



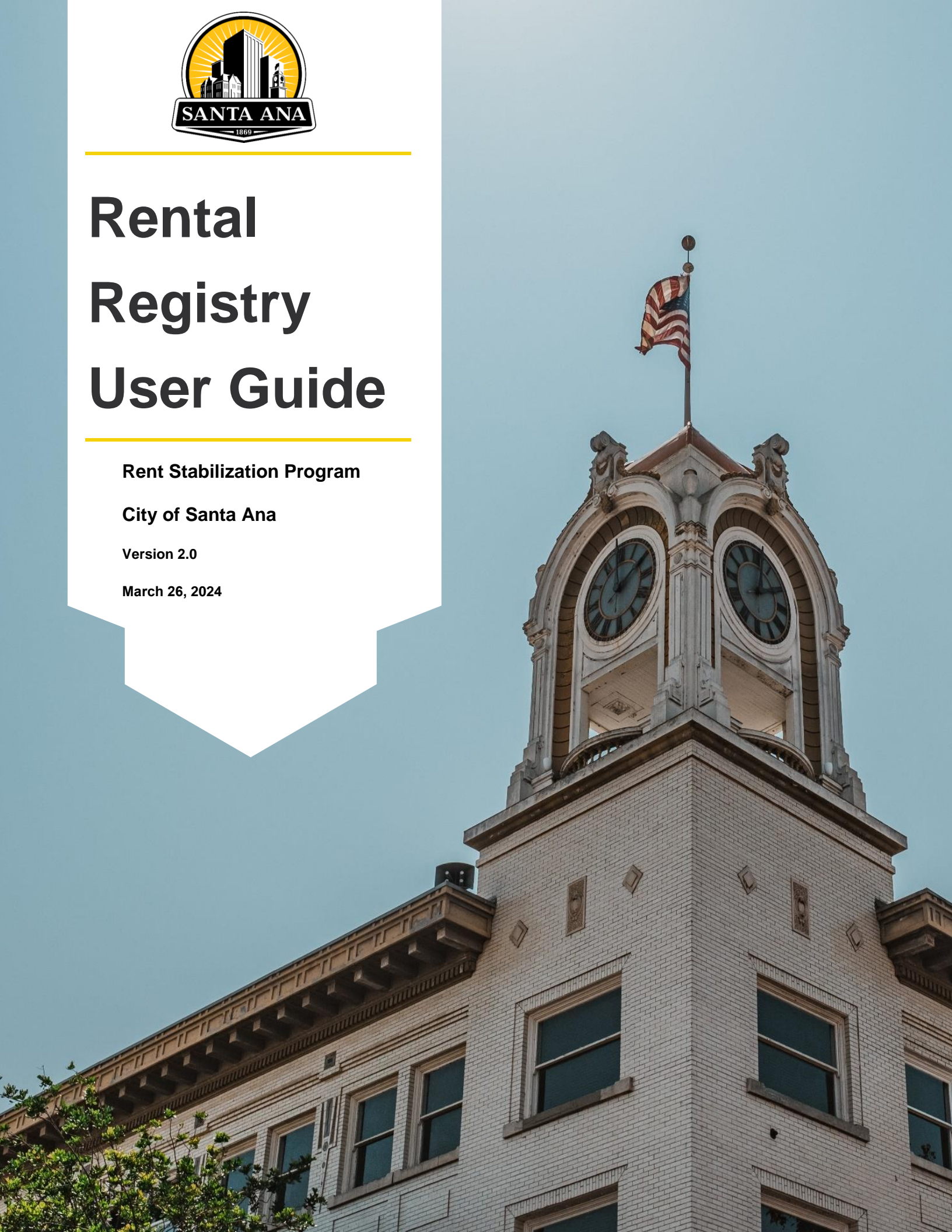
Rental Registry User Guide

Rent Stabilization Program

City of Santa Ana

Version 2.0

March 26, 2024





Welcome to the Rental Registry User Guide

Introduction

Dear Property Owner/Landlord/Property Manager (“Owner”):

The City of Santa Ana appreciates your time and effort to comply with the Rent Stabilization and Just Cause Eviction Ordinance (“Ordinance”). To simplify the registration process, the City has created a Rental Registry where landlords will register their rental units, update rental unit information, submit notices, and pay the City’s Rental Registry fee. This document aims to serve as your guide throughout the entire process of navigating the Rental Registry online portal.

