



CITY OF  
**PALO  
ALTO**

# City of Palo Alto Rental Registry Program

## Rental Property Owner/Property Manager User Guide

Version 1.5  
October 2026



## 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: Confirm Your Property Site Address(es) .....                                        | 10 |
| Step 2: Update Owner and Property Manager Contact Information and Contact Preferences ..... | 13 |
| Step 3: Add Unit(s) .....                                                                   | 19 |
| Step 4: Submit Rental Registration.....                                                     | 23 |
| Step 5: Confirm Your Property Status .....                                                  | 24 |
| Step 6: Pay Annual Registration Fees.....                                                   | 25 |
| Step 7: Download Registration Completion Certificate (Optional) .....                       | 27 |
| ANNUAL REGISTRATION RENEWAL PROCESS.....                                                    | 29 |
| Portal Login .....                                                                          | 29 |
| Step 1: Confirm Your Property Site Address(es) .....                                        | 30 |
| Step 2: Update Owner and Property Manager Contact Information and Contact Preferences.....  | 30 |
| Step 3: Update or Add Units .....                                                           | 31 |
| Step 4: Submit Rental Registration .....                                                    | 34 |
| Step 5: Confirm Your Property Status .....                                                  | 35 |
| Step 6: Pay Annual Registration Fees.....                                                   | 36 |
| Step 7: Download Registration Completion Certificate (Optional) .....                       | 38 |
| EVENT REPORTING .....                                                                       | 39 |
| Report Property Ownership Change .....                                                      | 39 |
| Report Occupancy or Lease Change .....                                                      | 41 |
| Report Rent Increase .....                                                                  | 43 |
| Report Rent Decrease .....                                                                  | 44 |
| Report Notice to Quit .....                                                                 | 45 |
| Report Unlawful Detainer .....                                                              | 46 |
| Report Eviction.....                                                                        | 47 |

## 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 eventbased 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](mailto:pa-rentalregistry-techsupport@engagehelpdesk.com).

Please visit [www.cityofpaloalto.org/rentalregistry](http://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](mailto:rentalregistry@paloalto.gov). You may be asked for additional details/information so records can be updated.

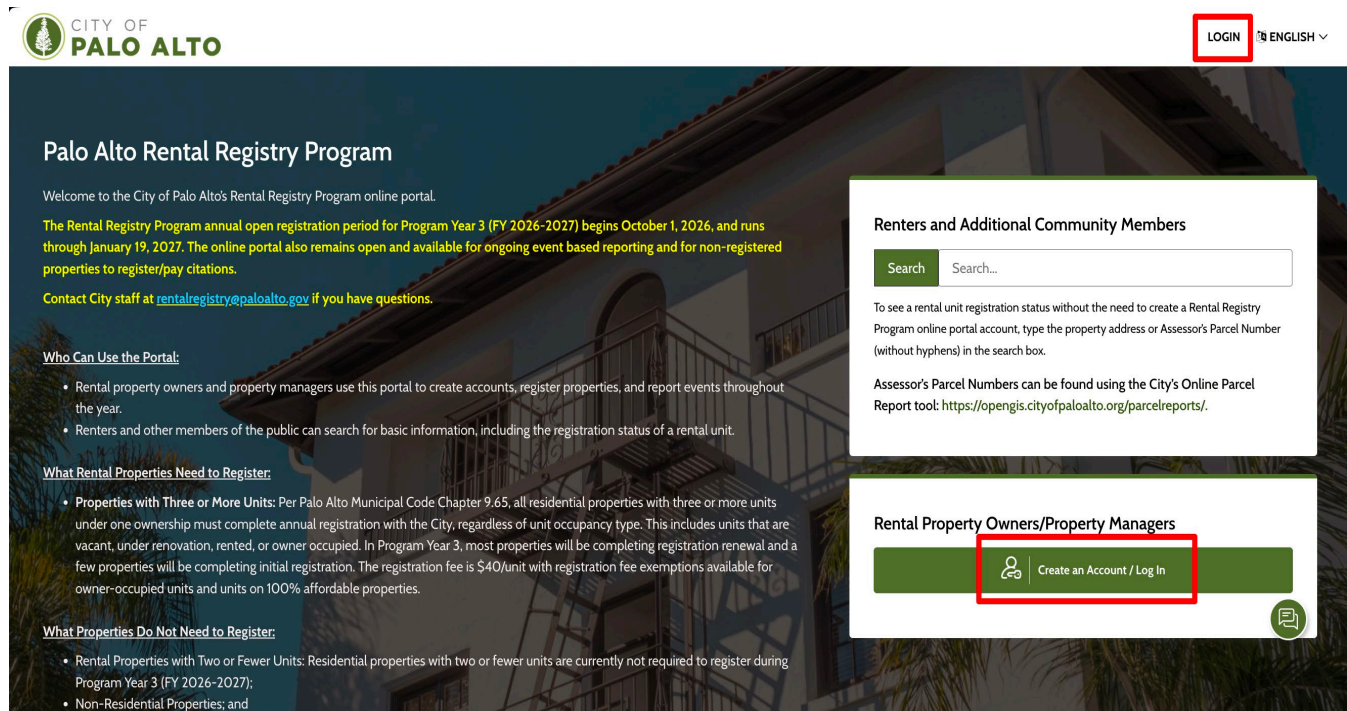
For your initial registration or for your annual registration renewal, you will be required to ensure that the information related to your property is accurate. Please add or review property contact information for property owner(s) and property managers and add or update any property and unit information. The information that you submit will be saved in the Rental Registry Program online portal for your later use in future event reporting and 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 an Occupancy or Lease Change, Rent Increase, Rent Decrease, Notice to Quit, Unlawful Detainer, or Eviction.

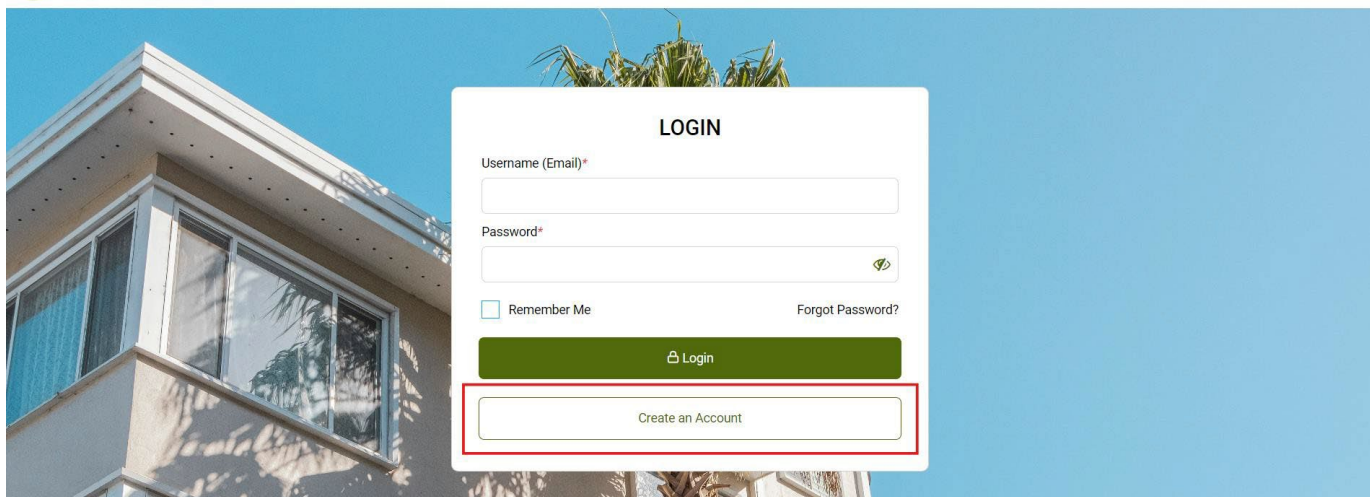
## Create a Login to the Rental Registry Program Portal

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

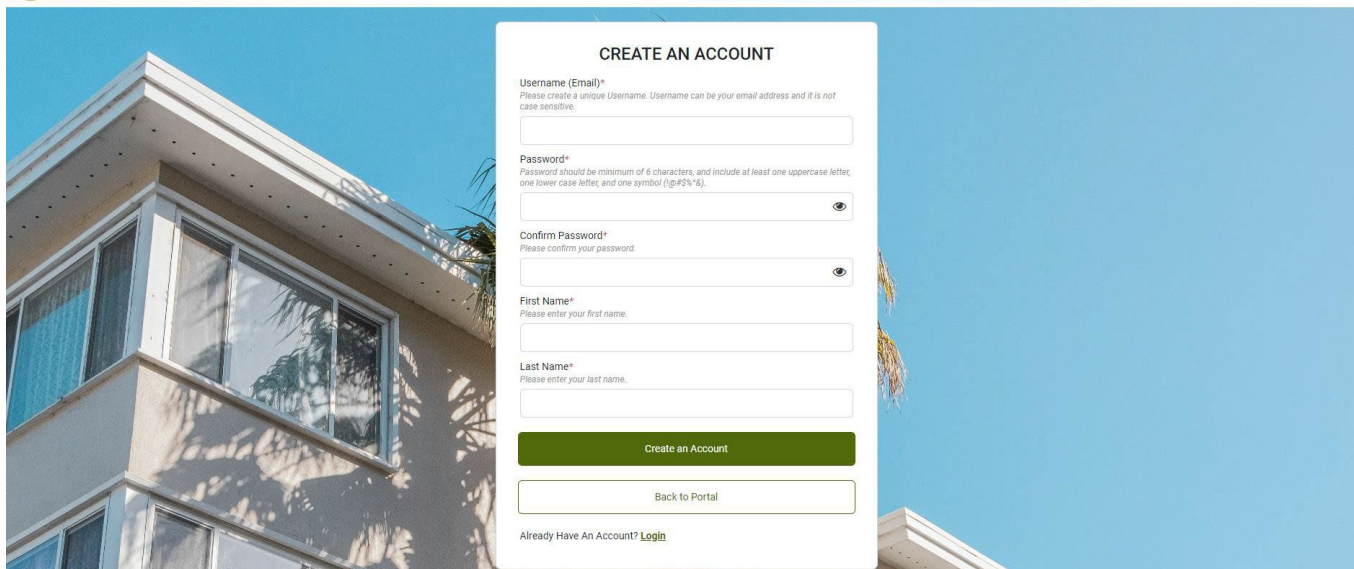
1. Open your web browser and go to [www.paloalto.gov/rentalregistry](http://www.paloalto.gov/rentalregistry) and click on the “Access Online Registration Portal” button. This will take you to the Palo Alto Rental Registry Program online portal landing page. Alternatively, you can use the direct weblink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



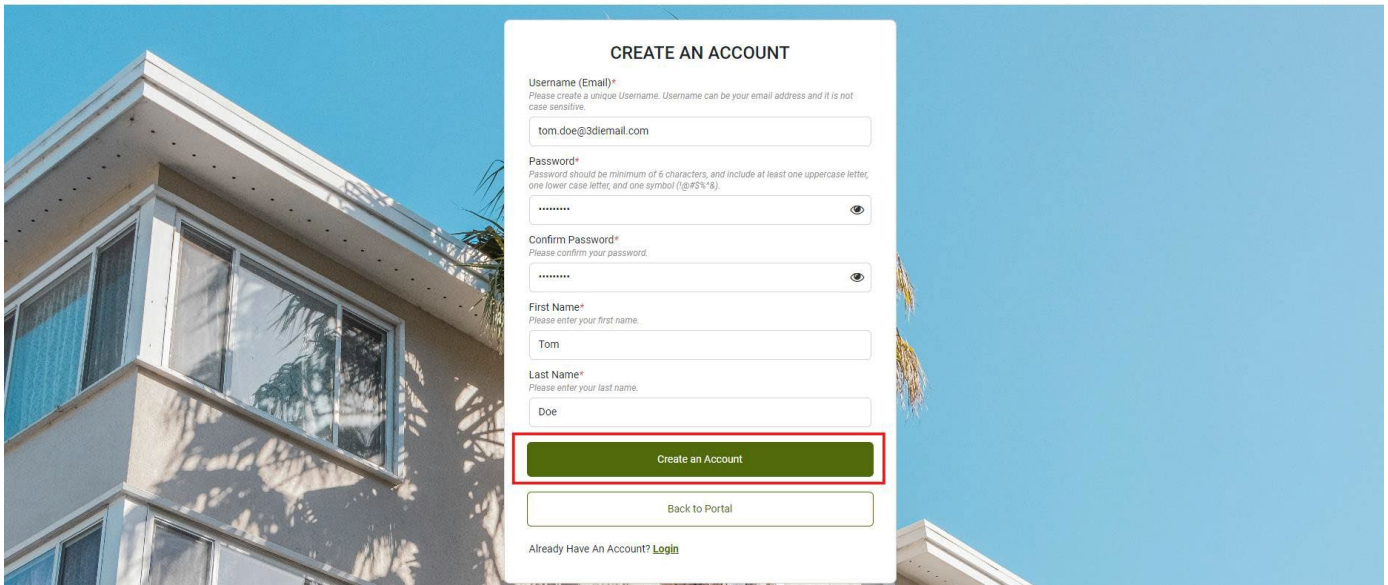
3. Select “Create an Account” to create a new account.



