address Asc

Property 1	Property 2	Property 3	Property 4
			
Parcel Number: 123456789	Parcel Number: 789235	Parcel Number: Payment1	Parcel Number: SIGN
Site Address: 100 Palo Alto Avenue Palo Alto CA 94301 US	Site Address: 120 Palo Alto Avenue Palo Alto CA 94301 US	Site Address: 200 Palo Alto Avenue Palo Alto CA 94301 US	Site Address: 2000 Palo Alto Avenue Palo Alto CA 94301 US
Property Status: Registration Open	Property Status: [Progress Bar]	Property Status: [Progress Bar]	Property Status: [Progress Bar]
[View]	[View]	[View]	[View]

Step 1: Confirm Your Property Site Address(es)

Scroll to the Address section.

1. If your property has more than one site address, click the green **Add** button and complete the address form for each location.
2. If all rental units share the same site address, proceed to Step 2.

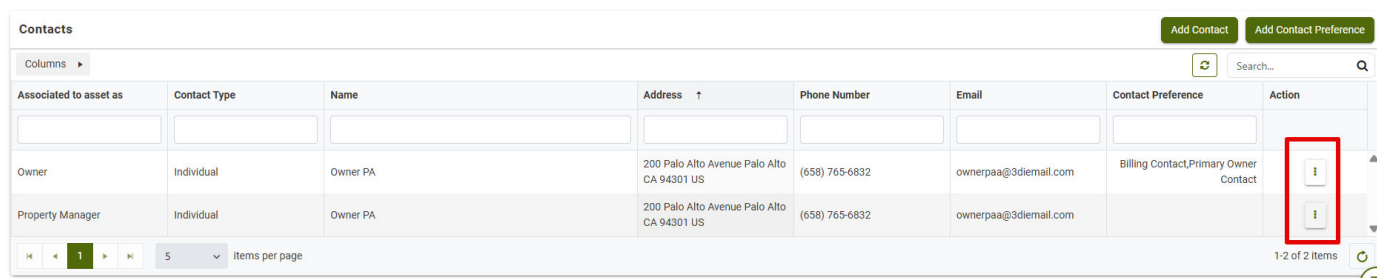


The screenshot shows the 'Address' section of the Rental Registry Program. On the left is a map of Palo Alto, California, with a red pin indicating a location. On the right is a text input field for the address, which currently contains '100 Palo Alto Avenue Palo Alto CA 94301 US'. A green 'Add' button is located to the right of the input field, and it is highlighted with a red box. Below the input field is a green 'Map View' button.

Step 2: Update Owner and Property Manager Contact Information and Contact Preferences

Scroll to the Contact section.

1. Click the **three-dot Action** button to the right of each property contact to edit or add names, addresses, phone numbers, and email addresses.

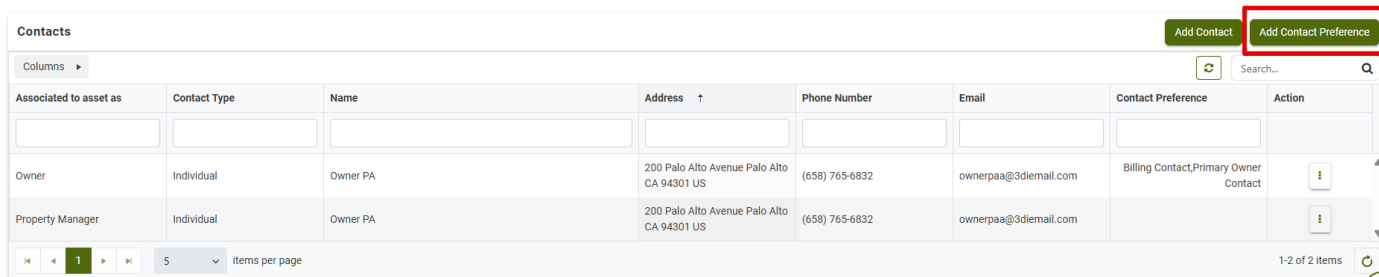


The screenshot shows the 'Contacts' section of the Rental Registry Program. It features a table with columns: Associated to asset as, Contact Type, Name, Address, Phone Number, Email, Contact Preference, and Action. There are two contacts listed: 'Owner' and 'Property Manager'. The 'Action' column for each contact has a three-dot menu button highlighted with a red box. The table also includes a search bar, a 'Columns' dropdown, and a '1-2 of 2 items' indicator.

Associated to asset as	Contact Type	Name	Address	Phone Number	Email	Contact Preference	Action
Owner	Individual	Owner PA	200 Palo Alto Avenue Palo Alto CA 94301 US	(658) 765-6832	ownerpaa@3diemail.com	Billing Contact, Primary Owner Contact	[Action]
Property Manager	Individual	Owner PA	200 Palo Alto Avenue Palo Alto CA 94301 US	(658) 765-6832	ownerpaa@3diemail.com		[Action]

2. Ensure you have both an **Owner** contact and a **Property Manager** contact. If there is no Property Manager, indicate that the Property Manager information is the same as the Owner. You may add additional contacts if needed. It is recommended to use business contact information (rather than personal) because contact details may be subject to disclosure under the California Public Records Act.

- Click the green **Contact Preferences** button to indicate your preferred Owner and Billing contacts.



Contacts

Columns ▾

Search...

