

CITY HALL

# Santa Ana Rental Registry

August 2023



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Slide 1

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Community Development Agency  
August 2023

# Interpretación en Español Disponible / Spanish and Vietnamese Interpretation Available

1) Haga clic en el Círculo

2) Haga Clic en la Idioma – Español

**English Monolingual Speakers** - You will have the option to select the English Language on the Zoom interpretation feature to listen to the interpretation of a participant speaking Spanish. Just click on the Globe at the bottom of your screen and select English.

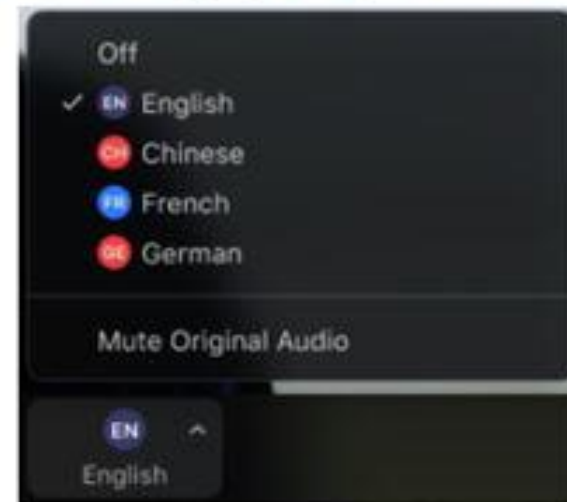
1) Haga Clic en el Círculo / Nhấp vào ô tròn

2) Haga Clic en la Idioma - Español / Chọn ngôn ngữ - Tiếng Việt

1. In your meeting/webinar controls, click **Interpretation**.



2. Click the language that you would like to hear.



# Ways to Participate During the Meeting

## *Formas de Participar Durante la Reunión // Cách tham gia cuộc họp*

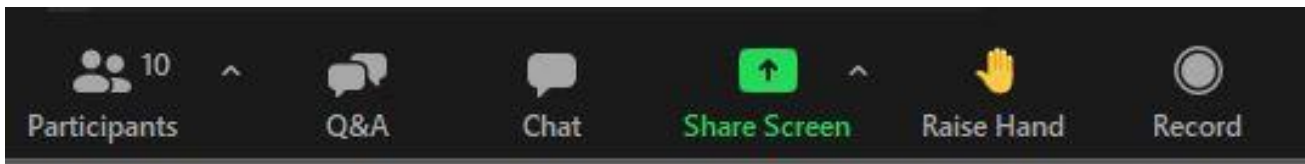
There are two ways to participate in the meeting / *Hay dos formas de participar en la reunión/Có hai cách để tham gia cuộc họp:*

- **Raise Your Hand / *Levanta la Mano/ Đưa tay lên***

- If you have a comment to make or want the organizers attention use this function. / *Si tiene un comentario para hacer o desea la atención de los nhà tổ chức Praciza esta función / Nếu quý vị có ý kiến đóng góp hoặc muốn nhà tổ chức chú ý, hãy làm điều này.*

- **Ask a Question / *Hacer una Pregunta/Đặt một câu hỏi***

- Type it in the Q & A box. / *Escríballo en el cuadro de HỎi & ĐÁP / Nhập câu hỏi vào ô HỎi ĐÁP.*

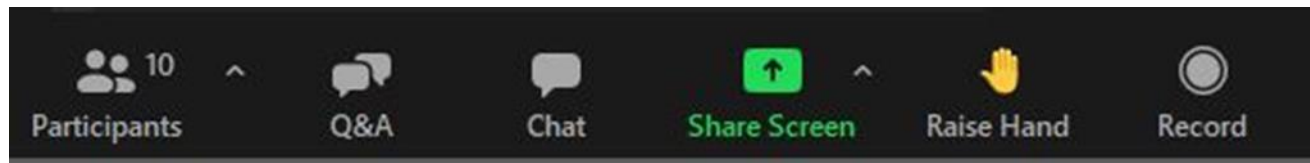


## Ways to Participate if you are Dialing in / *Formas de Participar Si Usted Está por Teléfono*

» If you are dialing in only press \*9 to raise your hand and dial \*6 to unmute to speak during the meeting.