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 screenshot shows the Palo Alto Rental Registry Program online portal. The header includes the City of Palo Alto logo and a 'LOGIN' button. The main content area is titled 'Palo Alto Rental Registry Program' and includes a welcome message, program details, and contact information. On the right side, there are two panels: 'Renters and Additional Community Members' and 'Rental Property Owners/Property Managers'. The 'Rental Property Owners/Property Managers' panel has a red box around the 'Create an Account / Log In' button. Below the main content area, there is a 'LOGIN' form with fields for 'Username (Email)\*' and 'Password\*', a 'Remember Me' checkbox, a 'Forgot Password?' link, and a 'Login' button. The 'Login' button is also highlighted with a red box.

**Palo Alto Rental Registry Program**

Welcome to the City of Palo Alto's Rental Registry Program online portal.

The Rental Registry Program annual open registration period for Program Year 3 (FY 2026-2027) begins October 1, 2026, and runs through January 19, 2027. The online portal also remains open and available for ongoing event based reporting and for non-registered properties to register/pay citations.

Contact City staff at [rentalregistry@paloalto.gov](mailto:rentalregistry@paloalto.gov) if you have questions.

**Who Can Use the Portal:**

- Rental property owners and property managers use this portal to create accounts, register properties, and report events throughout the year.
- Renters and other members of the public can search for basic information, including the registration status of a rental unit.

**What Rental Properties Need to Register:**

- Properties with Three or More Units: Per Palo Alto Municipal Code Chapter 9.65, all residential properties with three or more units under one ownership must complete annual registration with the City, regardless of unit occupancy type. This includes units that are vacant, under renovation, rented, or owner occupied. In Program Year 3, most properties will be completing registration renewal and a few properties will be completing initial registration. The registration fee is \$40/unit with registration fee exemptions available for owner-occupied units and units on 100% affordable properties.

**What Properties Do Not Need to Register:**

- Rental Properties with Two or Fewer Units: Residential properties with two or fewer units are currently not required to register during Program Year 3 (FY 2026-2027);
- Non-Residential Properties; and

**Renters and Additional Community Members**

Search Search...

To see a rental unit registration status without the need to create a Rental Registry Program online portal account, type the property address or Assessor's Parcel Number (without hyphens) in the search box.

Assessor's Parcel Numbers can be found using the City's Online Parcel Report tool: <https://opengis.cityofpaloalto.org/parcelreports/>.

**Rental Property Owners/Property Managers**

Create an Account / Log In

**LOGIN**

Username (Email)\*  
tom.doe@3diemail.com

Password\*  
.....

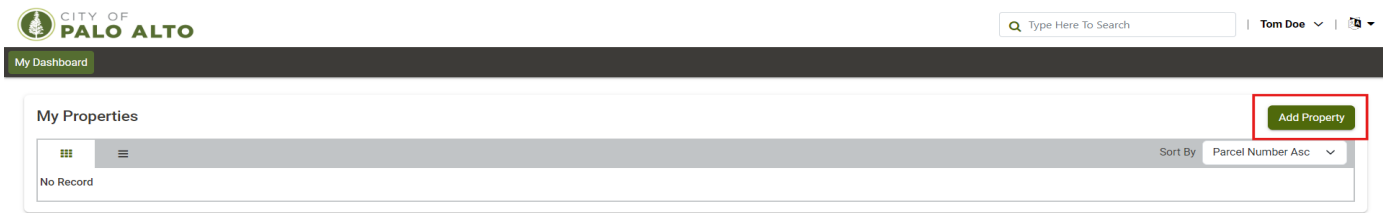
☐ Remember Me [Forgot Password?](#)

Login

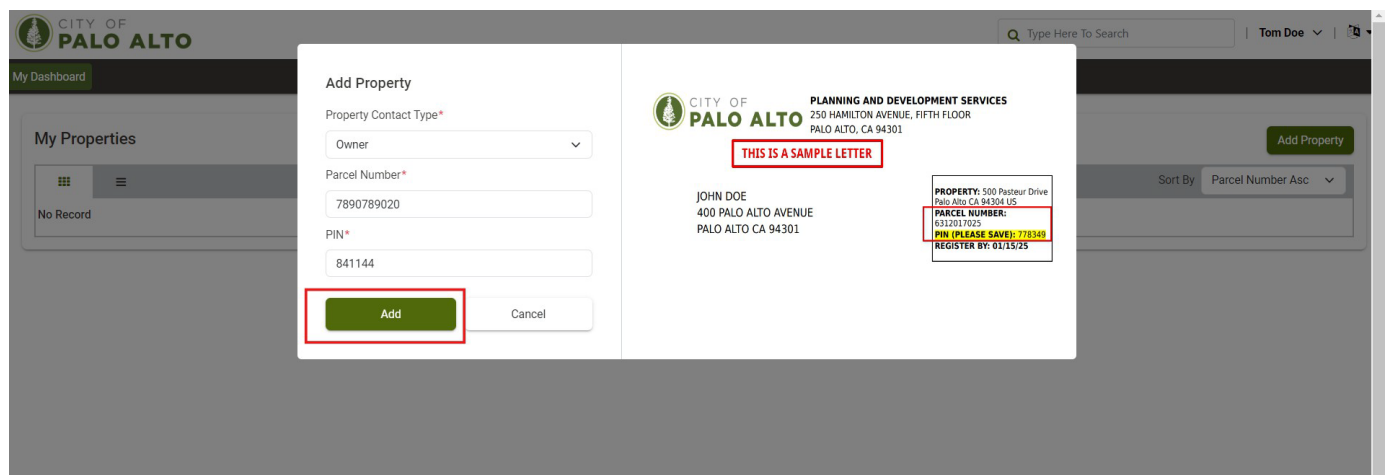
Create an Account

## 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. 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.



# 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 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.



## 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** Action Back

Parcel Number : 12009009      Site Address : 189 COWPER ST PALO ALTO CA 94301 US      Year Built : 1901

Total Units Added : 4      Property Status : Registration Open

**INSTRUCTIONS FOR REPORTING EVENTS**

Scroll down to the **Unit Inventory** section.

- Report the following events within **10 days** of occurrence:
  - Changes in rental property ownership
  - Rent increases
  - Notice to quit
  - Unlawful detainer filings
  - Evictions
  - Rent decreases
  - NEW\* Occupancy updates and changes (such as a unit turnover to a new renter)**
  - NEW\* Lease updates and changes (such as if an incentive or discount is no longer applied to the unit rent or if the lease changes from 1-year to month to month)**
- To report a property ownership change, click the green **Action** button at the top right of this property page.
- To report a unit event, click the **three dot Action** button to the right of the unit and select the appropriate event from the drop-down menu.
- Complete and submit the event reporting form.

**INSTRUCTIONS TO REGISTER ANNUALLY**

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

- Use the green **Add** button to add any additional property site addresses.
- If all rental units share the same site address or all addresses are present, proceed to Step 2.

### 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** + Add

850 Palo Alto Avenue Palo Alto CA 94301 US Edit

## Rental Registry Program Rental Property Owner/Property Manager User Guide

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

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

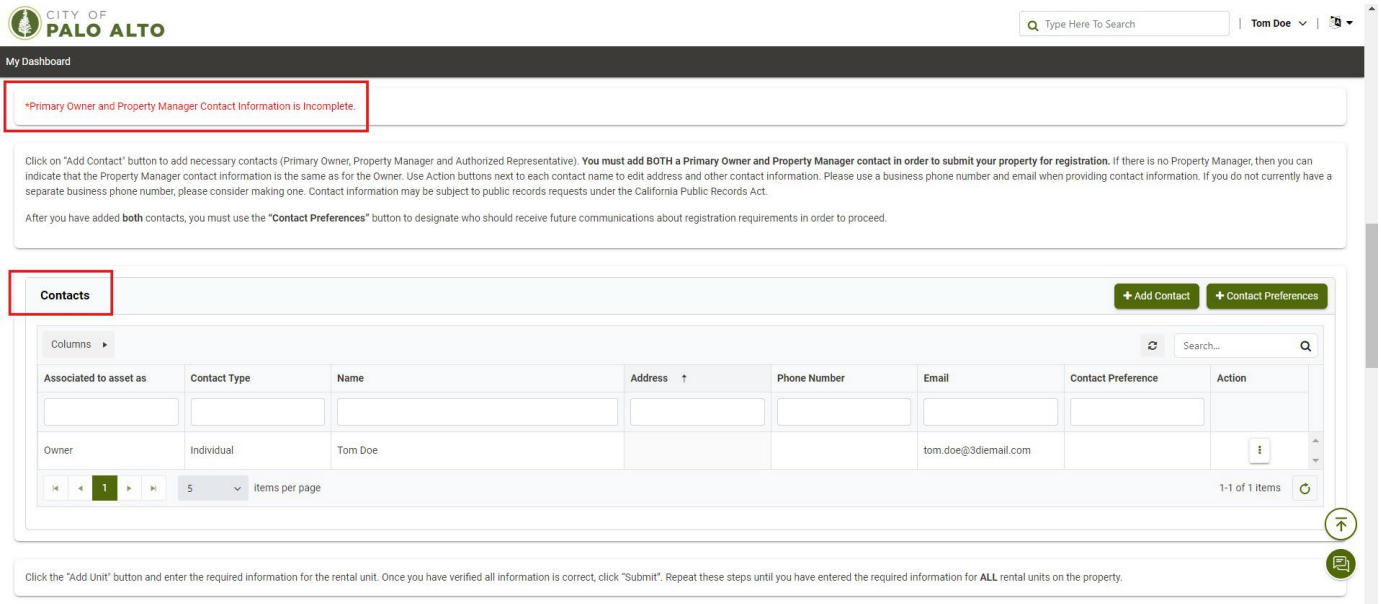
- The **Add Site Address** form will appear. Enter the required information and save your changes.

- 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.