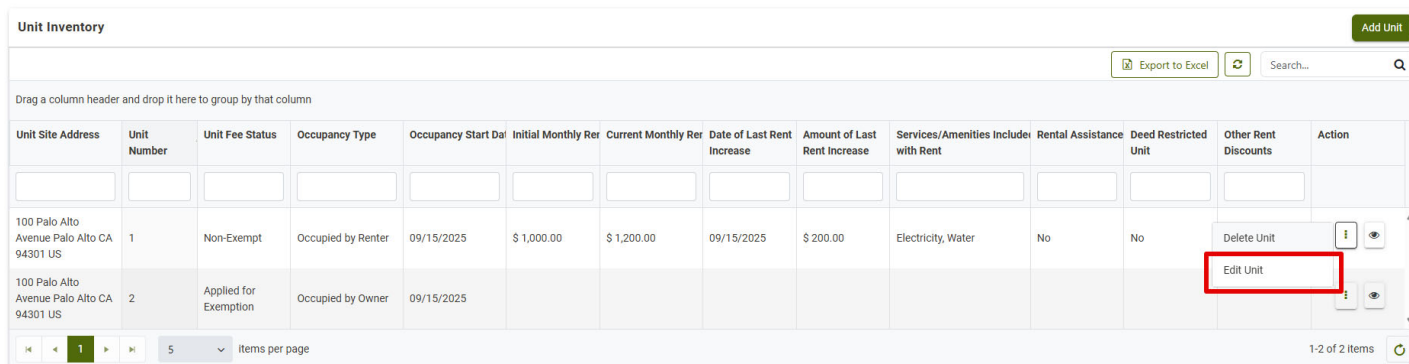
Associated to asset as	Contact Type	Name	Address ↑	Phone Number	Email	Contact Preference	Action
Owner	Individual	Owner PA	200 Palo Alto Avenue Palo Alto CA 94301 US	(658) 765-6832	ownerpaa@3diemail.com	Billing Contact, Primary Owner Contact	!
Property Manager	Individual	Owner PA	200 Palo Alto Avenue Palo Alto CA 94301 US	(658) 765-6832	ownerpaa@3diemail.com		!

5 items per page 1-2 of 2 items

Step 3: Update or Add Units

Scroll to the **Unit Inventory** section.

- If all units are already listed, click the **three-dot Action** button next to each unit to update details—especially occupancy type, rent amount, date of last rent increase, and other information likely to have changed in the past year. Ensure all data is accurate and current.



Unit Inventory

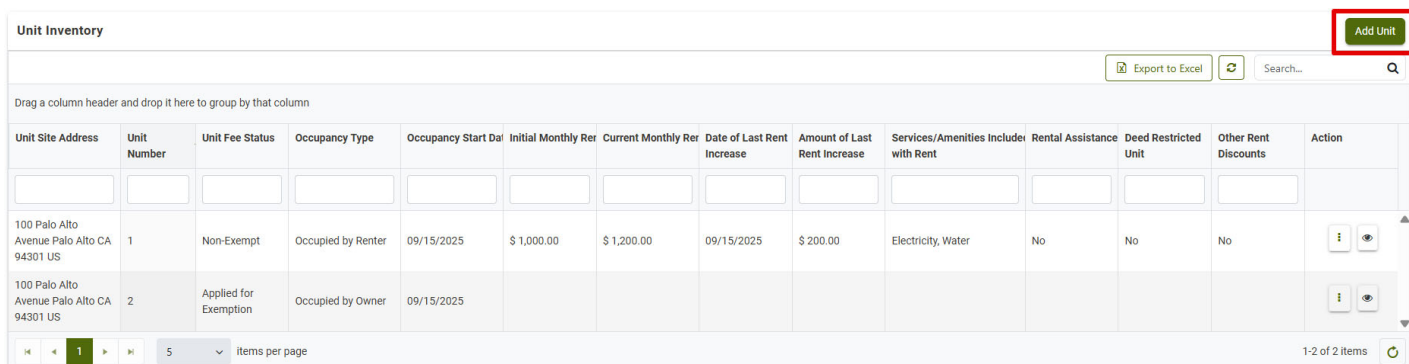
Export to Excel Search...

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

Unit Site Address	Unit Number	Unit Fee Status	Occupancy Type	Occupancy Start Date	Initial Monthly Rent	Current Monthly Rent	Date of Last Rent Increase	Amount of Last Rent Increase	Services/Amenities Included with Rent	Rental Assistance	Deed Restricted Unit	Other Rent Discounts	Action
100 Palo Alto Avenue Palo Alto CA 94301 US	1	Non-Exempt	Occupied by Renter	09/15/2025	\$ 1,000.00	\$ 1,200.00	09/15/2025	\$ 200.00	Electricity, Water	No	No		Delete Unit
100 Palo Alto Avenue Palo Alto CA 94301 US	2	Applied for Exemption	Occupied by Owner	09/15/2025									Edit Unit

5 items per page 1-2 of 2 items

- To add units, click the green **Add Unit** button and complete the form for each unit individually.



Unit Inventory

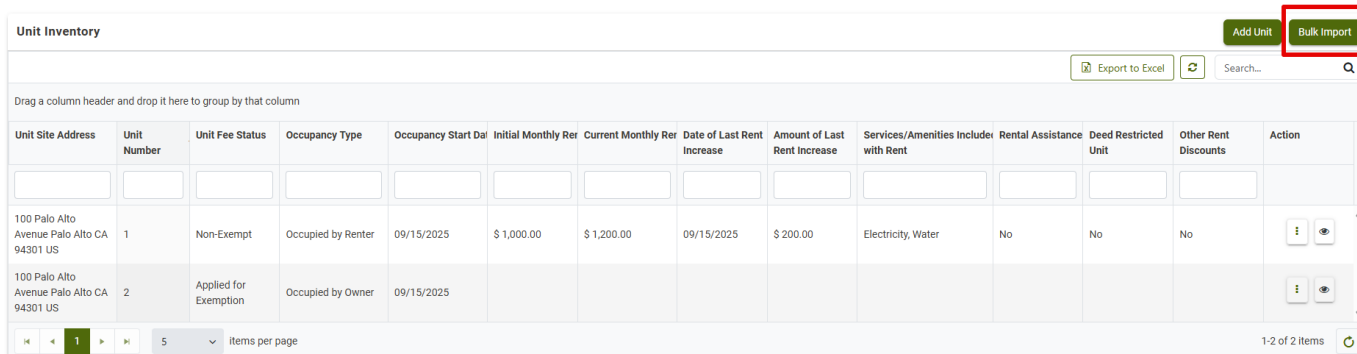
Export to Excel Search...