» *Si está marcando sólo oprime \*9 para levantar la mano y marque \*6 para desactivar el silencio para hablar durante la reunión*

» Nếu quý vị gọi đến, hãy bấm \*9 để đưa tay và bấm \*6 để bỏ tắt âm khi phát biểu trong cuộc họp



# Rent Stabilization Program

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- The City's Rent Stabilization Program administers the City's Rent Stabilization and Just Cause Eviction Ordinance (“Ordinance”)
- Operates within the Community Development Agency
- The following services are provided:
  - Administer and further the objectives of the Ordinance
  - Answer questions from tenants and landlords about their rights and responsibilities
  - Connect tenants and landlords to local resources
  - Conduct outreach and education to the community





# Today's Agenda

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- Santa Ana Rental Registry
  - Background
  - Registration Requirements
  - Register a Property
  - Apply for Exemption(s)
  - Upload Notices or Documents
- Question and Answer



# Background

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- Effective November 18, 2022, the City of Santa Ana adopted the Rent Stabilization and Just Cause Eviction Ordinance (“Ordinance”). Under the Ordinance, the City must create a rental registry and all landlords with rental units in the City of Santa Ana must complete and submit registration forms for each rental unit
- The Rental Registry is the online portal where property owners must register their rental units, update rental unit information, update tenancy information, submit notices, and pay the City’s rental registry fee



# Purpose of the Rental Registry

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- Allows the City to monitor compliance of the Rent Stabilization and Just Cause Eviction Ordinance
- Allows the City to collect accurate data on:
  - Rental Properties
  - Rent Amounts
  - Changes in Tenancies
- Allows the City to communicate information and resources to landlords and tenants





# Who is Required to Register?

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- The City's Ordinance states that all landlords must file an initial registration form with the City for each rental unit that they own
- Owners of rental units or mobilehome parks in the City of Santa Ana must register in the Rental Registry
- Exemptions must be claimed in the Rental Registry



# Who is NOT Required to Register?

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- Property is owner-occupied and no dwelling unit, room or bedroom, is being used for any residential rental purposes
- Property owners of rental units that are NOT located in the City of Santa Ana



# What does the Ordinance Require?

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Property Owners with rental units in the City of Santa Ana must:

- Register each rental unit annually
- Update the Rental Registry within thirty (30) calendar days of any changes to a rental unit
- Report changes of ownership in the Rental Registry
- Upload all notices or documents required to be provided from a landlord to a tenant in the Rental Registry



# Rental Registry Features

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- **Property Updates**
  - Claim your properties, update owner information, update property information, and register your units
- **Apply for an Exemption(s)**
  - Before submitting your registration form for review, you can request exemptions for properties and/or units
- **Report Tenancy Changes**
  - Update your rental units at any time to report changes in tenancy
- **Case Updates**
  - View the status of your registration cases 24/7
- **Upload Documents**
  - Upload required notices and documents at any time