**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.

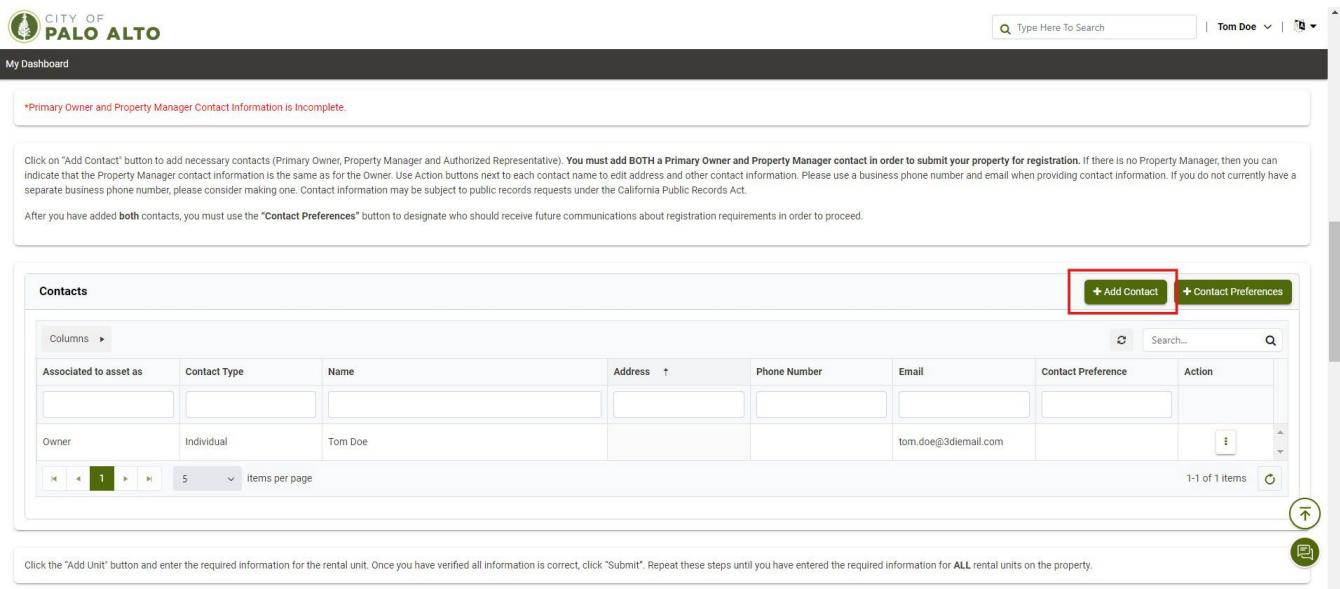
**Contacts** + Add Contact + Contact Preferences

| 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.

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.

3. 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

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) 789-776!

Extension

☒ Primary

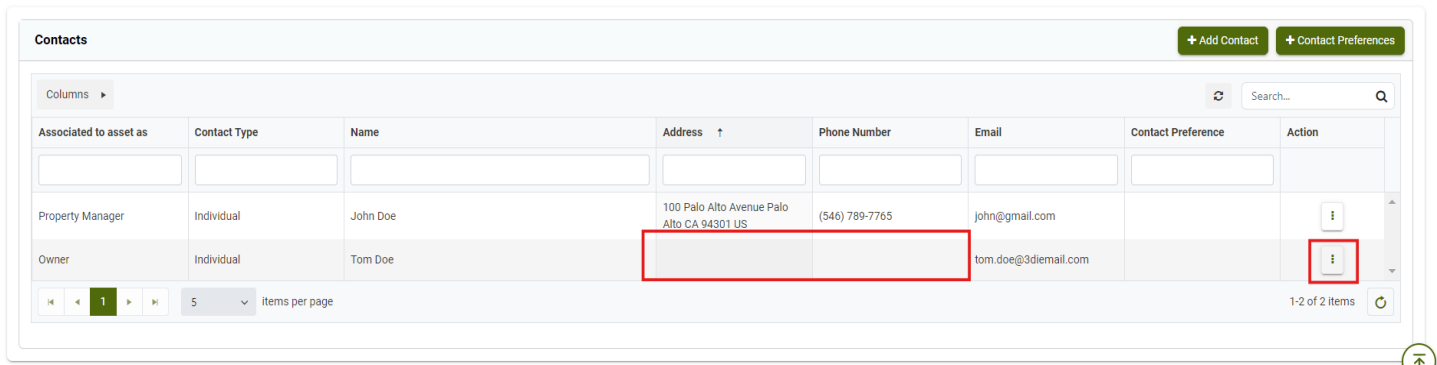
+ Add Contact Details

Save

Cancel

## Rental Registry Program Rental Property Owner/Property Manager User Guide

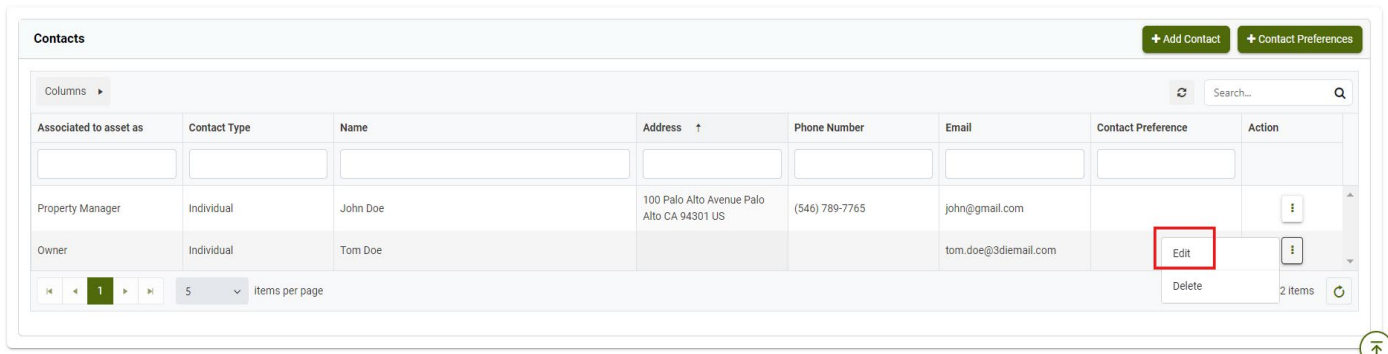
- If the **Owner** contact is missing any information (Mailing Address, Email, or Phone), click on the **three-dot Action** button as shown below to add/edit the contact details.



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 a red box around the three-dot action button in the "Action" column.

| 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, but with the dropdown menu for the "Owner" contact open. The "Edit" option is 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 |                    | <div> Edit Delete </div> |

## Rental Registry Program Rental Property Owner/Property Manager User Guide

- 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 the 'Contacts' section of the application. At the top right, there are two buttons: '+ Add Contact' and '+ Contact Preferences'. The '+ Contact Preferences' button is highlighted with a red box. Below the buttons is a table with the following columns: Associated to asset as, Contact Type, Name, Address, Phone Number, Email, Contact Preference, and Action. The table contains two rows of 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       |                    | [Info Icon] |
| Owner                  | Individual   | Tom Doe  | 200 Palo Alto Avenue Palo Alto CA 94301 US | (657) 890-9878 | tom.doe@3diemail.com |                    | [Info Icon] |

At the bottom of the table, there is a pagination bar showing '1' of 2 items per page.

The screenshot shows the 'Contact Preferences' dialog box. 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 a text block explaining the roles:

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 of the dialog, there are two buttons: 'Save' and 'Cancel'. The 'Save' button is highlighted with a red box.

- 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' section of the application. At the top right, there are two buttons: '+ Add Contact' and '+ Contact Preferences'. The '+ Add Contact' button is highlighted with a red box. Below the buttons is a table with the following columns: Associated to asset as, Contact Type, Name, Address, Phone Number, Email, Contact Preference, and Action. The table contains two rows of 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 | [Info Icon] |
| Owner                  | Individual   | Tom Doe  | 200 Palo Alto Avenue Palo Alto CA 94301 US | (657) 890-9878 | tom.doe@3diemail.com | Billing Contact       | [Info Icon] |

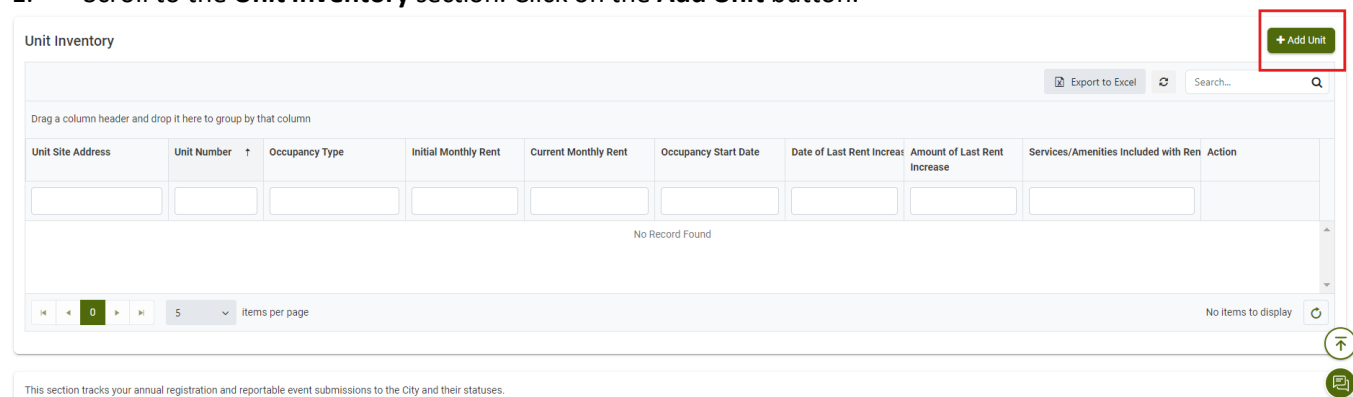
At the bottom of the table, there is a pagination bar showing '1' of 2 items per page.

### 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.

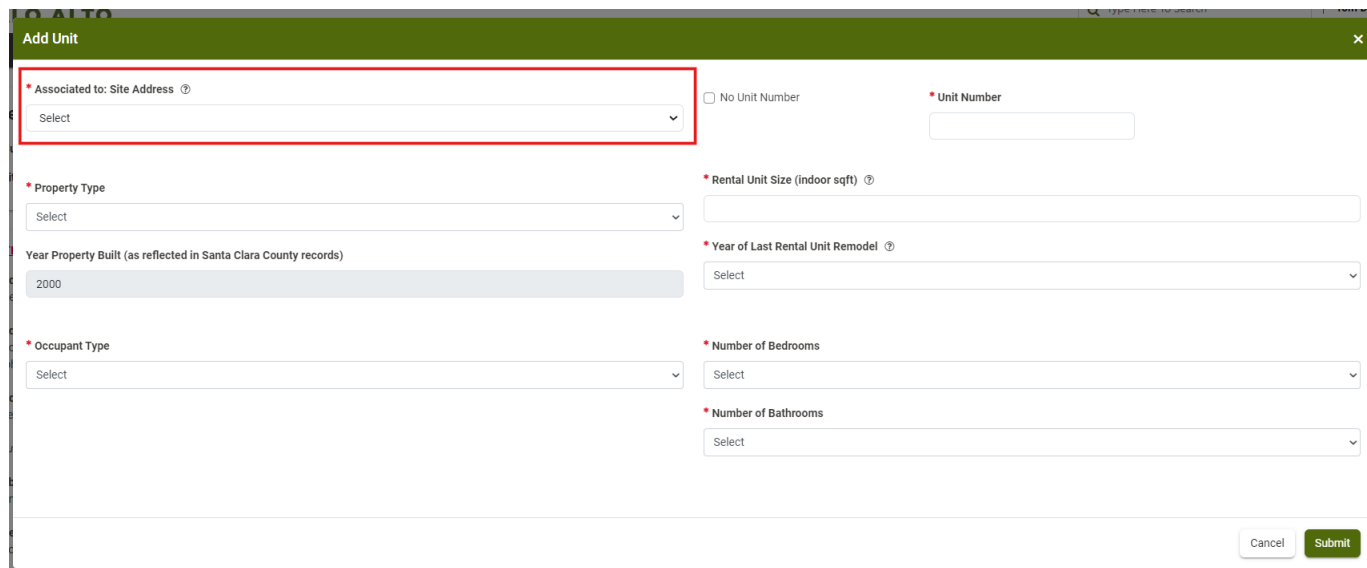
**\*Note:** Not every unit field will be explained in this guide. If you have specific questions, contact the City of Palo Alto Rental Registry Program or the 3Di Registration Technical Assistance Helpdesk.

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 enclosed in a light gray border.