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

Unit Site Address	Unit Number	Unit Fee Status	Occupancy Type	Occupancy Start Date	Initial Monthly Rent	Current Monthly Rent	Date of Last Rent Increase	Amount of Last Rent Increase	Services/Amenities Included with Rent	Rental Assistance	Deed Restricted Unit	Other Rent Discounts	Action
100 Palo Alto Avenue Palo Alto CA 94301 US	1	Non-Exempt	Occupied by Renter	09/15/2025	\$ 1,000.00	\$ 1,200.00	09/15/2025	\$ 200.00	Electricity, Water	No	No	No	!
100 Palo Alto Avenue Palo Alto CA 94301 US	2	Applied for Exemption	Occupied by Owner	09/15/2025									!

5 items per page 1-2 of 2 items

- If you have 10 or more units to add, you may use the green **Bulk Import** tool to complete a spreadsheet version of the unit inventory form (up to 100 units per spreadsheet).



Unit Inventory

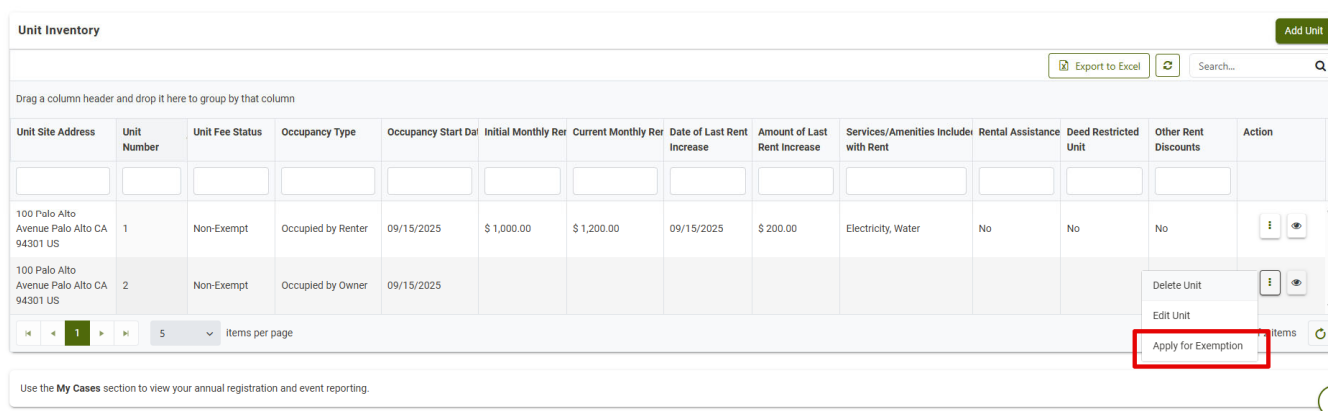
Export to Excel Search...

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

Unit Site Address	Unit Number	Unit Fee Status	Occupancy Type	Occupancy Start Date	Initial Monthly Rent	Current Monthly Rent	Date of Last Rent Increase	Amount of Last Rent Increase	Services/Amenities Included with Rent	Rental Assistance	Deed Restricted Unit	Other Rent Discounts	Action
100 Palo Alto Avenue Palo Alto CA 94301 US	1	Non-Exempt	Occupied by Renter	09/15/2025	\$ 1,000.00	\$ 1,200.00	09/15/2025	\$ 200.00	Electricity, Water	No	No	No	[Three dots icon]
100 Palo Alto Avenue Palo Alto CA 94301 US	2	Applied for Exemption	Occupied by Owner	09/15/2025									[Three dots icon]

1-2 of 2 items

- Apply for any applicable **Registration Fee exemptions for owner occupied units** by clicking on the **three dot Action** button. These will be reviewed by City Staff. Even though you can submit your rental registration, it will be reviewed by City Staff.



Unit Inventory

Export to Excel Search...

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

Unit Site Address	Unit Number	Unit Fee Status	Occupancy Type	Occupancy Start Date	Initial Monthly Rent	Current Monthly Rent	Date of Last Rent Increase	Amount of Last Rent Increase	Services/Amenities Included with Rent	Rental Assistance	Deed Restricted Unit	Other Rent Discounts	Action
100 Palo Alto Avenue Palo Alto CA 94301 US	1	Non-Exempt	Occupied by Renter	09/15/2025	\$ 1,000.00	\$ 1,200.00	09/15/2025	\$ 200.00	Electricity, Water	No	No	No	[Three dots icon]
100 Palo Alto Avenue Palo Alto CA 94301 US	2	Non-Exempt	Occupied by Owner	09/15/2025									[Three dots icon]

1-2 of 2 items

Use the **My Cases** section to view your annual registration and event reporting.

- Enter the necessary information and hit Submit. This will be reviewed by the City Staff. You will receive an email after submission with more details.

Apply for Exemption

Instructions
Certain rental units are exempt from paying the Registration Fee. Please submit this form for each unit at the property that qualifies as exempt from the Registration Fee based on the reasons listed below. If you have any questions on whether your unit is exempt, please contact Rental Registry Program Staff at rentalregistry@paloalto.gov.

* **Exemption Reason**
Unit is Owner Occupied

* **Date of Exemption**
09/15/2025

Document Upload(s)
Select files...

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/unit in question

Submitter's Info
* **Full Name**: John Doe
* **Title**: Owner

Cancel Submit

- The Unit Fee Status will indicate that an exemption has been applied. It will be updated to “Exempt” once the exemption has been approved by City Staff.

Unit Inventory Add Unit

Export to Excel Search...

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

Unit Site Address	Unit Number	Unit Fee Status	Occupancy Type	Occupancy Start Date	Initial Monthly Rent	Current Monthly Rent	Date of Last Rent Increase	Amount of Last Rent Increase	Services/Amenities Included with Rent	Rental Assistance	Deed Restricted Unit	Other Rent Discounts	Action
100 Palo Alto Avenue Palo Alto CA 94301 US	1	Non-Exempt	Occupied by Renter	09/15/2025	\$ 1,000.00	\$ 1,200.00	09/15/2025	\$ 200.00	Electricity, Water	No	No	No	
100 Palo Alto Avenue Palo Alto CA 94301 US	2	Applied for Exemption	Occupied by Owner	09/15/2025									

1-2 of 2 items

- If the number of units you register differs from the County Assessor’s records, City staff may contact you for clarification.