# What do Property Owners Need to Register?

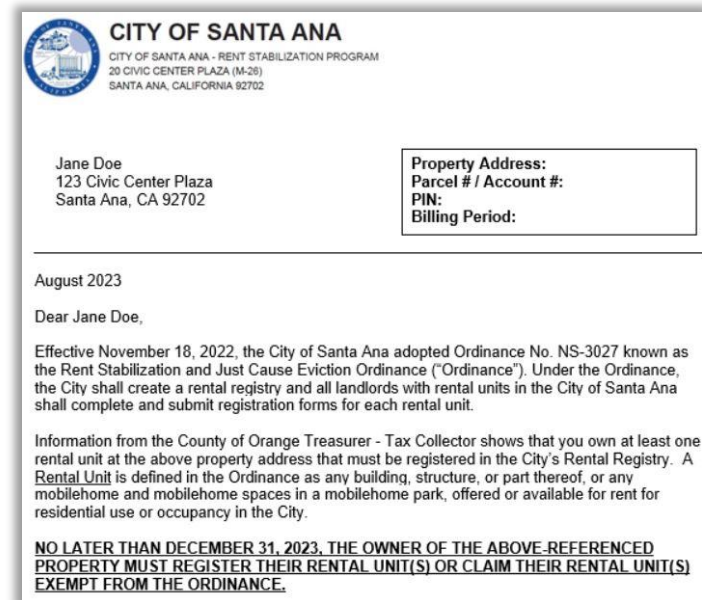
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# Registration Letters

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- Each year, a letter will be sent to the mailing address on file for each property
  - In year one, addresses are obtained from the County of Orange Treasurer-Tax Collector
- The letter will include your APN and PIN, which is needed to register a property on the Rental Registry
- Instructions and resources are included with Registration Letter



**CITY OF SANTA ANA**  
CITY OF SANTA ANA - RENT STABILIZATION PROGRAM  
20 CIVIC CENTER PLAZA (M-26)  
SANTA ANA, CALIFORNIA 92702

Jane Doe  
123 Civic Center Plaza  
Santa Ana, CA 92702

**Property Address:  
Parcel # / Account #:  
PIN:  
Billing Period:**

August 2023

Dear Jane Doe,

Effective November 18, 2022, the City of Santa Ana adopted Ordinance No. NS-3027 known as the Rent Stabilization and Just Cause Eviction Ordinance ("Ordinance"). Under the Ordinance, the City shall create a rental registry and all landlords with rental units in the City of Santa Ana shall complete and submit registration forms for each rental unit.

Information from the County of Orange Treasurer - Tax Collector shows that you own at least one rental unit at the above property address that must be registered in the City's Rental Registry. A Rental Unit is defined in the Ordinance as any building, structure, or part thereof, or any mobilehome and mobilehome spaces in a mobilehome park, offered or available for rent for residential use or occupancy in the City.

**NO LATER THAN DECEMBER 31, 2023, THE OWNER OF THE ABOVE-REFERENCED PROPERTY MUST REGISTER THEIR RENTAL UNIT(S) OR CLAIM THEIR RENTAL UNIT(S) EXEMPT FROM THE ORDINANCE.**





# Accessing the Rental Registry

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**Go to:**  
**rentalregistry.santa-ana.org**

## Welcome to the City of Santa Ana's Rental Registry

Pursuant to the City's Rent Stabilization and Just Cause Eviction Ordinance ("Ordinance"), the City of Santa Ana's Rental Registry is a secure database where landlords register their rental units, update rental unit information, update tenancy information, submit notices, and pay the annual rental registry fee. All landlords with rental units in the City of Santa Ana must complete and submit registration forms for each rental unit through the City's Rental Registry.

Any landlord that is claiming an exemption from the City's Ordinance must apply for an exemption through the City's Rental Registry. The landlord must provide the City a written declaration stating the facts which support the claim of exemption from the provisions of the Ordinance, accompanied by supporting documentation.

After 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.

User Guide

Video Demonstration

LOGIN

Username(Email)\*

Password\*

Remember Me [Forgot Password?](#)

Login

Register



# Video Demonstration: Navigating the Rental Registry

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<https://youtu.be/k0nCTX2zU0k>



# Dashboard – Add Property

The screenshot displays the City of Santa Ana dashboard. At the top left is the City of Santa Ana logo and name. To the right is a search bar with the placeholder text "Type Here To Search". Further right are links for "Test Account", a user profile icon, and a shopping cart icon with a red notification badge containing the number "0". Below the dark blue header is a yellow bar labeled "My Dashboard". The main content area is titled "My Properties" and contains a table with the text "No Record". In the top right corner of this table area is a dark blue button labeled "Add Property", which is pointed to by a blue arrow from the right. To the left of the table are icons for a grid view and a list view. To the right of the table is a "Sort By" dropdown menu currently set to "Parcel Number Asc".