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

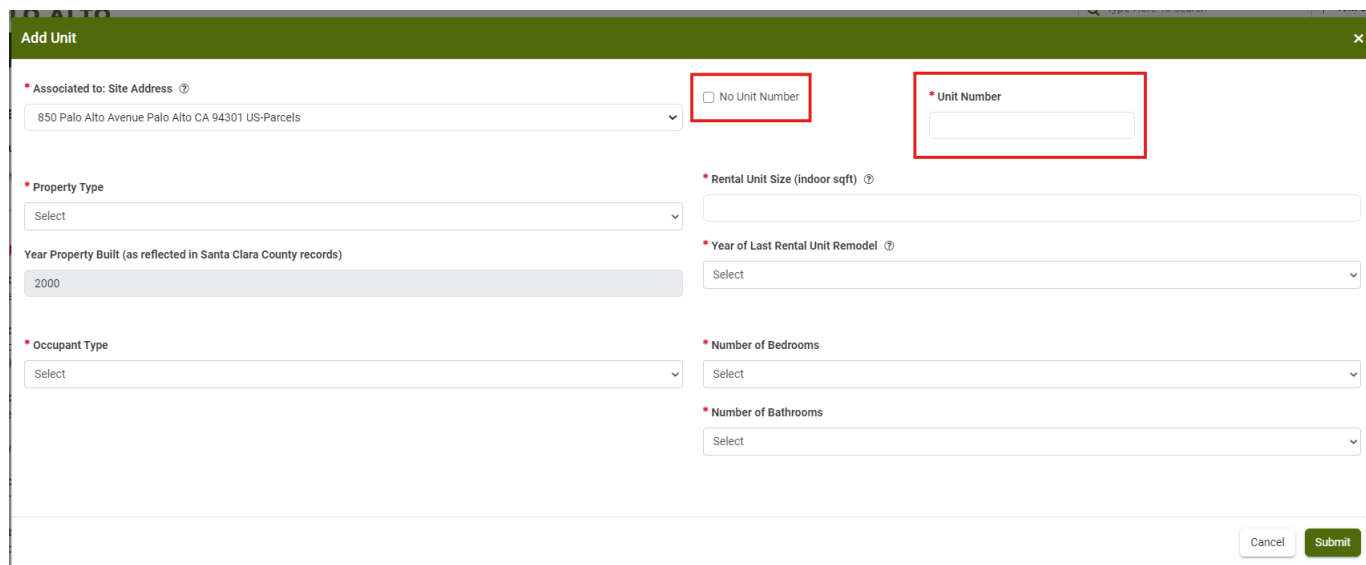
\* Occupant Type  
Select

\* 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                   | <div> Delete Unit Edit Unit </div> |
| 100 Palo Alto Avenue Palo Alto CA 94301 US | 2           | Non-Exempt      | Occupied by Owner  | 09/15/2025           |                      |                      |                            |                              |                                       |                   |                      |                      | <div> Delete Unit Edit Unit </div> |

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...

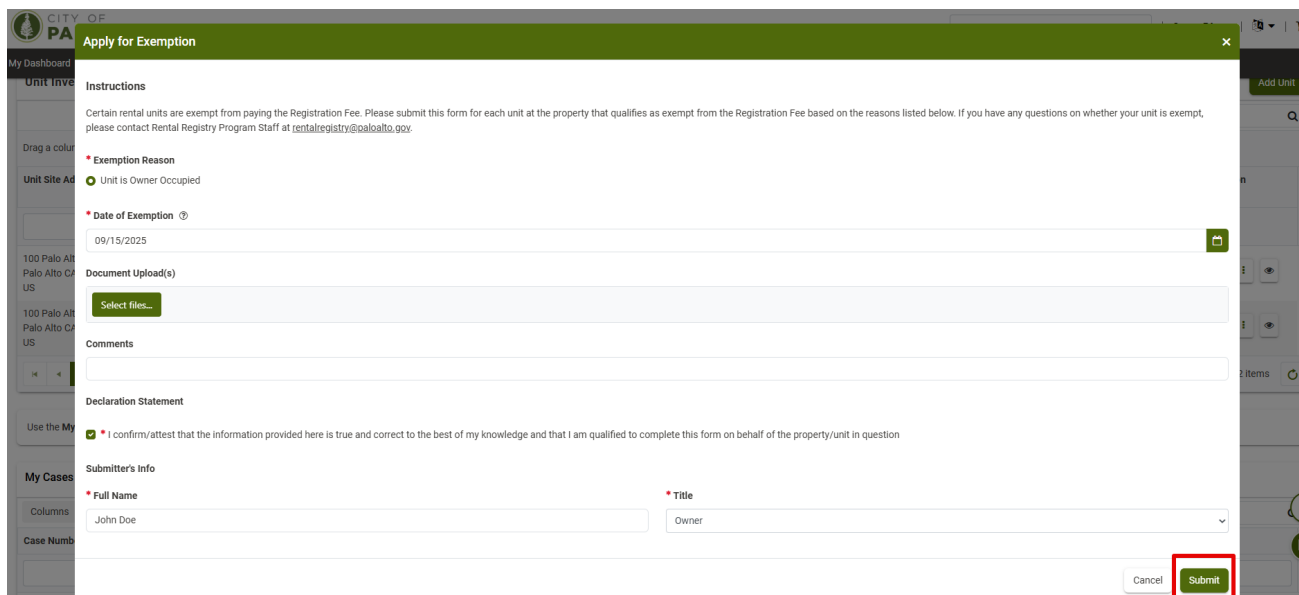
Drag a column header and drop it here to group by that column

| 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                   | <div> Delete Unit Edit Unit </div>                     |
| 100 Palo Alto Avenue Palo Alto CA 94301 US | 2           | Non-Exempt      | Occupied by Owner  | 09/15/2025           |                      |                      |                            |                              |                                       |                   |                      |                      | <div> Delete Unit Edit Unit Apply for Exemption </div> |

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](mailto: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. If you applied for an owner occupied unit fee exemption previously, the unit will already be marked “Exempt” and there is no need to reapply.

| Unit Inventory                                                |             |                       |                    |                      |                      |                      |                            |                              |                                       |                   |                      |                      | Add Unit        |
|---------------------------------------------------------------|-------------|-----------------------|--------------------|----------------------|----------------------|----------------------|----------------------------|------------------------------|---------------------------------------|-------------------|----------------------|----------------------|-----------------|
| Drag a column header and drop it here to group by that column |             |                       |                    |                      |                      |                      |                            |                              |                                       |                   |                      |                      | Export to Excel |
| 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

| Unit Inventory                                                |             |                 |                                 |                      |                      |                      |                            |                              |                                       |                   |                      |                      |        |
|---------------------------------------------------------------|-------------|-----------------|---------------------------------|----------------------|----------------------|----------------------|----------------------------|------------------------------|---------------------------------------|-------------------|----------------------|----------------------|--------|
| <div> Export to Excel Search... </div>                        |             |                 |                                 |                      |                      |                      |                            |                              |                                       |                   |                      |                      |        |
| 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 |
| 300 Palo Alto Avenue Palo Alto CA 94301 US                    | 1           | Exempt          | Occupied by Owner               | 09/23/2026           |                      |                      |                            |                              |                                       |                   |                      |                      | ⋮      |
| 300 Palo Alto Avenue Palo Alto CA 94301 US                    | 2           | Non-Exempt      | Vacant - Not Available for Rent | 09/25/2026           |                      |                      |                            |                              |                                       |                   | No                   |                      | ⋮      |
| <div> 1 5 items per page 1-2 of 2 items </div>                |             |                 |                                 |                      |                      |                      |                            |                              |                                       |                   |                      |                      |        |

## 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.

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

CITY OF PALO ALTO
Type Here To Search
Owner PA

My Dashboard

Overview

Parcel Number : 12002001
Site Address : 530 HAWTHORNE AVE PALO ALTO CA 94301 US
Year Built :
Total Units Added : 7
Property Status : Registration Open

Action
Back

Submit Rental Registration
Report Property Ownership Change

INSTRUCTIONS FOR REPORTING EVENTS

Scroll down to the **Unit Inventory** section.

- Report the following events within **10 days** of occurrence:
  - Changes in rental property ownership
  - Rent increases
  - Notice to quit
  - Unlawful detainer filings
  - Evictions
  - Rent decreases
  - NEW!** Occupancy updates and changes (such as a unit turnover to a new renter)
  - NEW!** Lease updates and changes (such as if an incentive or discount is no longer applied to the unit rent or if the lease changes from 1-year to month to month)
- To report a property ownership change, click the green **Action** button at the top right of this property page.
- To report a unit event, click the **three dot Action** button to the right of the unit and select the appropriate event from the drop-down menu.
- Complete and submit the event reporting form.

- 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.

- 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.

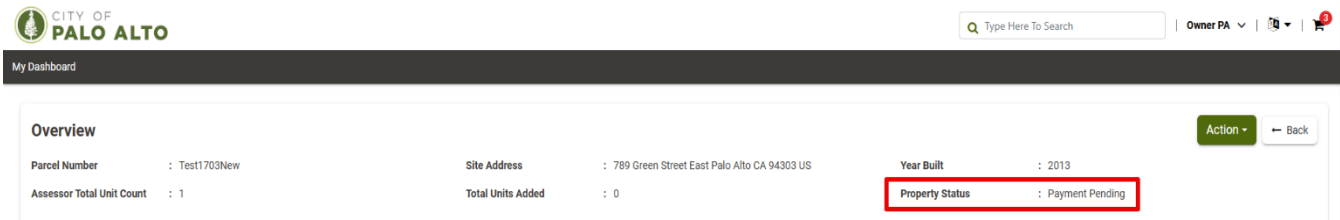
### Step 5: Confirm Your Property Status

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

| Property Status               | Meaning                                                                                                                                                                                                                                                                                                                                            |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Registration Open</b>      | The registration of this property is still in open status. Provide updated information about your property and submit for registration.                                                                                                                                                                                                            |
| <b>Registration Denied</b>    | 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.                                                                                                                                               |
| <b>Unit Discrepancy</b>       | 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 <a href="mailto:rentalregistry@palto.gov">rentalregistry@palto.gov</a> . |
| <b>Payment Pending</b>        | The registration information for the property was submitted and payment of registration fees is required to complete registration.                                                                                                                                                                                                                 |
| <b>Registration Completed</b> | The registration information for the property was submitted, any required registration fees were paid. No further action is required at this time.                                                                                                                                                                                                 |
| <b>Pending Staff Review</b>   | 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.                                                                                                                                                    |
| <b>Property Exempt</b>        | 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 <a href="mailto:rentalregistry@palto.gov">rentalregistry@palto.gov</a> .                                                                                             |

## 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

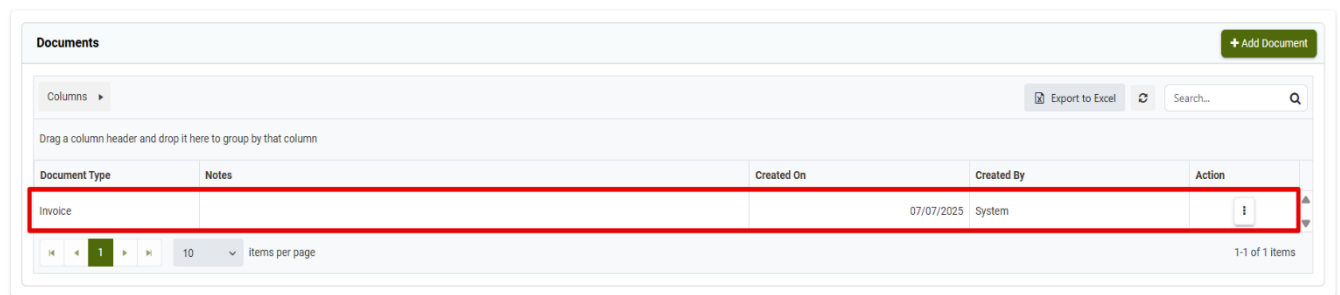
Overview

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

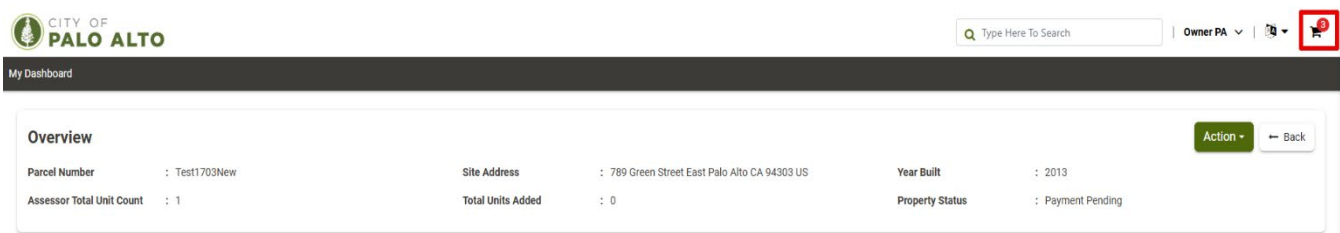
Columns ▾ Export to Excel Search...