This guide is separated into three major sections. The first section is a simplified checklist for those that feel confident in navigating the Rental Registry and registration process largely on their own. The second is a more detailed guide through the Rental Registry itself, which includes screenshots, step-by-step instructions, and references to additional resources that may assist in furthering your understanding of the registration process. The third section of this document is an appendix which includes helpful information to serve as an easily accessible resource while you navigate the Rental Registry.



If you believe you have received a Registration Letter in error, please see Page 14.

For any additional questions, please visit our [website](#) or contact the Rent Stabilization Program at (714) 667-2209 or rso@santa-ana.org.

Please be advised, information provided herein referencing the Rent Stabilization and Just Cause Eviction Ordinance (“Ordinance”) is not exhaustive and should not be interpreted as legal advice. The City of Santa Ana does not provide legal advice regarding the Ordinance or any other laws. Members of the public, property owners, and tenants should confer with legal counsel of their choosing if further guidance is needed. **It is the property owner’s obligation to determine if their property falls within any of the exemptions under the Rent Stabilization and Just Cause Eviction Ordinance.**



Table of Contents

Welcome to the Rental Registry	2
Introduction	2
Table of Contents	3
DISCLAIMER	4
Quick Start Guide – Rental Registry Checklist.....	5
Steps to Register:.....	6
Step-by-Step Guide.....	7
Section 1. – Accessing the Rental Registry.....	7
Section 2. – Adding and Managing a Property	7
Section 3. – Adding Unit Information	9
Section 4. – Applying for an Exemption(s)	10
Section 5. – Review and Submit Registration.....	12
Section 6. – Paying the Rental Registry Fee	13
Section 7. – Adding Legally Required Notices & Documents	14
Section 8. – FAQs.....	14
APPENDIX	17
Payment Options.....	18



DISCLAIMER

PLEASE BE ADVISED:

1. Information provided herein referencing the Rent Stabilization and Just Cause Eviction Ordinance is not exhaustive and should not be interpreted as legal advice. The City of Santa Ana does not provide legal advice regarding the Ordinance or any other laws. Members of the public, property owners, and tenants should confer with legal counsel of their choosing if further guidance is needed.
2. It is the property owner's obligation to determine if their property falls within any of the exemptions under the Rent Stabilization and Just Cause Eviction Ordinance. This particular communication by the City should not be considered a conclusive determination on the applicability of any exemption. This communication is an effort to educate property owners, and the public, regarding the Rental Registry process. You have the right to seek legal counsel of your choice.
3. The City of Santa Ana does not provide legal advice with regards to the Rent Stabilization and Just Cause Eviction Ordinance. This guide should not be construed as legal advice, but is, rather, an effort to provide information. The City of Santa Ana reserves all rights and remedies.



Quick Start Guide – Rental Registry Checklist

What You Will Need to Register:

- ✓ An Active Email Account
- ✓ Owner Information¹
- ✓ Property Manager Information (if applicable)¹
- ✓ Your Property's Assessor Parcel Number (APN)²
- ✓ Your Property's Identification Number (PIN)²
- ✓ Information about Your Property³
- ✓ Per-Unit Information for Each Property

[1] Includes name, address, email, and phone number.

[2] Your property's APN and PIN can be found on the Registration Letter that was mailed to you or by contacting the Rent Stabilization Program at (714) 667-2209 or rso@santa-ana.org.

[3] Information about your property and unit(s) includes, but is not limited to, address, property type, unit number, occupant type, number of bedrooms/bathrooms, initial rent, current rent, security deposit, amount of last rent increase, tenancy start date, date of last rent increase, number of occupants, and services included with rent.