Step 4: Submit Rental Registration

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

- Property Contacts are accurate (Contacts section)
 - There are 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
- Registration Fee exemption has been applied for all owner-occupied units.

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

The screenshot shows the 'My Dashboard' page for the City of Palo Alto. The 'Overview' section displays property details: Parcel Number 123456789, Site Address 100 Palo Alto Avenue Palo Alto CA 94301 US, Year Built 200, Total Units Added 2, Property Status Registration Open, and Violation Type. The 'Action' dropdown menu is open, showing options: 'Submit Rental Registration' (highlighted with a red box) and 'Report Property Ownership Change'. Below the overview, there are instructions for registering rental units, divided into Step 1 (Confirm Your Property Site Address(es)) and Step 2 (Update Owner and Property Manager Contact Information and Contact Preferences).

2. Complete the **Submit Rental Registration** affidavit form. 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.

The screenshot shows the 'Submit Rental Registration' form. The 'Declaration Statement' section is highlighted with a red box, containing a checkbox and the text: '* 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.' Below this, the 'Submitter's Info' section is also highlighted with a red box, containing two fields: '* Enter Full Name' (a text input field) and '* Select Title' (a dropdown menu with 'Select' as the current selection). At the bottom right, there are 'Cancel' and 'Submit' buttons.

3. Click **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.

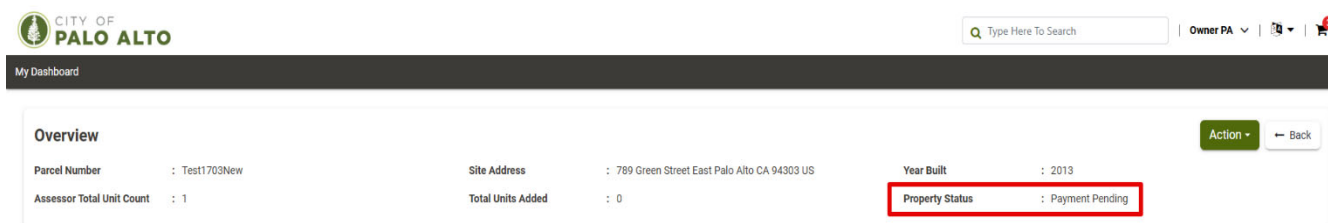
Step 5: Confirm Your Property Status

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

Property Status	Meaning
Registration Open	The registration of this property is still in open status. Provide updated information about your property and submit for registration.
Registration Denied	The registration information for the property was submitted, but staff is unable to process it at this time due to some errors. Review registration information, make necessary edits, and resubmit.
Unit Discrepancy	The registration information for the property was submitted, but the number of units you have added to the property does not match with the Santa Clara County Assessor's records. Information is under review by staff. If you have any questions, please email staff at rentalregistry@paloalto.gov .
Payment Pending	The registration information for the property was submitted and payment of registration fees is required to complete registration.
Registration Completed	The registration information for the property was submitted, any required registration fees were paid. No further action is required at this time.
Pending Staff Review	The registration information for the property was submitted, and there is an Owner-Occupied Unit Exemption request present which is pending review. No further action is required at this time.
Property Exempt	The property was reviewed by staff and identified as exempt from the requirement to register for a property specific reason. If you have any questions, please email staff at rentalregistry@paloalto.gov .

Step 6: Pay Annual Registration Fees

Once the registration information for the property and units has been submitted, you may have to pay registration fees and/or late fees. If your property status is displayed as Registration Completed, then your property was marked by staff as a 100% affordable housing property and exempt from registration fees; please proceed to **Step 7**. If your property status is displayed as **Payment Pending**, payment of fees is necessary to complete registration.



CITY OF PALO ALTO

My Dashboard

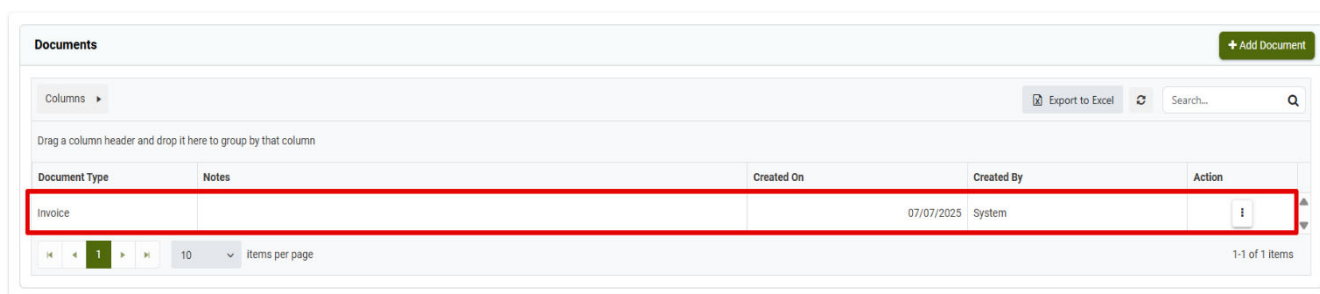
Overview

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**

Action - Back

1. Scroll to the **Documents** section to find the invoice if you would like to print or download it for future reference.



Documents

+ Add Document

Columns ▾

Export to Excel

Search...