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

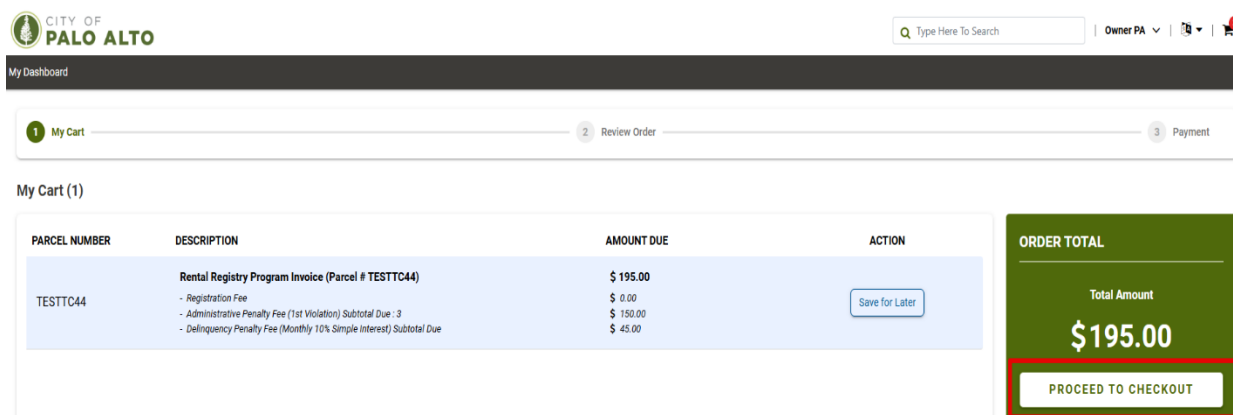
Overview

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      | <b>Rental Registry Program Invoice (Parcel # TESTTC44)</b><br>- Registration Fee \$ 0.00<br>- Administrative Penalty Fee (1st Violation) Subtotal Due : 3 \$ 150.00<br>- Delinquency Penalty Fee (Monthly 10% Simple Interest) Subtotal Due \$ 45.00 | \$ 195.00  | Save for Later |

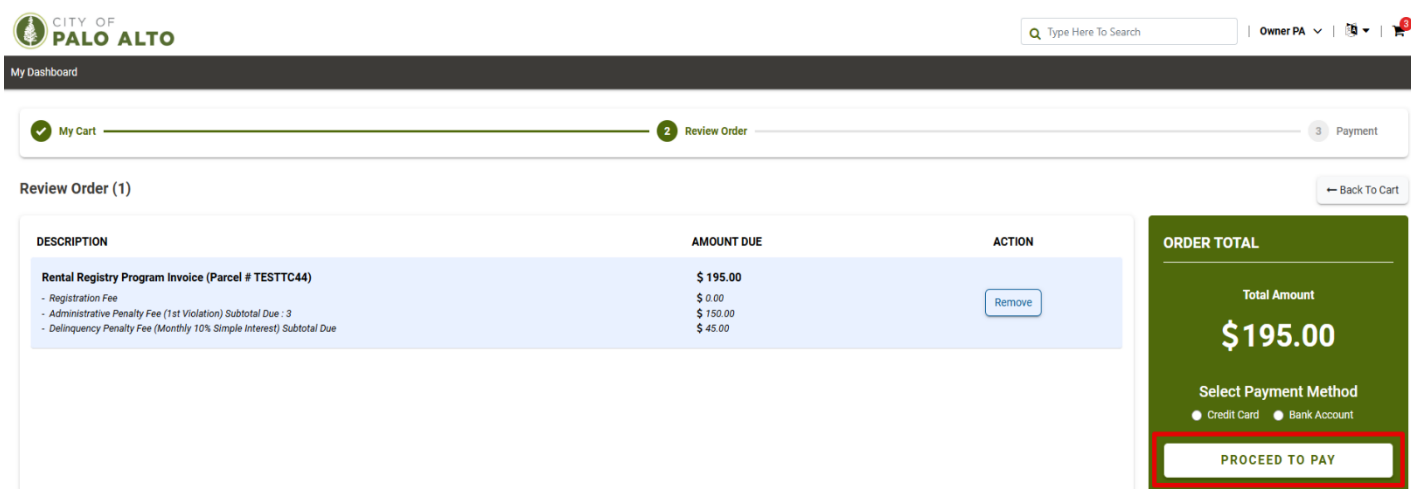
**ORDER TOTAL**

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 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|--------|
| <b>Rental Registry Program Invoice (Parcel # TESTTC44)</b><br>- Registration Fee \$ 0.00<br>- Administrative Penalty Fee (1st Violation) Subtotal Due : 3 \$ 150.00<br>- 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 <span>+ Add Document</span>                                                                                                           |       |            |            |                |
|-------------------------------------------------------------------------------------------------------------------------------------------------|-------|------------|------------|----------------|
| <div>Columns <span>Export to Excel</span> <span>Search...</span></div> <div>Drag a column header and drop it here to group by that column</div> |       |            |            |                |
| Document Type                                                                                                                                   | Notes | Created On | Created By | Action         |
| Payment Receipt                                                                                                                                 |       | 06/03/2025 | test user  | <span>⋮</span> |
| Invoice                                                                                                                                         |       | 06/03/2025 | System     | <span>⋮</span> |

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.”



Owner PA
1

My Dashboard

Overview

Parcel Number

: 12004070

Site Address

: 734 WEBSTER ST PALO ALTO CA 94301 US

Year Built

Total Units Added

: 4

Property Status

: Registration Completed

Action

Back

Report Property Ownership Change

Download Registration Completion Certificate

INSTRUCTIONS FOR REPORTING EVENTS

Scroll down to the Unit Inventory section.

Report the following events within 10 days of occurrence:

- Changes in rental property ownership
- Rent increases
- Notice to quit
- Unlawful detainer filings

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.



Q Type Here To Search

Owner PA



My Dashboard

## Overview

Action

Back

Parcel Number : 12004070

Site Address : 734 WEBSTER ST PALO ALTO CA 94301 US

Year Built : 1962

Total Units Added : 4

Property Status : Registration Completed

## INSTRUCTIONS FOR REPORTING EVENTS

Scroll down to the **Unit Inventory** section.

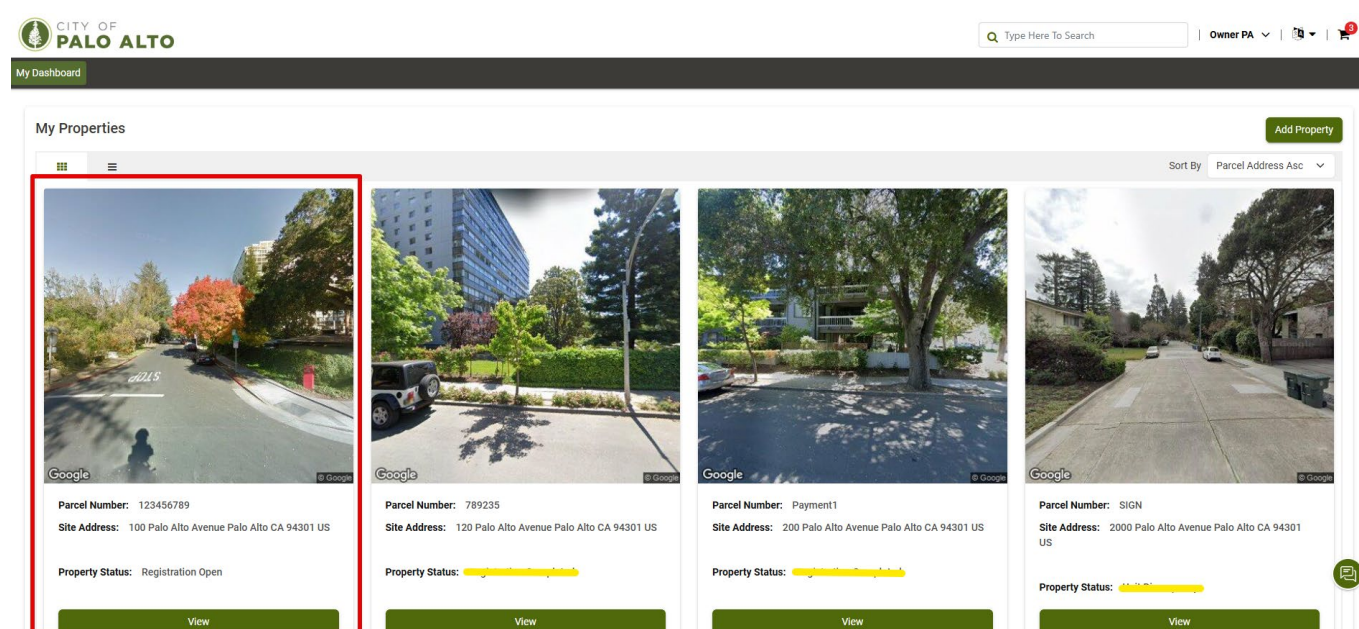
- Report the following events within **10 days** of occurrence:
  - Changes in rental property ownership
  - Rent increases
  - Notice to quit
  - Unlawful detainer filings
  - Evictions
  - Rent decreases
  - "NEW" Occupancy updates and changes (such as a unit turnover to a new renter)**
  - "NEW" Lease updates and changes (such as if an incentive or discount is no longer applied to the unit rent or if the lease changes from 1-year to month to month).**
- To report a property ownership change, click the green **Action** button at the top right of this property page.
- To report a unit event, click the **three dot Action** button to the right of the unit and select the appropriate event from the drop-down menu.
- Complete and submit the event reporting form.

## 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]

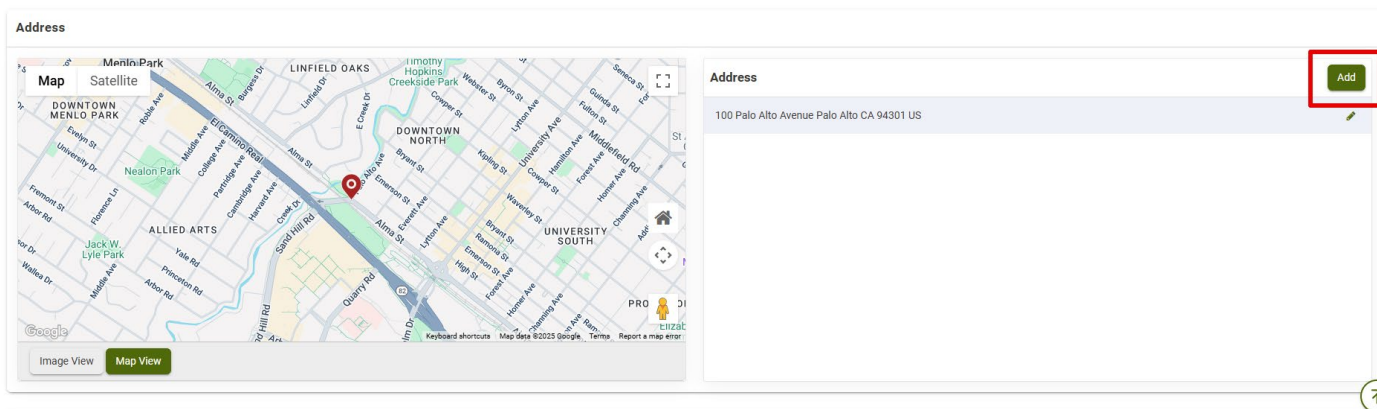
Sort By: Parcel Address Asc

| 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: [Yellow Progress Bar]                                             | Property Status: [Yellow Progress Bar]                                              | Property Status: [Yellow 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.