Steps to Register:

Create an Account on the Rental Registry Portal

- Visit the Rental Registry website at rentalregistry.santa-ana.org
- Click "Login" to register your email address and create a password
- Check your email for confirmation and to verify your username and password

Add your Rental Property

- Claim your rental property in the Rental Registry
 - Enter your Assessor Parcel Number and Property Identification Number
- Update your contact information
 - Enter the name, phone number, email and mailing address of the Property Owner and Property Manager (if you do not have one, check the "Same as Owner" box)

Add Site Address (if applicable)

- If the property has more than one site address, follow the instructions to add additional street address(es) (e.g., a duplex where each unit has a different street address). If all of the rental units on the property have the same site address, skip to the next step

Add Rental Units

- Enter your rental unit information such as unit number, type of occupant in the unit, amenities included in rent, the rent amount, and all other required fields
- Continue to add all rental units on the property

Apply for an Exemption(s)

- If one or more of the rental units on your property, or your property as a whole may be exempt, apply for an exemption by following the steps outlined in [Section 4](#)

Submit your Rental Registration

- Ensure all information is correct before submitting your registration form. After submitting, your "property status" will be updated

Await Further Instructions

- The City will review your registration form and claim of exemption(s) (if applicable) to ensure accuracy and determine the status of your rental unit
- The City will be in contact with you if any further information or action is needed to complete your registration



Step-by-Step Guide

Section 1. – Accessing the Rental Registry

Step 1. Create a User Account on the Rental Registry

1. Visit the City of Santa Ana Rental Registry website at rentalregistry.santa-ana.org and click “Create an Account/Login”.
2. Click “Register”

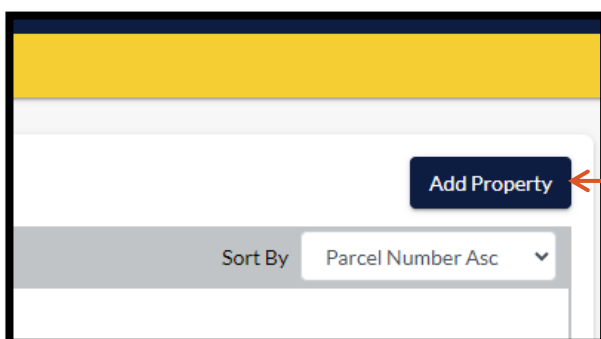
The screenshot shows a login form titled "LOGIN". It contains two input fields: "Username(Email)*" and "Password*", with a toggle icon for password visibility. Below the fields are a "Remember Me" checkbox and a "Forgot Password?" link. At the bottom, there is a dark blue "Login" button and a red-outlined "Register" button.

3. Fill out your information. Check your email for confirmation and verify your username and password

Section 2. – Adding and Managing a Property

Step 1. Add Your Rental Property

- a. On the top right of your “My Properties” dashboard, you will see a button that reads “Add Property;” click here to begin adding your property.





- b. Once you click the “Add Property” button, you will see a pop-up asking you to input the Property Contact Type, Assessor’s Parcel Number (APN), and Property’s Identification Number (PIN) associated with your rental property. A Registration Letter containing your APN and PIN were mailed to the Owner’s Mailing Address on file based upon. In year one, addresses were obtained from the County of Orange Treasurer - Tax Collector.

If you need assistance obtaining your APN and PIN, you may contact the Rent Stabilization Program at (714) 667-2209, or rso@santa-ana.org. Please be prepared to verify your property address and ownership information.

- c. Repeat these steps for each property with rental units that you own or manage in the City of Santa Ana that you are required to register.
- d. Now that you have added your rental property, you should be able to see an image on your dashboard with the parcel number, address, and property status. Click the “View” button to begin adding details to your property.

Step 2. Add Site Address

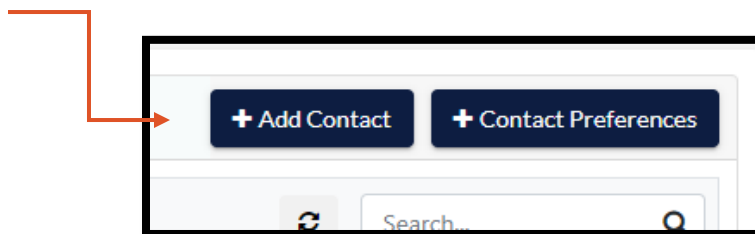
There may be an instance where a property contains units with multiple site addresses (e.g., a duplex where each unit has a different street address). If all of the rental units on your property have the same site address, skip to the next step.

- a. Add an additional street address(es) by clicking the blue "Add" button next to "Address". Enter the additional site address and click “Save”.