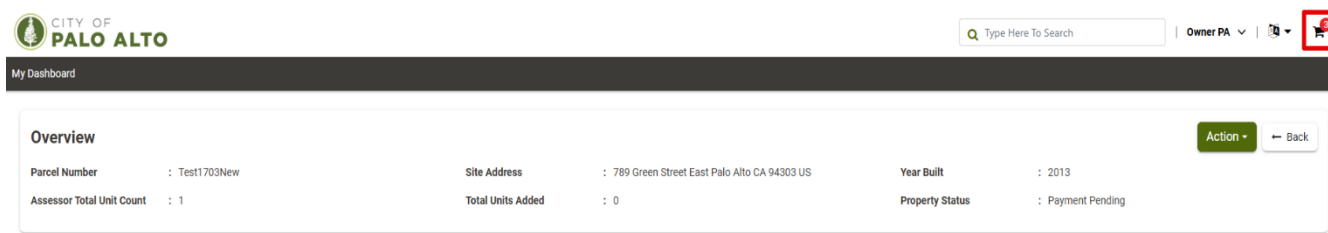
Drag a column header and drop it here to group by that column

Document Type	Notes	Created On	Created By	Action
Invoice		07/07/2025	System	!

10 items per page

1-1 of 1 items

2. Click on the **Cart** button displayed at the top right corner of the **Property Overview** page. You will be directed to the **My Cart** screen.



CITY OF PALO ALTO

My Dashboard

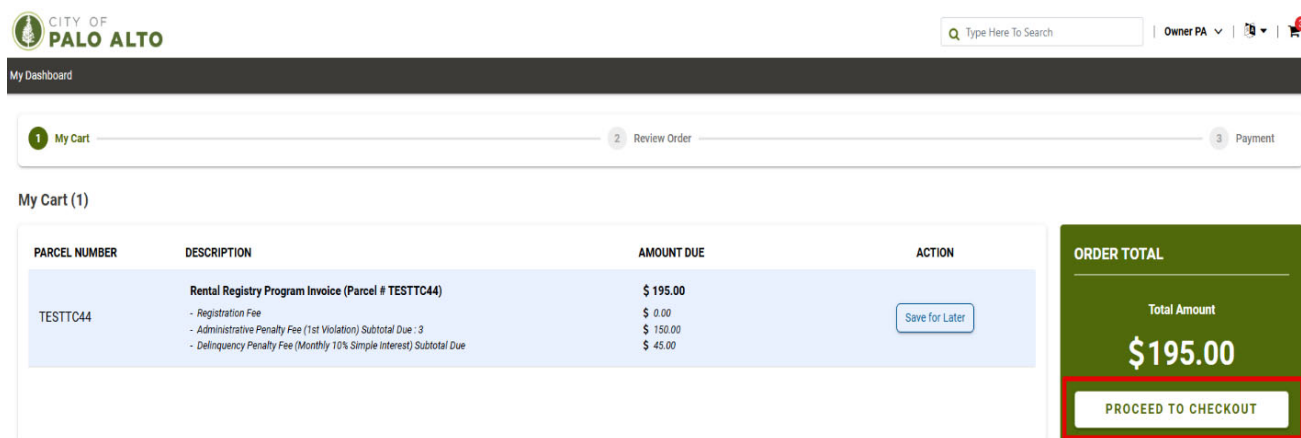
Overview

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

Action - Back

- Click on the **Proceed to Checkout** button.



My Dashboard

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 - Administrative Penalty Fee (1st Violation) Subtotal Due : 3 - Delinquency Penalty Fee (Monthly 10% Simple Interest) Subtotal Due	\$ 195.00 \$ 0.00 \$ 150.00 \$ 45.00	Save for Later

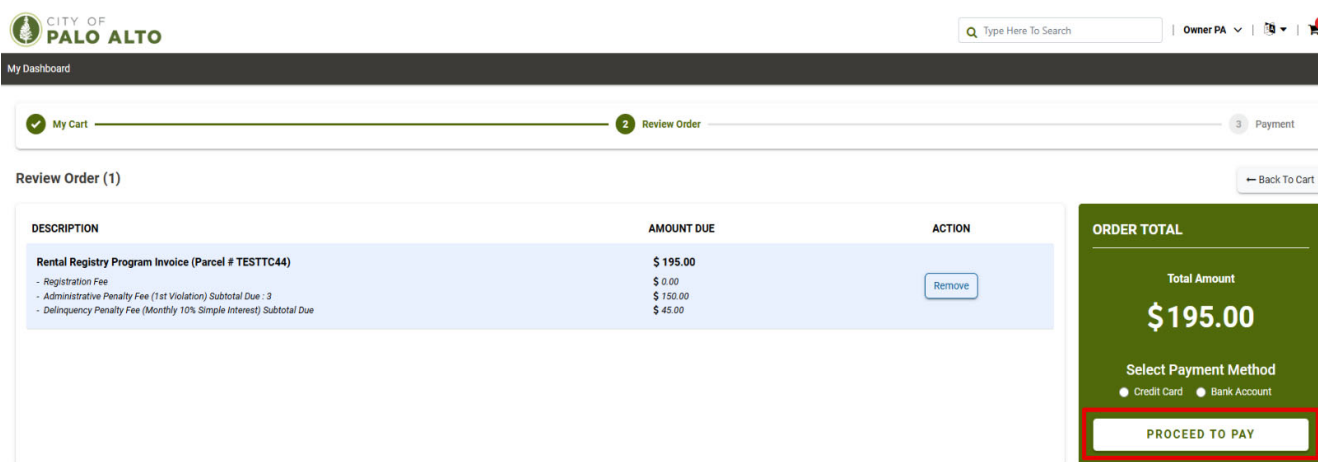
ORDER TOTAL

Total Amount

\$195.00

PROCEED TO CHECKOUT

- Review the Order, select either Credit Card or Bank Account, and click on the **Proceed to Pay** button.



My Dashboard

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 - Administrative Penalty Fee (1st Violation) Subtotal Due : 3 - Delinquency Penalty Fee (Monthly 10% Simple Interest) Subtotal Due	\$ 195.00 \$ 0.00 \$ 150.00 \$ 45.00	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 back to your **My Properties** dashboard. You will also receive an email to confirm the successful transaction and registration completion. Registration Fees are paid once per year, providing year-round 24/7 access to the Rental Registry Program portal for reporting events at your property.