## 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.

| Contacts               |              |                                                                        |                                            |                |                       |                                        |                                                                                       |
|------------------------|--------------|------------------------------------------------------------------------|--------------------------------------------|----------------|-----------------------|----------------------------------------|---------------------------------------------------------------------------------------|
| Columns ▾              |              | <div> Add Contact Add Contact Preference </div> <div> Search... </div> |                                            |                |                       |                                        |                                                                                       |
| 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 |                                        |  |

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

Add Contact

Add Contact Preference

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 |                                       |        |

1

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 |
|--------------------------------------|-------------|-----------------|--------------------------------|----------------------|----------------------|----------------------|----------------------------|------------------------------|---------------------------------------|-------------------|----------------------|----------------------|--------|
|                                      |             |                 |                                |                      |                      |                      |                            |                              |                                       |                   |                      |                      |        |
| 734 WEBSTER ST PALO ALTO CA 94301 US | Test01      | Non-Exempt      | Occupied by Rent-Free Occupant | 06/01/2025           | \$ 1,000.00          |                      |                            |                              | Laundry                               |                   | Yes                  |                      |        |
| 734 WEBSTER ST PALO ALTO CA 94301 US | Test02      | Non-Exempt      | Occupied by Renter             | 02/01/2025           | \$ 2,000.00          | \$ 2,500.00          | 06/02/2025                 | \$ 500.00                    | Storage                               | Yes               |                      |                      |        |
| 734 WEBSTER ST PALO ALTO CA 94301 US | Test03      | Non-Exempt      | Occupied by Property Manager   | 03/01/2025           | \$ 3,000.00          | \$ 3,500.00          | 06/01/2025                 | \$ 500.00                    | Internet                              | Yes               |                      |                      |        |
| 734 WEBSTER ST PALO ALTO CA 94301 US | Test04      | Non-Exempt      | Occupied by Owner              | 02/01/2023           |                      |                      |                            |                              |                                       |                   |                      |                      |        |

1

5 items per page

1-4 of 4 items

- Report Rent Increase
- Report Notice to Quit
- Report Unlawful Detainer
- Report Eviction
- Report Rent Decrease
- Report Occupancy or Lease Change

31

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

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

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                   | i e    |
| 100 Palo Alto Avenue Palo Alto CA 94301 US | 2           | Applied for Exemption | Occupied by Owner  | 09/15/2025           |                      |                      |                            |                              |                                       |                   |                      |                      | i e    |

1
5
items per page
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

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 |
|-------------------------------------|-------------|-----------------|---------------------------------|----------------------|----------------------|----------------------|----------------------------|------------------------------|---------------------------------------|-------------------|----------------------|----------------------|--------|
| 189 COWPER ST PALO ALTO CA 94301 US | 1           | Non-Exempt      | Occupied by Owner               | 07/01/2026           |                      |                      |                            |                              |                                       |                   |                      |                      | i e    |
| 189 COWPER ST PALO ALTO CA 94301 US | 125         | Non-Exempt      | Vacant - Available for Rent     | 07/22/2026           |                      |                      |                            | \$0                          |                                       |                   |                      |                      | i e    |
| 189 COWPER ST PALO ALTO CA 94301 US | 3           | Non-Exempt      | Occupied by Renter              | 08/17/2026           | \$ 500.00            | \$ 600.00            | 08/17/2026                 | \$0                          | Water                                 | Yes               | Yes                  | Yes                  | i e    |
| 189 COWPER ST PALO ALTO CA 94301 US | 5           | Non-Exempt      | Vacant - Not Available for Rent | 09/03/2026           |                      |                      |                            |                              |                                       |                   | Yes                  |                      | i e    |

1
5
items per page
1-4 of 4 items

Delete Unit
Apply for Exemption
Report Occupancy or Lease Change

- 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](mailto: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

- 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.

**Overview**

Parcel Number : 12009009 Site Address : 189 COWPER ST PALO ALTO CA 94301 US Year Built :  
Total Units Added : 4 Property Status : Registration Open

**INSTRUCTIONS FOR REPORTING EVENTS**

Scroll down to the **Unit Inventory** section.

- Report the following events within **10 days** of occurrence:
  - Changes in rental property ownership
  - Rent increases
  - Notice to quit
  - Unlawful detainer filings
  - Evictions
  - Rent decreases
  - NEW\* Occupancy updates and changes (such as a unit turnover to a new renter)**
  - NEW\* Lease updates and changes (such as if an incentive or discount is no longer applied to the unit rent or if the lease changes from 1-year to month to month)**
- To report a property ownership change, click the green **Action** button at the top right of this property page.
- To report a unit event, click the **three dot Action** button to the right of the unit and select the appropriate event from the drop-down menu.
- Complete and submit the event reporting form.

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.

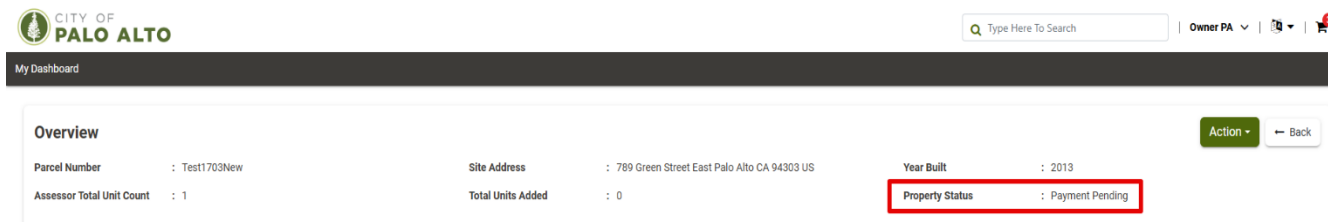
## Step 5: Confirm Your Property Status

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

| Property Status               | Meaning                                                                                                                                                                                                                                                                                                                                                  |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Registration Open</b>      | The registration of this property is still in open status. Provide updated information about your property and submit for registration.                                                                                                                                                                                                                  |
| <b>Registration Denied</b>    | 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.                                                                                                                                                     |
| <b>Unit Discrepancy</b>       | 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 <a href="mailto:rentalregistry@paloalto.gov">rentalregistry@paloalto.gov</a> . |
| <b>Payment Pending</b>        | The registration information for the property was submitted and payment of registration fees is required to complete registration.                                                                                                                                                                                                                       |
| <b>Registration Completed</b> | The registration information for the property was submitted, any required registration fees were paid. No further action is required at this time.                                                                                                                                                                                                       |
| <b>Pending Staff Review</b>   | 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.                                                                                                                                                          |
| <b>Property Exempt</b>        | 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 <a href="mailto:rentalregistry@paloalto.gov">rentalregistry@paloalto.gov</a> .                                                                                             |

## 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

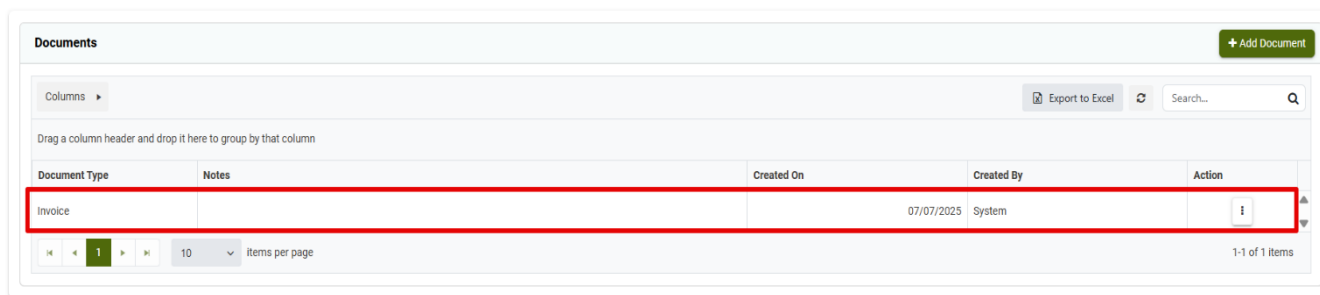
Overview

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...

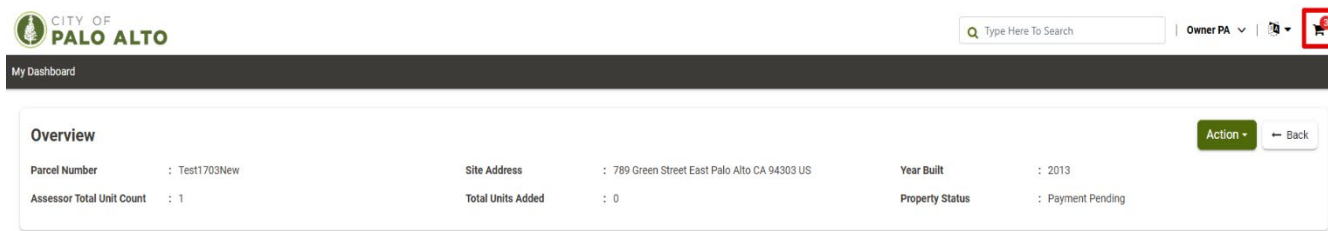
Drag a column header and drop it here to group by that column

| 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

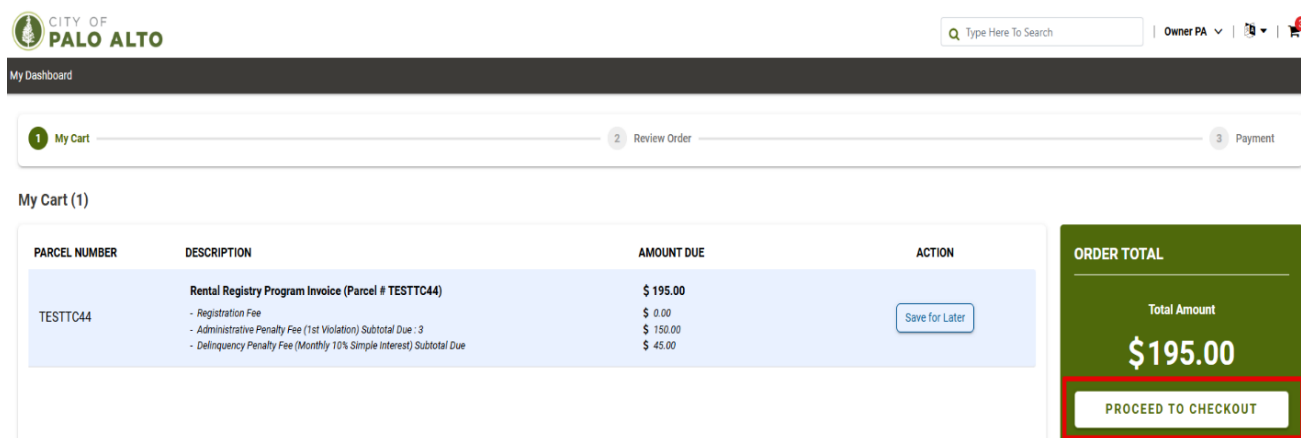
Overview

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      | <b>Rental Registry Program Invoice (Parcel # TESTTC44)</b><br>- Registration Fee<br>- Administrative Penalty Fee (1st Violation) Subtotal Due : 3<br>- Delinquency Penalty Fee (Monthly 10% Simple Interest) Subtotal Due | \$ 195.00<br>\$ 0.00<br>\$ 150.00<br>\$ 45.00 | <a href="#">Save for Later</a> |