Step 3. Add Contact Information to Your Rental Property

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.

- a. Click “Add Contact” to add or update contact information (e.g. phone number, email) for the Owner, Property Manager, or Authorized Representative.
- b. Click “Add Contact” again to add the Property Manager's contact information.





- c. After you have added both an Owner and Property Manager contact, use the “Contact Preferences” button to designate who should receive future Rental Registry communications.

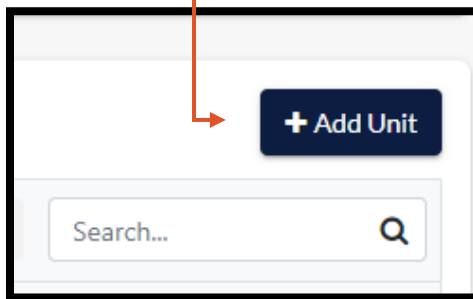
Step 3. Reviewing Eligibility for Rental Property Exemption

If you believe your entire property may be exempt from the provisions of the Ordinance and any related Rental Registry fees, you may request an exemption for the property and not add any unit information. Note that some properties may have certain exempt units, but not the entire property, in which case you are required to add the unit information. If you believe your property or unit(s) may be exempt, see Section 4 for more information and guidance. **If no exemptions apply to your property or units, continue to Section 3.**

Section 3. – Adding Unit Information

Step 1. Adding a Unit

- a. Under “Unit Inventory”, click the “Add Unit” button and a pop-up will appear. Select the applicable address and enter the required information.



- b. Verify that all information entered is correct. Make sure to accurately input all details of the unit as necessary. All required information is marked with a red asterisk (*).



- c. Once you have verified all information is correct, click “Submit” If nothing happens after clicking, review all fields to make sure all required information has been entered.
- d. Repeat these steps for ALL units on the property.
- e. If there are more than 10 units on the property, you will see an option to utilize the “Bulk Upload” feature. Please follow the instructions provided in the Excel sheet.

Section 4. – Applying for an Exemption(s)

Preface – Determining Exemption(s)

To help determine whether or not your property or units qualify for an exemption, please reference Section 8-3120(e) and Section 8-3147(c)(4) of the Ordinance. If you determine that a qualification exists, you may apply for an exemption. **Exemptions CANNOT be requested AFTER Registration is completed and may be required to be re-submitted annually during the registration process.** Follow the instructions below to submit each type of exemption. If exemptions are not applicable to your property or unit(s), skip to Section 5.

Qualifying grounds for property exemptions:

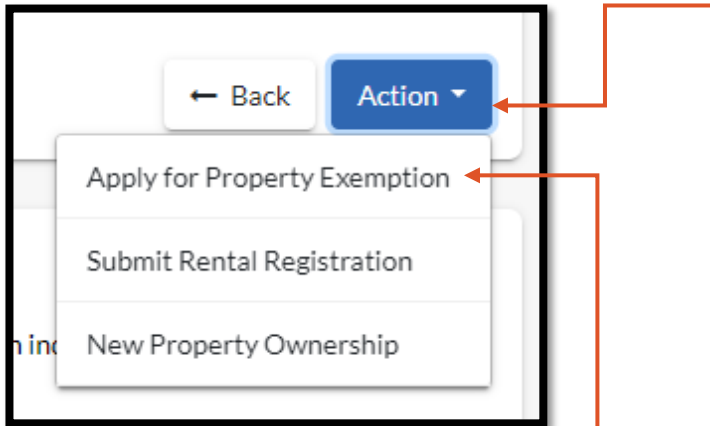
- Dormitories owned by higher education or K-12 school
- Housing that has been issued a Certificate of Occupancy (or equivalent document) within 15 years (excluding mobilehomes)
- Residential real Property That is alienable separate from the title to any other dwelling unit (not owned by REIT, corporation, certain LLC's) AND tenant has been giving proper notice
- Affordable Housing/deed restricted property
- A property that is a single-structure with two separate dwelling units (including a duplex) in which the owner occupies one of the units as a principal residence at the beginning of the tenancy, so long as the owner continues in occupancy and the second unit is not an accessory dwelling unit or junior dwelling unit.