6. Scroll to the Documents section to find the receipt if you would like to print or download it for future reference.

Documents + Add Document				
Columns ▾ Export to Excel Search...				
Drag a column header and drop it here to group by that column				
Document Type	Notes	Created On	Created By	Action
Payment Receipt		06/03/2025	test user	⋮
Invoice		06/03/2025	System	⋮
10 Items per page				1-2 of 2 Items

7. If the property and unit information submitted contains the correct unit count, the **Property Status** will be updated to **Registration Completed**.

Step 7: Download Registration Completion Certificate (Optional)

If you would like a copy of your registration completion certificate, lick on the “Action” button displayed on the top right corner and select “Download Registration Completion Certificate.”



Type Here To Search

Owner PA ▾

My Dashboard

Overview

Parcel Number : 789235

Site Address : 120 Palo Alto Avenue Palo Alto CA 94301 US

Year Built : 1980

Total Units Added : 1

Property Status : Registration Completed

Action ▾

Download Registration Completion Certificate

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.

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 the green **Action** button at the top of the Property Overview page and select Report Property Ownership Change from the dropdown menu.

The screenshot shows the 'My Dashboard' page for the City of Palo Alto. The 'Overview' section displays property details: Parcel Number (TestNOA), Site Address (397 Oakdale Avenue East Palo Alto CA 94303 US), Year Built (2005), Assessor Total Unit Count (1), Total Units Added (0), and Property Status (Registered). An 'Action' dropdown menu is open, showing options 'Submit Rental Registration' and 'Report Property Ownership Change', with the latter highlighted by a red box.

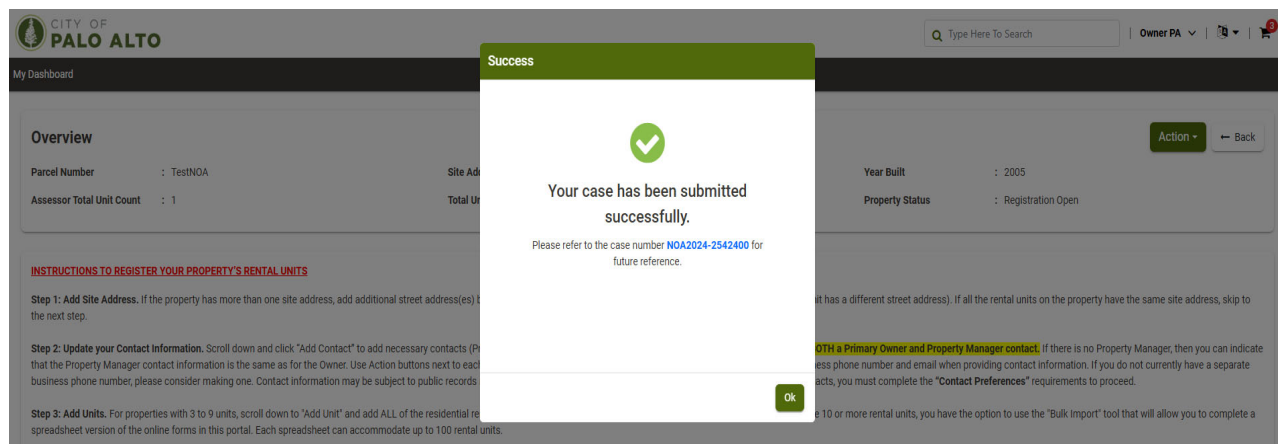
2. Complete the **Report Property Ownership Change** form (required fields are marked with a red asterisk) and click **Submit**.

The screenshot shows the 'Report Property Ownership Change' form. It includes the following sections and fields:

- Property owners, property managers, and/or authorized representatives must report when there is a change in property ownership. The timeframe to report this event is within ten calendar days of the close of escrow.**
- New Owner Contact Information:**
 - * New Owner Name: John Doe
 - * New Owner Email: johndoe@3diemail.com
 - New Owner Phone: (empty)
 - * Date of Ownership Transfer: 07/07/2025
- New Owner Mailing Address:**
 - * Street Address: 200 Palo Alto Avenue
 - Apt/Unit Name: 2
 - * City: Palo Alto
 - * State: CA
 - * ZIP Code: 90001
- Upload File:** Select files...
- 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 Information:**
 - * Full Name: Tom Doe
 - * Title: Property Owner

Buttons: Cancel, Submit

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.



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 dot Action** button on the right. A list of available actions will appear. Select the **Report Rent Increase** dropdown menu option.

The screenshot shows the 'Unit Inventory' table with columns: Unit Site Address, Unit Number, Unit Fee Status, Occupancy Type, Occupancy Start Date, Initial Monthly Rent, Current Monthly Rent, Date of Last Rent Increase, Amount of Last Rent Increase, Services/Amenities Included with Rent, Rental Assistance, Deed Restricted Unit, Other Rent Discounts, and Action. A unit at 120 Palo Alto Avenue is selected, and the 'Report Rent Increase' option is highlighted in the action menu.

Unit Site Address	Unit Number	Unit Fee Status	Occupancy Type	Occupancy Start Date	Initial Monthly Rent	Current Monthly Rent	Date of Last Rent Increase	Amount of Last Rent Increase	Services/Amenities Included with Rent	Rental Assistance	Deed Restricted Unit	Other Rent Discounts	Action
120 Palo Alto Avenue Palo Alto CA 94301 US	1	Non-Exempt	Occupied by Renter	09/04/2024	\$ 1,000.00	\$ 1,500.00	09/03/2024	\$ 500.00	Outdoor private space, Pool/spa	Yes	Yes		Report Rent Increase Report Notice to Quit Report Unlawful Detainer Report Eviction Report Rent Decrease

- 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.