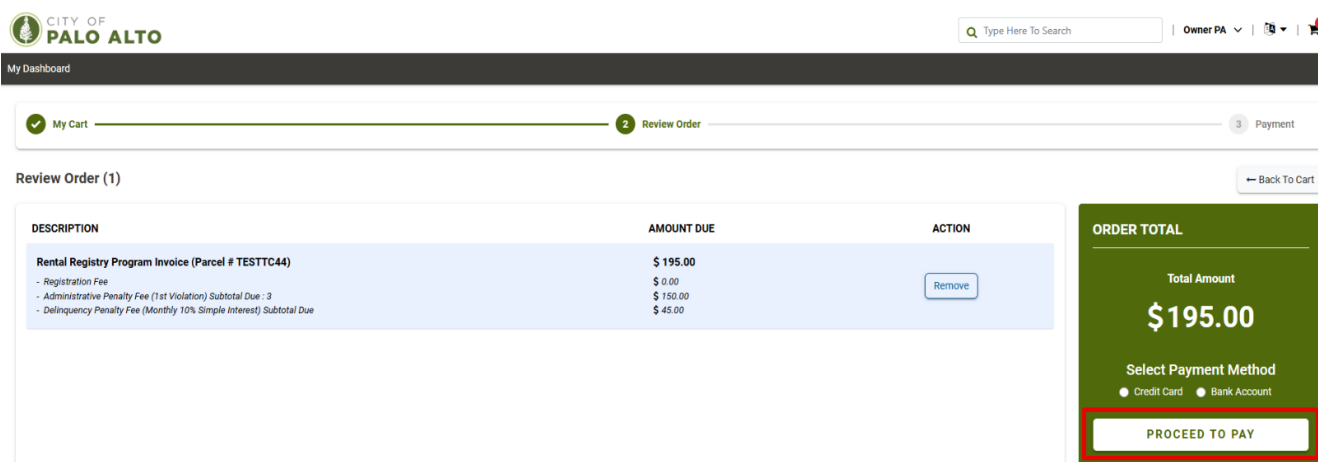
**ORDER TOTAL**

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                 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|------------------------|
| <b>Rental Registry Program Invoice (Parcel # TESTTC44)</b><br>- Registration Fee<br>- Administrative Penalty Fee (1st Violation) Subtotal Due : 3<br>- Delinquency Penalty Fee (Monthly 10% Simple Interest) Subtotal Due | \$ 195.00<br>\$ 0.00<br>\$ 150.00<br>\$ 45.00 | <a href="#">Remove</a> |

**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  | <span>⋮</span> |
| Invoice         |       | 06/03/2025 | System     | <span>⋮</span> |

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.”



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.

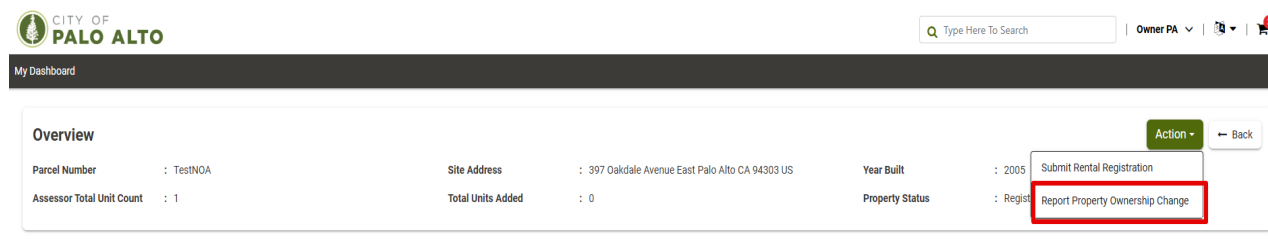
## EVENT REPORTING

Some rental properties may have no required reportable events in a given year. However, if any of the following events occur at a rental unit, it is either required or requested to report them within 10 calendar days of occurrence throughout the year:

- Changes in rental property ownership;
- Rent increases;
- Notices to quit;
- Unlawful detainer filings;
- Evictions;
- Rent decreases;
- \*NEW\* Occupancy updates and changes (such as a unit turnover to a new renter); and
- \*NEW\* Lease updates and changes (such as if an incentive or discount is no longer applied to the unit rent or if the lease changes from 1-year to month to month).

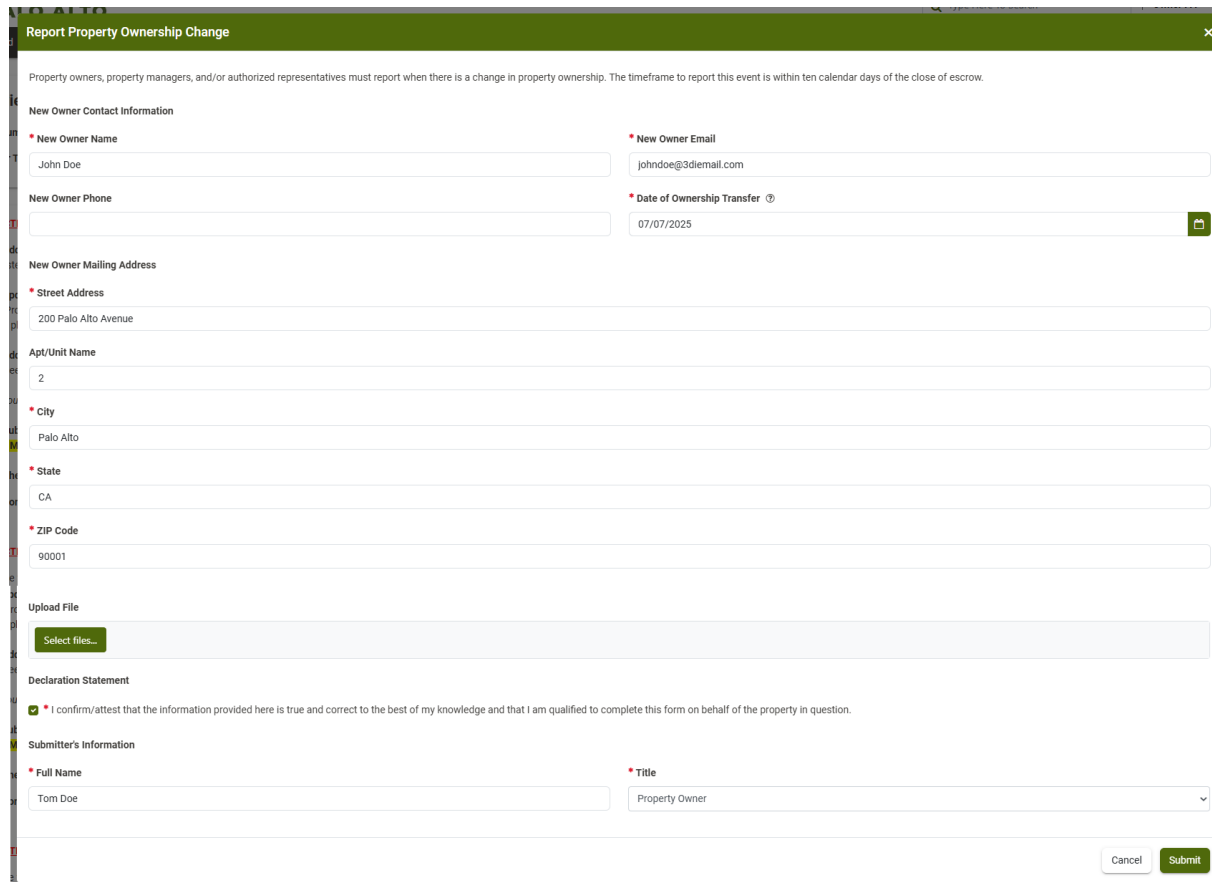
### Report Property Ownership Change

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 'Overview' section of the Rental Registry interface. It includes a search bar at the top right with the text 'Type Here To Search' and a dropdown menu for 'Owner PA'. Below the search bar is a 'My Dashboard' section. The main content area displays property information: 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). On the right side, there is an 'Action' button with a dropdown menu. The dropdown menu is open, showing two options: 'Submit Rental Registration' and 'Report Property Ownership Change', which is highlighted with a red box.

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



**Report Property Ownership Change**

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:

\* 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.

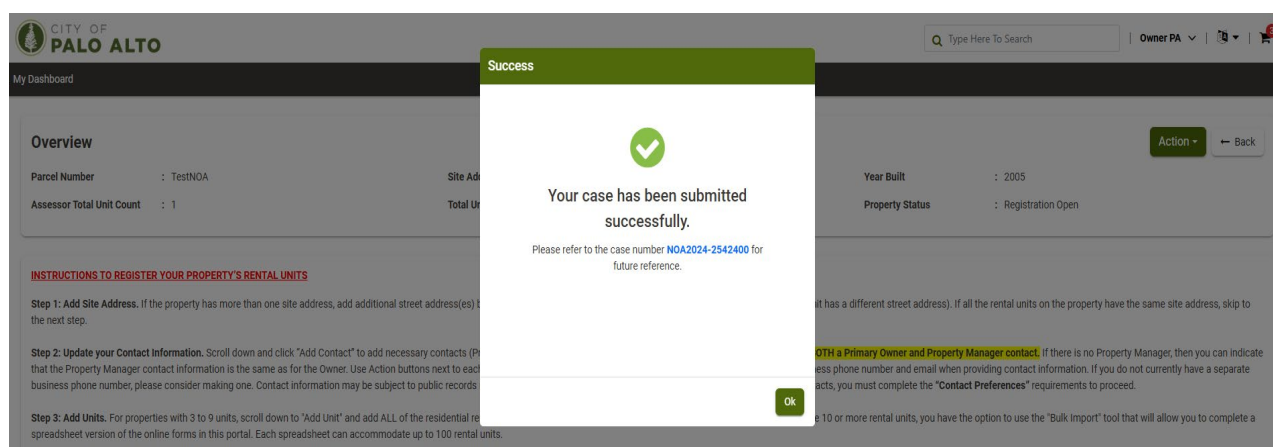
**Submitter's Information**

\* Full Name: Tom Doe

\* Title: Property Owner

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.



**CITY OF PALO ALTO**

My Dashboard

**Overview**

Parcel Number: TestNOA Site Address:

Assessor Total Unit Count: 1 Total Units:

**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) in the next step.

**Step 2: Update your Contact Information.** Scroll down and click "Add Contact" to add necessary contacts (Please note that the Property Manager contact information is the same as for the Owner. Use Action buttons next to each contact. If you have a business phone number, please consider making one. Contact information may be subject to public records).

**Step 3: Add Units.** For properties with 3 to 9 units, scroll down to "Add Unit" and add ALL of the residential rental units. For properties with 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.

**Success**



Your case has been submitted successfully.

Please refer to the case number [NOA2024-2542400](#) for future reference.

Ok

Year Built: 2005

Property Status: Registration Open

Action Back

## Report Occupancy or Lease Change

- From your portal dashboard, open the **Property Overview** page for the unit where the occupancy or lease change 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 Occupancy or Lease Change** dropdown menu option.

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 |
|-------------------------------------------|-------------|-----------------|---------------------------------|----------------------|----------------------|----------------------|----------------------------|------------------------------|---------------------------------------|-------------------|----------------------|----------------------|--------|
| 189 COWPER ST<br>PALO ALTO CA<br>94301 US | 1           | Non-Exempt      | Occupied by Owner               | 07/01/2026           |                      |                      |                            |                              |                                       |                   |                      |                      | ⋮      |
| 189 COWPER ST<br>PALO ALTO CA<br>94301 US | 125         | Non-Exempt      | Vacant - Available for Rent     | 07/22/2026           |                      |                      |                            | \$0                          |                                       |                   | No                   |                      | ⋮      |
| 189 COWPER ST<br>PALO ALTO CA<br>94301 US | 3           | Non-Exempt      | Occupied by Renter              | 08/17/2026           | \$ 500.00            | \$ 600.00            | 08/17/2026                 | \$0                          | Water                                 | Yes               |                      |                      | ⋮      |
| 189 COWPER ST<br>PALO ALTO CA<br>94301 US | 5           | Non-Exempt      | Vacant - Not Available for Rent | 09/03/2026           |                      |                      |                            |                              |                                       |                   |                      |                      | ⋮      |

1

5

Items per page

Delete Unit

Report Rent Increase

Report Notice to Quit

Report Unlawful Detainer

Report Eviction

Report Rent Decrease

Report Occupancy or Lease Change

4 items

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

- The **Report Occupancy or Lease Change** 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 this reporting.