It is the property owner’s obligation to determine if their property falls within any of the exemptions under the Rent Stabilization and Just Cause Eviction Ordinance. Applying for an exemption does not guarantee it will be granted.

1. Property Exemption Request

- a. Ensure you have correctly determined the need for a property exemption request by reviewing the above guidance. Once confirmed, continue to step (b) below. If you are looking for instructions to file a unit exemption, go to the next page (P. 11) and review Part 2.

- b. At the top of your property profile, click the blue “Action” button.

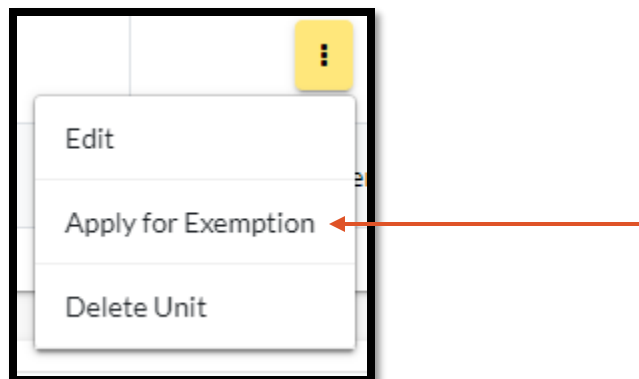


- c. Select “Apply for Property Exemption”
- d. Fill out the form and include the applicable qualifications for the property exemption. Once you have verified all information and uploaded required documentation, press “Submit”.
- e. To view the status of your case and to confirm your application was submitted successfully, scroll down to the “My Cases” section on your property profile. You should see the case status listed as “Pending Review”. You will receive an email notification once your property exemption case is processed and the case status will be updated.

2. Unit Exemption Request

Please note, **you must apply for an exemption for each unit** that you believe is not subject to the provisions of the Ordinance or Rental Registry fee for the registration period year. You must submit all required documentation with the application in order for the Rent Stabilization Program to consider the exemption request.

- a. To request a unit exemption, scroll to Unit Inventory and click on the yellow three-dotted button next to the unit you believe qualifies for an exemption. Select “Apply for Exemption”.





- b. Fill out the form and include the applicable qualifications for the unit exemption. Once you have verified all information and uploaded required documentation, press “Submit”.
- c. To view the status of your case and to confirm your application was submitted successfully, scroll down to the “My Cases” section on your property profile. You should see the case status listed as “Pending Review”.

Section 5. – Review and Submit Registration

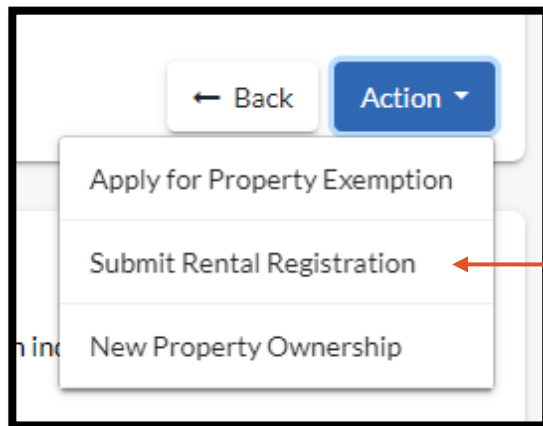
Step 1. Review Submission Requirements

Ensure the following requirements are met and are fully accurate:

1. Owner/Property Manager contact information is updated
2. Rental Unit Information has been entered for ALL UNITS
 - a. Those submitting a full Property Exemption are not required to enter any rental unit information
3. Property or Unit exemptions submitted

Step 2. Submitting Registration

- a. Once the property meets all the necessary requirements to be submitted for registration, go to the top of the property profile and click the blue “Action” button, then click “Submit Rental Registration”



- b. A new page will be displayed which will request that you acknowledge all exemptions must be submitted prior to completing registration, and the total number of exemptions will be shown. If the number looks correct and you are prepared to submit the registration form, click the “Submit” button.



Submit Rental Registration

Please Take Note: You must submit an exemption request for each unit that you believe is not subject to the program fees for the upcoming fiscal year. The annual program fee is based on your registration statement and you cannot apply for an exemption from the fee after registration is submitted.