The screenshot shows the 'Report Rent Increase' form with the following fields and instructions:

- 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:** \$ 1,500.00
- * Monthly Rent Increase Amount:** \$ 200.00
- * New Current Monthly Rent Amount following Rent Increase:** \$ 1,700.00
- * Rent Increase Effective Date:** 09/15/2025
- Rent Increase Percentage:** 13.33%
- 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:** John Doe
 - * Title:** Owner
- Buttons:** Cancel, Submit

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

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 dot Action** button on the right. A list of available actions will appear. Select the **Report Notice to Quit** dropdown 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	Unit Fee Status	Occupancy Type	Occupancy Start Date	Initial Monthly Rent	Current Monthly Rent	Date of Last Rent Increase	Amount of Last Rent Increase	Services/Amenities Included with Rent	Rental Assistance	Deed Restricted Unit	Other Rent Discounts	Action
120 Palo Alto Avenue Palo Alto CA 94301 US	1	Non-Exempt	Occupied by Renter	09/04/2024	\$ 1,000.00	\$ 1,500.00	09/03/2024	\$ 500.00	Outdoor private space, Pool/spa	Yes	Yes		Report Rent Increase Report Notice to Quit Report Unlawful Detainer Report Eviction Report Rent Decrease

Use the My Cases section to view your annual registration and event reporting.

- 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**

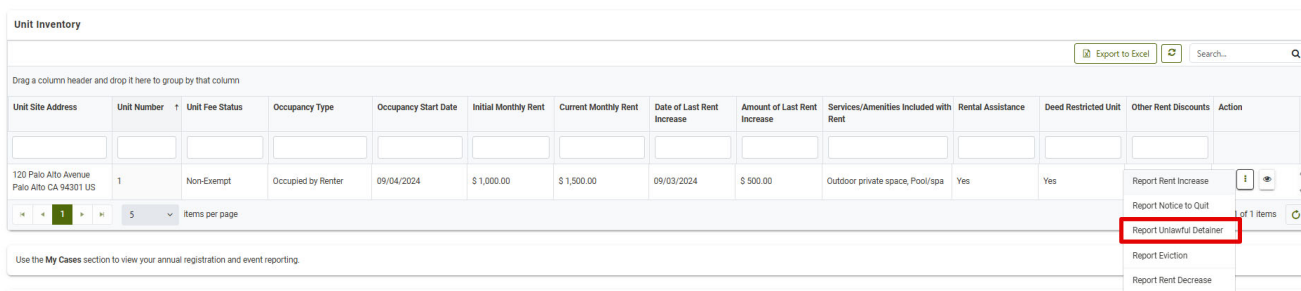
*** Title**

Cancel **Submit**

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

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 dot Action** button on the right. A list of available actions will appear. Select the **Report Unlawful Detainer** dropdown menu option.



Unit Inventory

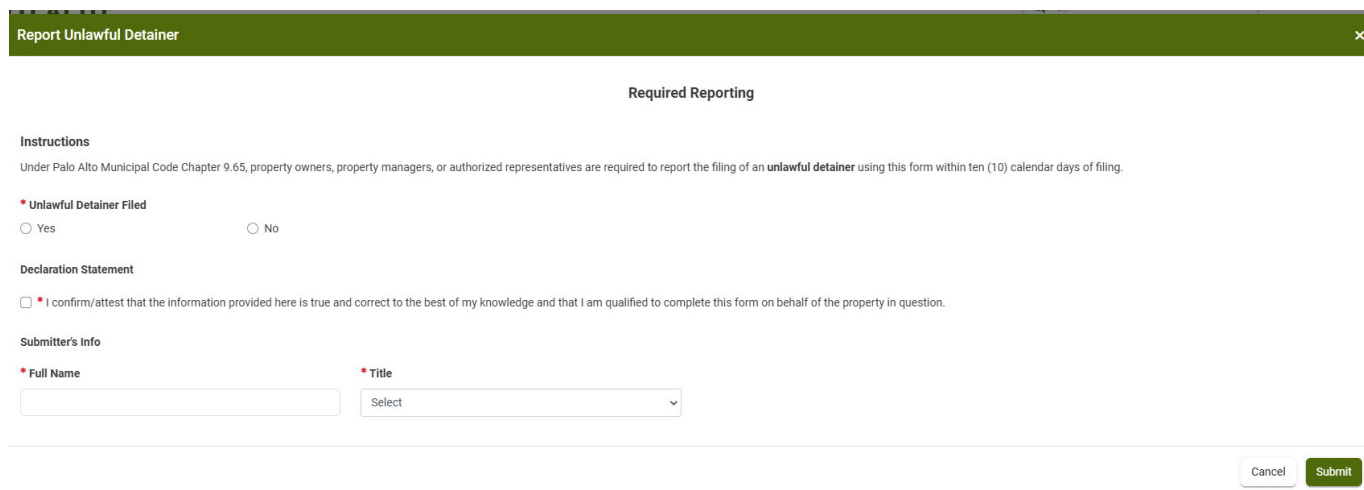
Export to Excel Search...

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

Unit Site Address	Unit Number	Unit Fee Status	Occupancy Type	Occupancy Start Date	Initial Monthly Rent	Current Monthly Rent	Date of Last Rent Increase	Amount of Last Rent Increase	Services/Amenities Included with Rent	Rental Assistance	Deed Restricted Unit	Other Rent Discounts	Action
120 Palo Alto Avenue Palo Alto CA 94301 US	1	Non-Exempt	Occupied by Renter	09/04/2024	\$ 1,000.00	\$ 1,500.00	09/03/2024	\$ 500.00	Outdoor private space, Pool/spa	Yes	Yes		Report Rent Increase Report Notice to Quit Report Unlawful Detainer Report Eviction Report Rent Decrease

Use the My Cases section to view your annual registration and event reporting.

- 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**

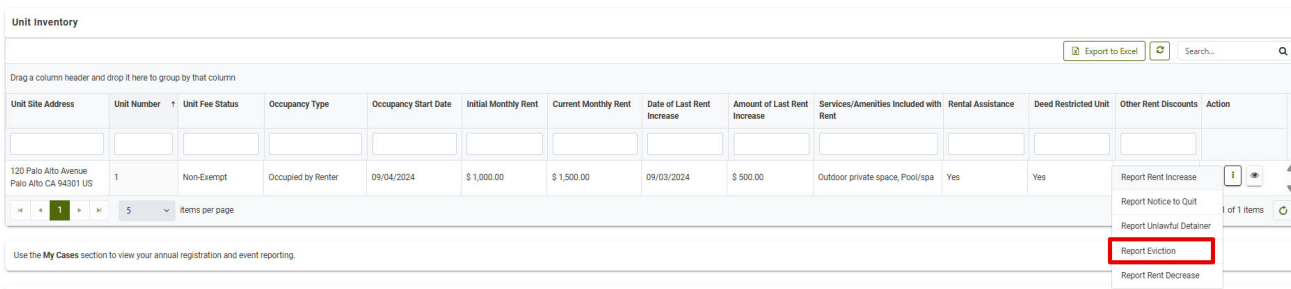
*** Title**

Cancel Submit

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

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 unit and click the **three dot Action** button on the right. A list of available actions will appear. Select the **Report Eviction** dropdown menu option.