# Dashboard - View Property

The screenshot displays the 'My Properties' section of the City of Santa Ana website. At the top, there is a dark blue header with the City of Santa Ana logo and name on the left, a search bar with the placeholder text 'Type Here To Search', and a 'Test Account' dropdown menu on the right. Below the header is a yellow bar with the text 'My Dashboard'. The main content area is titled 'My Properties' and includes an 'Add Property' button in the top right corner. A 'Sort By' dropdown menu is set to 'Parcel Number Asc'. The first property listing is visible, featuring a Google Street View image of a residential property with a red SUV and a silver car parked in the driveway. Below the image, the 'Parcel Number' and 'Site Address' are redacted with blue bars. The 'Property Status' is listed as 'Registration Open'. A blue arrow points to the 'View' button located at the bottom of the property listing card.



# Property Profile

 **City of Santa Ana** Type Here To Search | Test Account | [Icons]

My Dashboard

### Overview

Parcel Number : [Redacted] | Site Address : [Redacted] SANTA ANA CA 92707 US | Year Built : [Redacted] | Assessor Total Unit Count : 2 | Total Units Added : 0 | Property Status : Registration Open ← Back Action

**INSTRUCTIONS TO REGISTER YOUR PROPERTY**

**Step 1: Add Site Address.** If the property has more than one site address, add additional street address(es) by clicking the blue "Add" button next to "Address" (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.

**Step 2: Update your Contact Information.** Scroll down and click "Add Contact" to add necessary contacts (Primary Owner and Property Manager). You must add BOTH a Primary Owner and Property Manager contact. If there is no Property Manager, then you can indicate that the Property Manager contact information is the same as for the Owner. After you have added both contacts, use the "Contact Preferences" button to designate who should receive future communications about registration requirements.


**Step 3: Add Units.** Scroll down to "Add Unit" and add ALL rental units that you own or manage to the Rental Registry . After adding all units to the Rental Registry , you may claim your property as exempt, or claim individual unit(s) exempt.

**Step 4: Apply for an Exemption(s).** If you believe your entire property may be exempt from paying the Rental Registry Fee , then use the blue property "Action" button at the top-right of this page to apply for a property exemption. If you believe only certain units on the property may be exempt, use each unit's yellow "Action" button to apply for an exemption for individual units (e.g., "Owner-occupied").

**Step 5: Submit Rental Registration.** After you have added ALL rental units that you own or manage to the Rental Registry and/or applied for any exemptions, use the blue property "Action" button at the top-right of this page to submit your registration form. After submitting, your "property status" will be updated.

**Step 6: Await Further Instruction.** 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. City staff will be in contact with you after December 31, 2023 if any further information or action is needed to complete your registration.