Submitted Exemption Request

* By checking this box, I understand that all unit exemption(s) and property exemption request must be submitted prior to completing registration.

Unit Exemption(s) Property Exemption(s)

Please return to the home screen to submit an exemption request. For information on how to apply for an exemption, please review the user guide

Declaration Statement

* I have used all reasonable diligence in preparing this statement. I have reviewed the statement and, to the best of my knowledge, the information contained herein is true and complete. To the extent I was unable, despite the use of reasonable diligence, to ascertain the exact information to be reported, I have provided the most accurate approximation possible based on information and belief where possible or, where such approximation is not feasible, I have stated that the information is unknown. I certify under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

* Enter Full Name * Select Title

- c. After you click the “Submit” button a pop-up will appear stating that the registration was successfully submitted. After submitting, your "Property Status" will be updated.
- d. See Appendix A for descriptions of the different property status types you may see throughout the registration process.

Section 6. – Paying the Rental Registry Fee

First Year of Rental Registry Fees

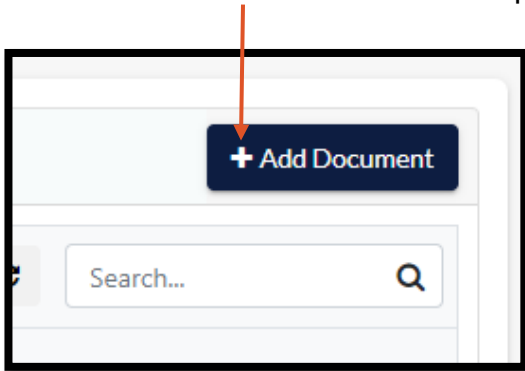
- a. The Rental Registry Fee does not need to be immediately paid to the City upon completion of your registration form for Fiscal Year 2023-2024. The Ordinance requires that the annual Rental Registry Fee “shall be imposed on each Rental Unit in the City” on 7/1/2023. (SAMC 8-3161) The Rental Registry is also required, per the Ordinance, to be created the same date on 7/1/2023. (SAMC 8-3160) However, it will take some time for the City to discern the exact universe of rental units in the City. To do so, the City will review your registration form and claim of exemption(s), if applicable, to ensure accuracy and determine the status of your rental unit. The City will reach out to the designated contact after December 31, 2023 if any further information or action is needed to complete your registration and pay the Rental Registry Fee.

Section 7. – Adding Legally Required Notices & Documents

Step 1. – Adding Documents

After initial registration, any notices or documents required to be provided from a landlord to a tenant under the Ordinance or any other federal, state, or local law, including, but not limited to, notice of rent increase and notice of eviction, must be provided to the City through the City’s Rental Registry. Additionally, a landlord must re-register a rental unit in the Rental Registry within thirty (30) days after a vacancy has occurred and the rental unit is re-rented.

- a. To add documentation required under the Ordinance, scroll to the bottom of your property profile. Second from the bottom will be the “Documents” section. To add documents, click the “Add Document” button on the top right, select the document type, and upload the file.



- b. Once all information is added, click “Save” and the document will be uploaded. You can view your document by clicking on the white button on the right of the “Created By” name.

Section 8. – FAQs

1. I am NOT the current property Owner I have sold my property. What should I do?

If you received a letter from the City of Santa Ana requesting you to register your rental property and you are no longer the Owner, please contact the Rent Stabilization Program at (714) 667-2209 or rso@santa-ana.org.

2. How do I know whether my property or units qualify for an exemption(s)?

The Ordinance includes information about qualifying exemptions under Section 8-3120(e) and Section 8-3147(c)(4). Click [here](#) to view the full text of the Ordinance.



3. I am not renting out any part of my property. What should I do?

If you do not own at least one rental unit and received correspondence from the City of Santa Ana in error, please contact the Rent Stabilization Program to be provisionally withdrawn from further correspondence to register your property. Note that an entry of oral or written lease for tenancy of the property, or any rental unit inside the property, will require you to complete the registration process through the City's Rental Registry.

4. How do I provide the City with copies of notices sent to tenants as required by law?

Scroll down to the bottom of the property profile to the section labelled "Documents". Click the "Add Document" button and upload the document. For more information, please view [Section 7](#) of this guide.