Unit Inventory

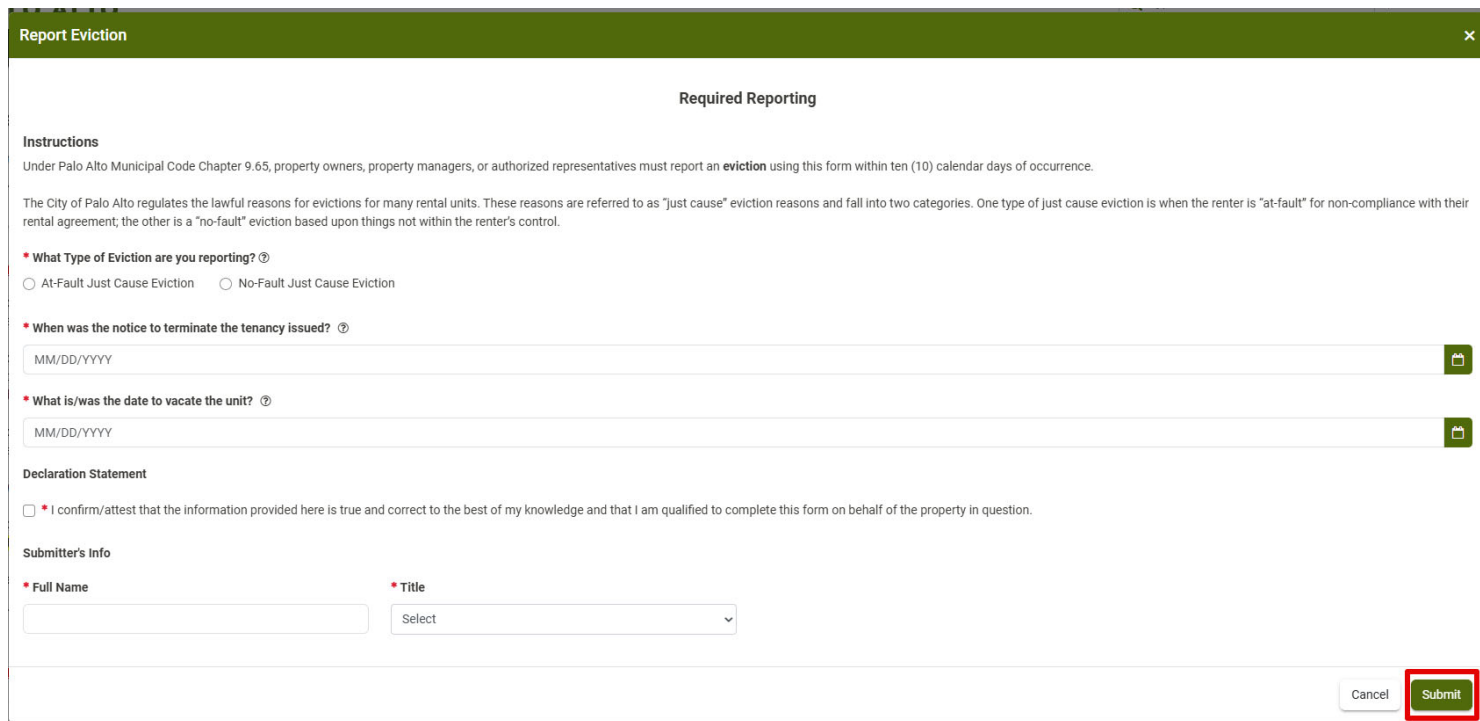
Export to Excel Search...

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

Unit Site Address	Unit Number	Unit Fee Status	Occupancy Type	Occupancy Start Date	Initial Monthly Rent	Current Monthly Rent	Date of Last Rent Increase	Amount of Last Rent Increase	Services/Amenities Included with Rent	Rental Assistance	Deed Restricted Unit	Other Rent Discounts	Action
120 Palo Alto Avenue Palo Alto CA 94301 US	1	Non-Exempt	Occupied by Renter	09/04/2024	\$ 1,000.00	\$ 1,500.00	09/03/2024	\$ 500.00	Outdoor private space, Pool/spa	Yes	Yes		Report Rent Increase Report Notice to Quit Report Unlawful Detainer Report Eviction Report Rent Decrease

Use the My Cases section to view your annual registration and event reporting.

- 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.

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 unit and click the **three dot Action** button on the right. A list of available actions will appear. Select the **Report Rent Decrease** dropdown 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	Unit Fee Status	Occupancy Type	Occupancy Start Date	Initial Monthly Rent	Current Monthly Rent	Date of Last Rent Increase	Amount of Last Rent Increase	Services/Amenities Included with Rent	Rental Assistance	Deed Restricted Unit	Other Rent Discounts	Action
120 Palo Alto Avenue Palo Alto CA 94301 US	1	Non-Exempt	Occupied by Renter	09/04/2024	\$ 1,000.00	\$ 1,500.00	09/03/2024	\$ 500.00	Outdoor private space, Pool/spa	Yes	Yes		Report Rent Increase Report Notice to Quit Report Unlawful Detainer Report Eviction Report Rent Decrease

Items per page

Use the My Cases section to view your annual registration and event reporting.

- 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**
07/07/2025

Rent Decrease Percentage
-10.00%

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.

*** Full Name**
John Doe

*** Title**
Owner

Cancel Submit

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

THANK YOU!