### Address



**Address** + Add

[Redacted] SANTA ANA CA 92707 US ✎



# Property Profile - Address

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Address



Image View

Map View

Address

+Add

SANTA ANA CA 92707 US

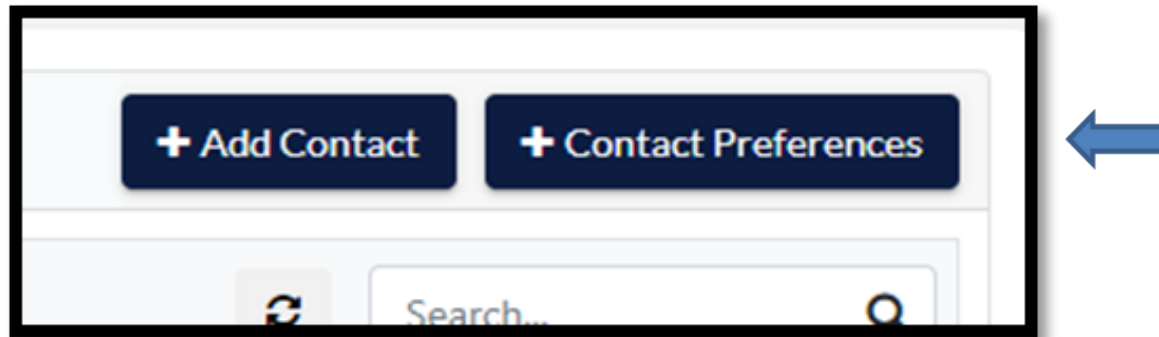




# Property Profile - Contacts

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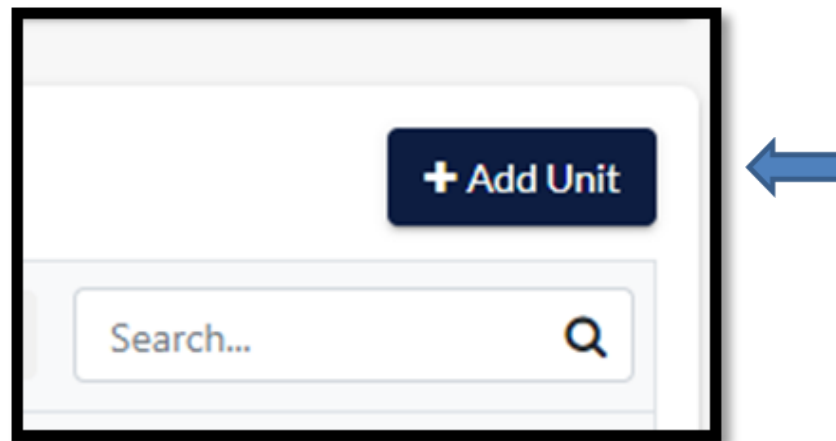
**Note:** You must add both a Primary Owner and Property Manager contact in order to submit your property for registration.



# Property Profile – Add Unit

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Note: You must use the “Add Unit” function for each unit on the property.



# Property Profile – Add Unit

**Add Unit**

\* Associate to: Site Address ⓘ

[REDACTED] SANTA ANA, CA 92707 US-Parcels

\* Property Type

Multifamily Building (Property comprises 2 Rental Units or more)

This refers to any property that has more than one rental unit within a single structure, or several buildings within one complex. Includes the following: duplexes; triplexes; apartment buildings; and single-family homes with an ADU, junior ADU, in-law, cottage unit, or any other additional rental units.

\* Occupant Type

Tenant

\* Number of Bathrooms

Select

\* Initial Rent ⓘ

Initial Rent is Unknown

\* Current Rent

\* Amount of Security Deposit Provided at Start of Tenancy

\* Amount of Last Rent Increase



# Video Demonstration: Rental Registry Exemptions

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<https://youtu.be/C1Llf5XtuZA>



# Property Profile – Apply for Exemption(s)

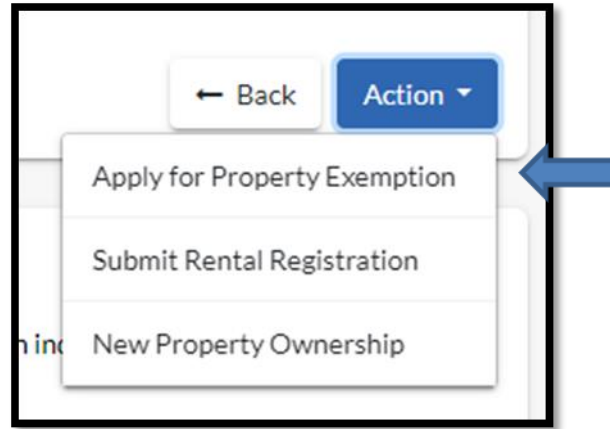
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- Any landlord that is claiming an exemption from the Ordinance must file a claim of exemption with the City:
  - Property Exemption
  - Unit Exemption
- It is the property owner's obligation to determine if their property falls within any of the exemptions under the Ordinance
  - Section 8-3120(e) and Section 8-3147(c)(4)
- Applying for an exemption does not guarantee it will be granted
- Exemptions cannot be requested after registration is completed, and may be required to be re-submitted annually during the registration process