5. Where do I pay the Rental Registry fee?

The Rental Registry Fee does not need to be immediately paid to the City upon completion of your registration form for Fiscal Year 2023-2024. The Ordinance requires that the annual Rental Registry Fee "shall be imposed on each Rental Unit in the City" on 7/1/2023. (SAMC 8-3161) The Rental Registry is also required, per the Ordinance, to be created the same date on 7/1/2023. (SAMC 8-3160) However, it will take some time for the City to discern the exact universe of rental units in the City. To do so, the City will review your registration form and claim of exemption(s), if applicable, to ensure accuracy and determine the status of your rental unit. The City will reach out to the designated contact after December 31, 2023 if any further information or action is needed to complete your registration and pay the Rental Registry Fee.

6. Why am I required to enter this information?

The Rent Stabilization and Just Cause Evictions Ordinance states, in pertinent part that "[a] Landlord must file an Initial Registration form with the City for each Rental Unit that is subject to the provisions of this Article. Registration of a Rental Unit shall not be complete until an Owner has: 1) Completely and accurately provided a Registration Form..." (See Section 8-3160(a).)

Some of the information required in the Registration Form is detailed in Section 8-3160(g). However, the Ordinance also provides that the Program Administrator, at his/her/their discretion, may require additional information to be collected and recorded in the Registration Form in furtherance of the objectives of the Ordinance. (See Section 8-3160(g).) The additional information to be collected is listed in the Regulations, Policies and Procedures.



The City has determined that the information collected on the Registration Form, which is all directly related to Rental Units, is necessary to collect in furtherance of the objectives of the Ordinance. We appreciate your cooperation in registering all Rental Units in the City of Santa Ana.

7. I still have questions about using the Rental Registry. Who do I contact?

If you need further assistance, the Rent Stabilization Program has set up a Helpline at (714) 667-2209. You can also e-mail our staff at rso@santa-ana.org. The Rent Stabilization Program can only provide information, and cannot provide you with legal advice (e.g., whether your property qualifies for an exemption). Please consult the full text of the Ordinance [here](#) for more information.



Appendix: What does my Property Status mean?

Property Status	Meaning
Registration Open	<p>The registration period is open, and you need to provide information about your property and submit for registration.</p> <p>You may have submitted a property exemption and are waiting for staff to review; your property may be in this status until your application is processed. Check the status of your Property Exemption case to ensure it is not denied. If so, you will be required to register.</p>
Registration Denied	<p>Your registration was submitted, but staff denied it due to errors found in the submission. Please review the information you submitted, make any necessary edits or corrections, and re-submit the property. Check the comments of your denied case for more information to fix the errors.</p>
Unit Discrepancy	<p>Your property has been submitted for registration, and the number of units you have added to the property does not match with the assessor's records. Your property is flagged for staff to review. You do not need to take action. Staff will reach out to you if there are any questions.</p>
Pending Staff Review	<p>Your property has been submitted for registration and there are exemption applications that still need to be reviewed by staff. You do not need to take action. Staff will reach out to you if there are any questions.</p>
Registration Form Submitted	<p>Your property has been submitted for registration. An invoice is created to pay fee Online</p>



Three (3) Payment Options

- **Online Payment** - Log in to the Rental Registry at www.santa-ana.org/rental-registry and click on the shopping cart in the upper right-corner. Ensure all rental units that are subject to the Ordinance are accounted for and click "proceed to checkout." Credit card and ACH payment are accepted online through the Rental Registry.



- **In-Person Payment at City Hall** - You may make a payment in person at the Santa Ana City Hall Cashier's Office, 20 Civic Center Plaza (1st floor), Santa Ana, CA 92701. Credit card, check, and cash payments are accepted in-person at City Hall. Please note that you must bring the attached invoice to make an in-person payment.
- **Mail a Check** – You may mail in a check with the attached invoice to complete your payment. Make your check, money order or cashier's check payable to City of Santa Ana – Rent Stabilization Program. Please include the parcel number(s) of your property on the 'Memo' line. Checks can be mailed to the address below:

**City of Santa Ana
Rent Stabilization Program
20 Civic Center Plaza (M-26)
Santa Ana, CA 92702**

Please do not send cash through the mail. If you prefer to make a cash payment, please make your payment in person at City Hall.