Report Occupancy or Lease Change

Instructions

Property owners, property managers, and authorized representatives use this form when occupancy, unit, or lease information changes. This form is to be used throughout the year, as well as during annual open registration.

**Examples of when to use this form include:**

- Reporting a new renter, the date occupancy began, and the initial rent amount
- Updating the services and amenities included in the rent for a new or existing renter
- Updating lease terms, such as a change to month-to-month for an existing renter
- Reporting that a discount or incentive has been added, changed, or removed
- Correcting previously submitted unit, occupancy, or lease information.

For each unit, please confirm whether it is correctly marked if it is deed restricted, receives rental assistance, or has a discount or incentive in effect for the renter.

Using this form to keep unit occupancy dates, rent amounts, and other data current improves the accuracy of City reporting on median rents, rent increase frequency and percentages, occupancy and vacancy rates, and other market-responsive information.

\* Reason Previous Tenancy Ended

Select

\* Date that Previous Occupant Vacated

MM/DD/YYYY

\* New Occupant Type

Select

\* Vehicle Parking Availability

☐ Included in rent
 ☐ Available for additional fee
 ☐ No vehicle parking offered

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

Unit Inventory

Success

✓

Your case has been submitted successfully.

Please refer to the case number **OCC2026-2649144** for future reference.

OK

Export to Excel

Search...

| Unit Site Address                         | Unit Number | Unit Fee Status | Occupancy Type                  | Occupancy Start Date | Prices/Amenities Included with Rent | Rental Assistance | Deed Restricted Unit | Other Rent Discounts | Action                    |
|-------------------------------------------|-------------|-----------------|---------------------------------|----------------------|-------------------------------------|-------------------|----------------------|----------------------|---------------------------|
| 189 COWPER ST<br>PALO ALTO CA<br>94301 US | 1           | Non-Exempt      | Occupied by Owner               | 07/01/2026           |                                     |                   |                      |                      | <div>ⓘ</div> <div>👁</div> |
| 189 COWPER ST<br>PALO ALTO CA<br>94301 US | 125         | Non-Exempt      | Vacant - Available for Rent     | 07/22/2026           |                                     |                   | No                   |                      | <div>ⓘ</div> <div>👁</div> |
| 189 COWPER ST<br>PALO ALTO CA<br>94301 US | 3           | Non-Exempt      | Occupied by Renter              | 08/17/2026           |                                     | Yes               | Yes                  | Yes                  | <div>ⓘ</div> <div>👁</div> |
| 189 COWPER ST<br>PALO ALTO CA<br>94301 US | 5           | Non-Exempt      | Vacant - Not Available for Rent | 09/03/2026           |                                     |                   | Yes                  |                      | <div>ⓘ</div> <div>👁</div> |

1

5 items per page

1-4 of 4 items

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

## 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 the following 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 dropdown 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<br>Report Notice to Quit<br>Report Unlawful Detainer<br>Report Eviction<br>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 sections:

- 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 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.

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 is listed with address '120 Palo Alto Avenue, Palo Alto CA 94301 US', unit number '1', and a current monthly rent of '\$ 1,500.00'. The 'Action' menu is open, showing options: Report Rent Increase, Report Notice to Quit, Report Unlawful Detainer, Report Eviction, and Report Rent Decrease (highlighted with a red box).

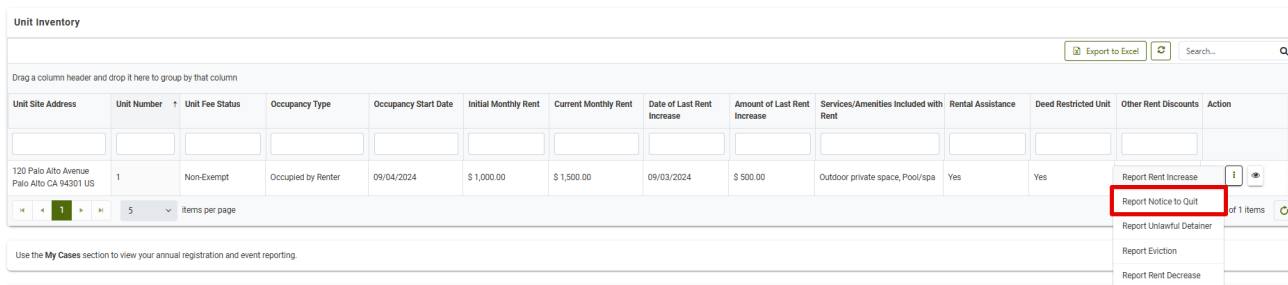
- The **Report Rent Decrease** form will open. Carefully read the instructions, complete all the form fields (required fields are marked with a red asterisk), and click **Submit**. No document uploads are needed for Rent Decrease reporting.

The screenshot shows the 'Report Rent Decrease' form. It includes sections for 'Optional Reporting', 'Instructions', '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', and a 'Declaration Statement'. The 'Submit' button is highlighted with a red box.

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

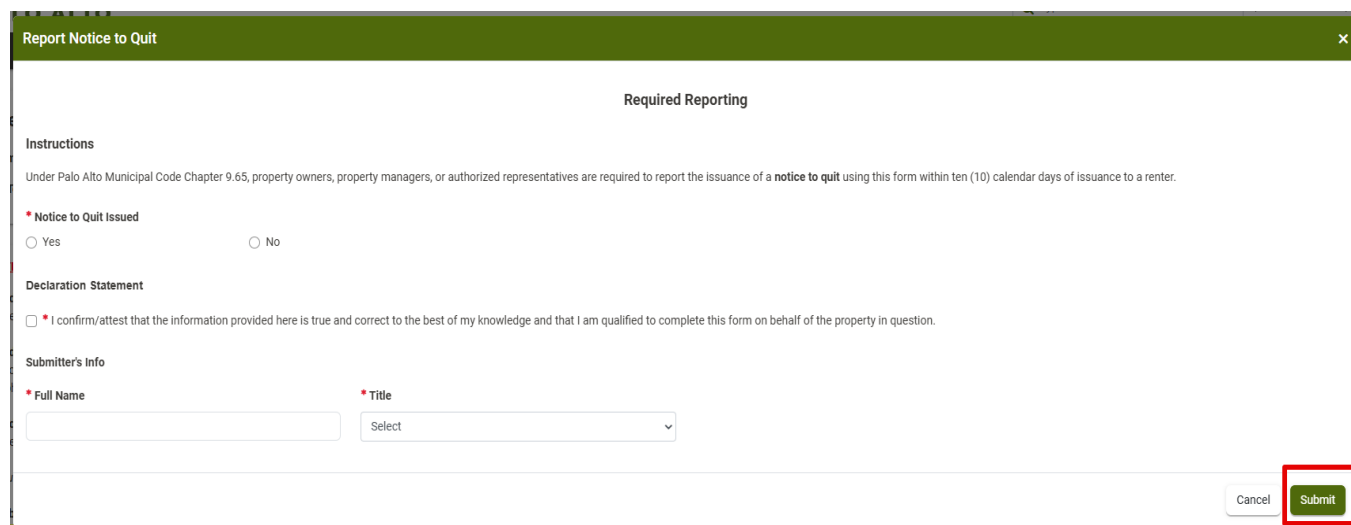
## Report Notice to Quit

- 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.



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 row for '120 Palo Alto Avenue' is visible. The 'Action' dropdown menu is open, showing options: Report Rent Increase, Report Notice to Quit (highlighted with a red box), Report Unlawful Detainer, Report Eviction, and Report Rent Decrease.

- 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 this reporting.

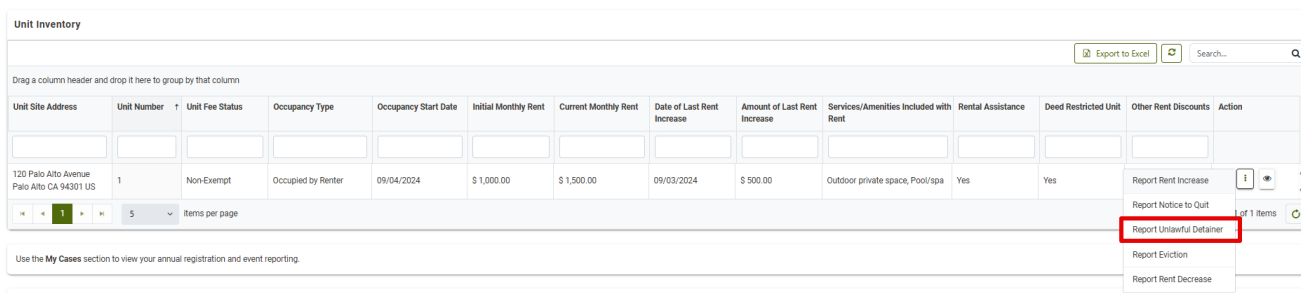


The screenshot shows the 'Report Notice to Quit' form. It includes sections for 'Instructions', 'Required Reporting', 'Declaration Statement', and 'Submitter's Info'. The 'Submit' button is highlighted with a red box.

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

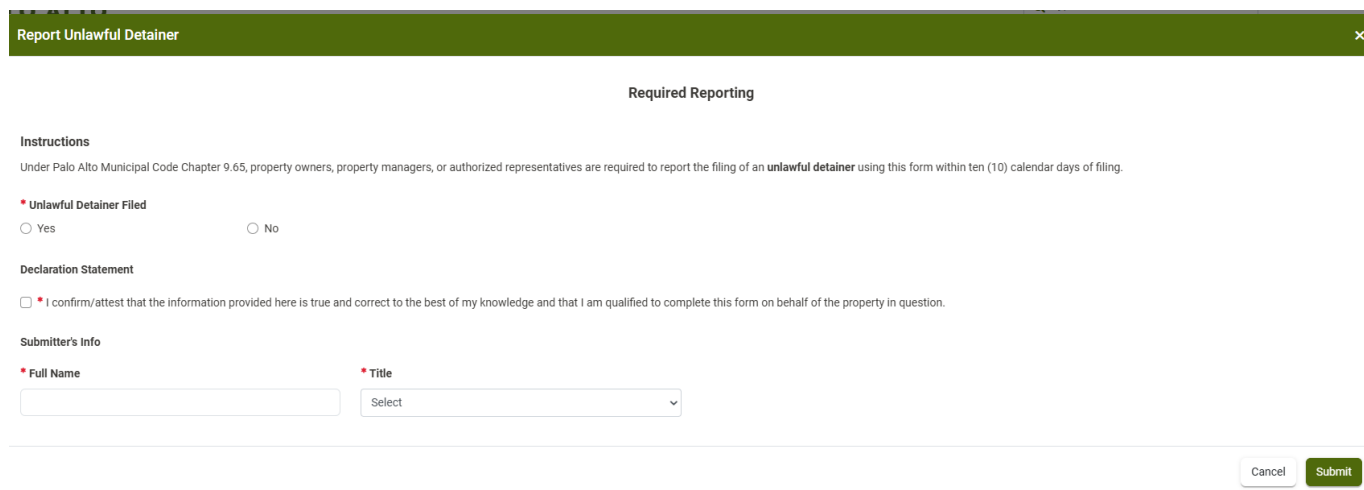
## Report Unlawful Detainer

- 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 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<br>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<br>Report Notice to Quit<br><b>Report Unlawful Detainer</b><br>Report Eviction<br>Report Rent Decrease |

- 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 this 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**

- 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<br>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<br>Report Notice to Quit<br>Report Unlawful Detainer<br><b>Report Eviction</b><br>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 this 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.

---

# THANK YOU!