# Property Profile – Property Exemption

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**Apply for Property Exemption**

\* Please select the qualifying grounds for the property exemption

Select

Search

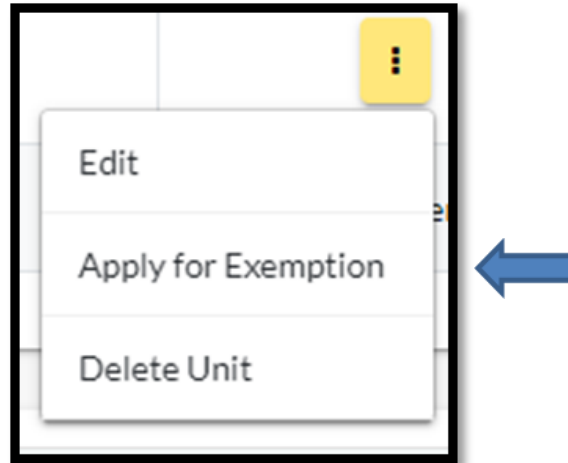
- Select
- Dormitories owned by higher education or K-12 school
- Housing that has been issued a Certificate of Occupancy (or equivalent document) within the previous 15 years (excluding mobilehomes)
- Residential real property that is alienable separate from the title to any other dwelling unit (not owned by REIT, corporation, certain LLC's) AND tenant has been given 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 accessory dwelling unit





# Property Profile – Unit Exemption

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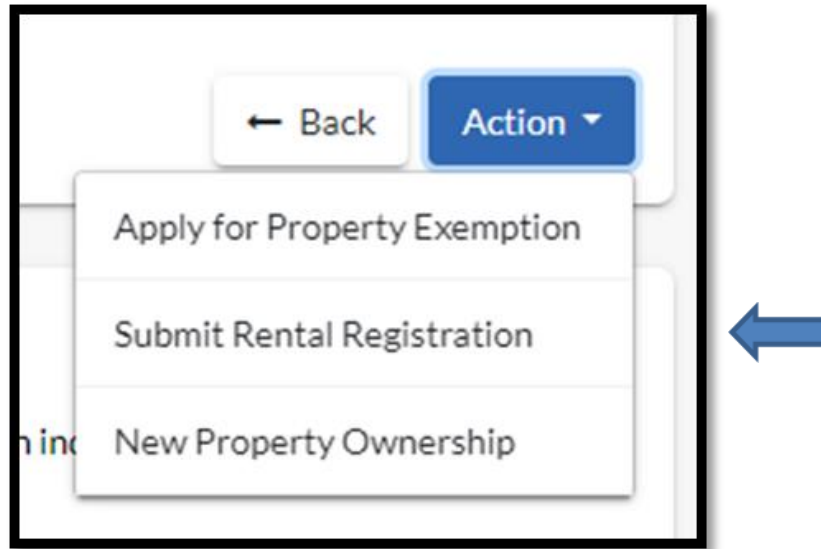


## \* Exemption Reason

- Unit has a certificate of occupancy issued within the previous 15 years (excluding mobile homes)
- Unit is fully Owner-Occupied and does not meet the definition of a rental unit
- Unit is vacant and unavailable for rent for the entire fiscal year and does not meet the definition of a rental unit
- Unit is occupied rent-free and does not meet the definition of a rental unit
- Affordable / Subsidized / Section 8 unit
- Unit is exempt pursuant to the Mobilehome Residency Law

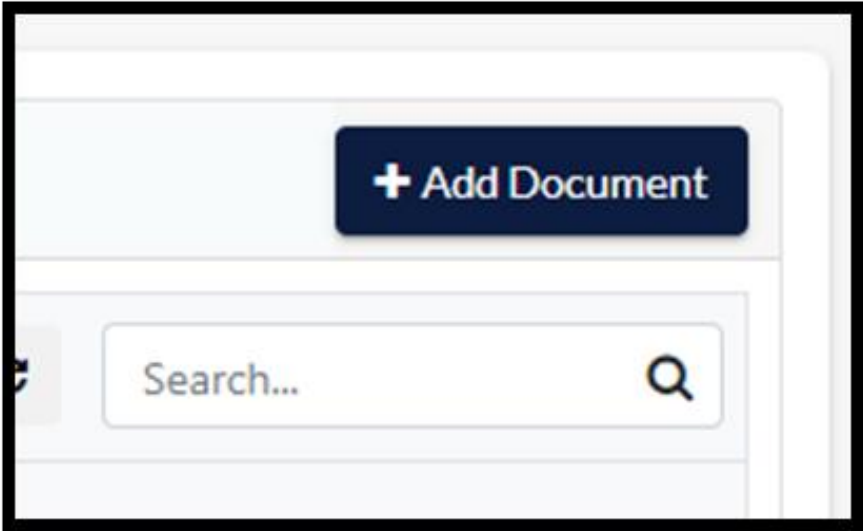
# Property Profile – Submit Registration

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# Upload Notices or Documents

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# Required Notices or Documents

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- Pursuant to Section 8-3149(d) of the Ordinance, any notices or documents required to be provided from a Landlord to a Tenant by the Ordinance, or any other federal, state, or local law, shall be provided by the Landlord to the City through the Rental Registry. These notices and documents include, but are not limited to:
  - Notice of Rent Increase
  - Notice of Change in Ownership or Management
  - Notice of the Existence of the Ordinance
  - Notice to Cease or Correct
  - Notice to Perform or Quit, or Notice to Cure or Quit
  - Notice to Pay Rent or Quit
  - Notice to Quit or Notice to Terminate Tenancy
  - Unlawful Detainer
- The list above is not meant to be exhaustive. However, in general, notices to enter or notices to change terms of tenancy not involving a change in rent, do not need to be provided to the City through the Rental Registry. Notices that terminate tenancy, that could support an unlawful detainer (eviction) action, must be provided to the City.



# Compliance

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- Property owners are responsible for complying with the City's Ordinance.
- The City may commence enforcement against any landlord who fails to register a rental unit, or provide current and accurate data regarding a rental unit.
  - Please refer to SAMC Section 8-3160(k) and 8-3200 for more information.
- After submission of the initial registry form online, City staff will be in contact with you after December 31, 2023 if any further information or action is needed to complete your registration.



# Rental Registry Fee

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- The Rental Registry Fee does not need to be immediately paid to the City upon completion of the registration process for Fiscal Year 2023-24. 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, including payment of the Rental Registry Fee.



# Questions and Answers

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# Computer Workstations

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- Staff and computers are available for you at the Santa Ana WORK Center at 801 W Civic Center Drive, Suite 200, Santa Ana, CA 92701. The WORK Center is available:
  - Monday-Thursday: 8 a.m. to 5 p.m.
  - [Alternating Fridays](#): 8 a.m. to 5 p.m.
- Parking may be validated for appointments only for up to 3 hours.





# Contact Us

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If you have any additional questions about the Rental Registry, a dedicated e-mail address and Rent Stabilization Helpline are available with staff standing by to assist you. Please e-mail us at [rso@santa-ana.org](mailto:rso@santa-ana.org) or call (714) 667-2209 to speak with one of our representatives.

