

# Registration 365: Annual Review of the 24-25 Cycle

PRESENTED FOR  
Rent Board

PRESENTED BY

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# Overview

Registration Opens

Internal Rent Registry Updates

Registration Compliance

Property and Unit Data Review

YouTube Data Review

# Registration Opens and Operations

# 2024-25 Registration Cycle Begins

**The Rent Registry Portal Opened on April 29, 2024.**

**11,527 Open Registrations**

**Over 40,000 units under the Rent Board's purview**

## Registration Operations

Assistance Type	2023-2024	2024-2025	2025-2026
Email	1,744	1,743	1,109
Registration Extension	1,376	2,667	1,300
Registration Voicemails	327	1,375	552
Information Line	NA	106	48
Information Line Voicemails	NA	52	26

# Internal Rent Registry Updates

# Internal Rent Registry Enhancements

**Added additional unit status codes for Sabbaticals and Inactive units**

**Removed outdated internal user codes**

**Completed a housing services audit**

**Completed a Unit Exempt unit audit**

**Focused on filling in data gaps to improve database integrity**

**Deleted 171 non-verified user accounts**

# Upcoming Enhancements

**Monthly Automatic Payment Reminders**

**“Get to know the Rent Registry in 5 minutes” How to Video**

**Partially Covered unit status updates**

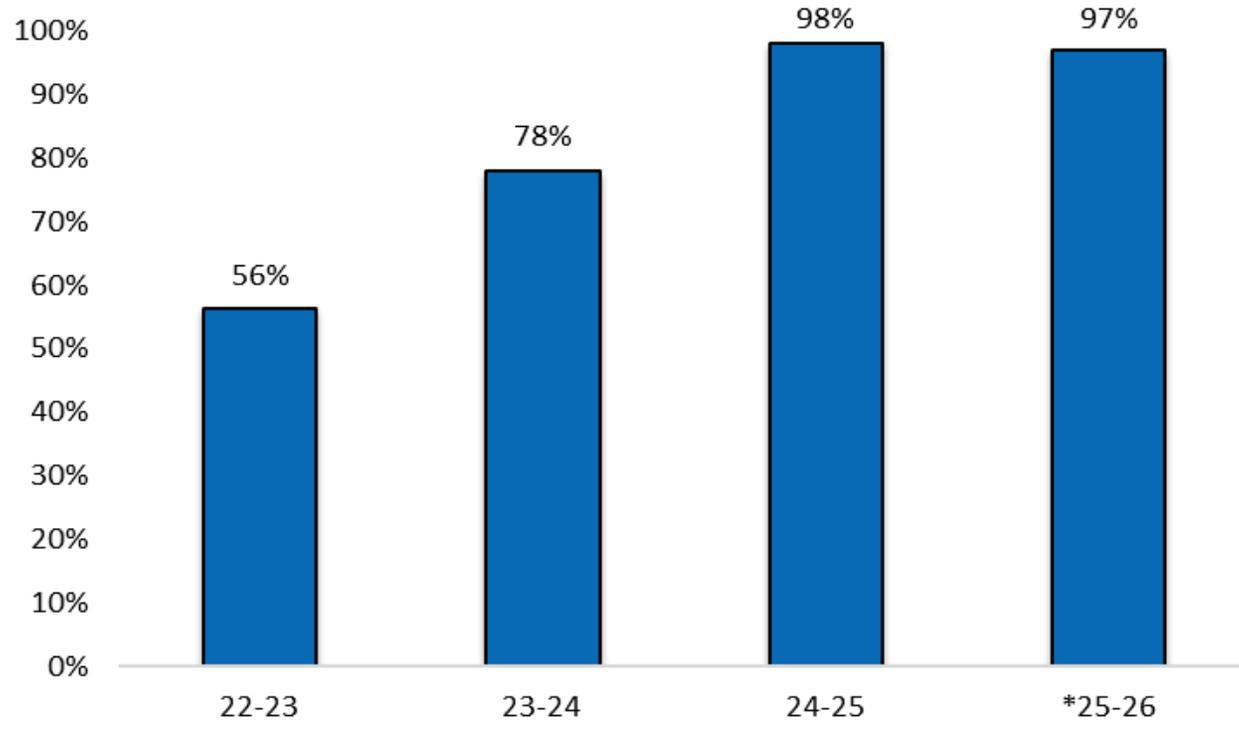
**Improving the automatic exemption workflow**

**Creating a system validation process for tenancy records**

**Continue working on completing missing data fields**

# Registration Compliance

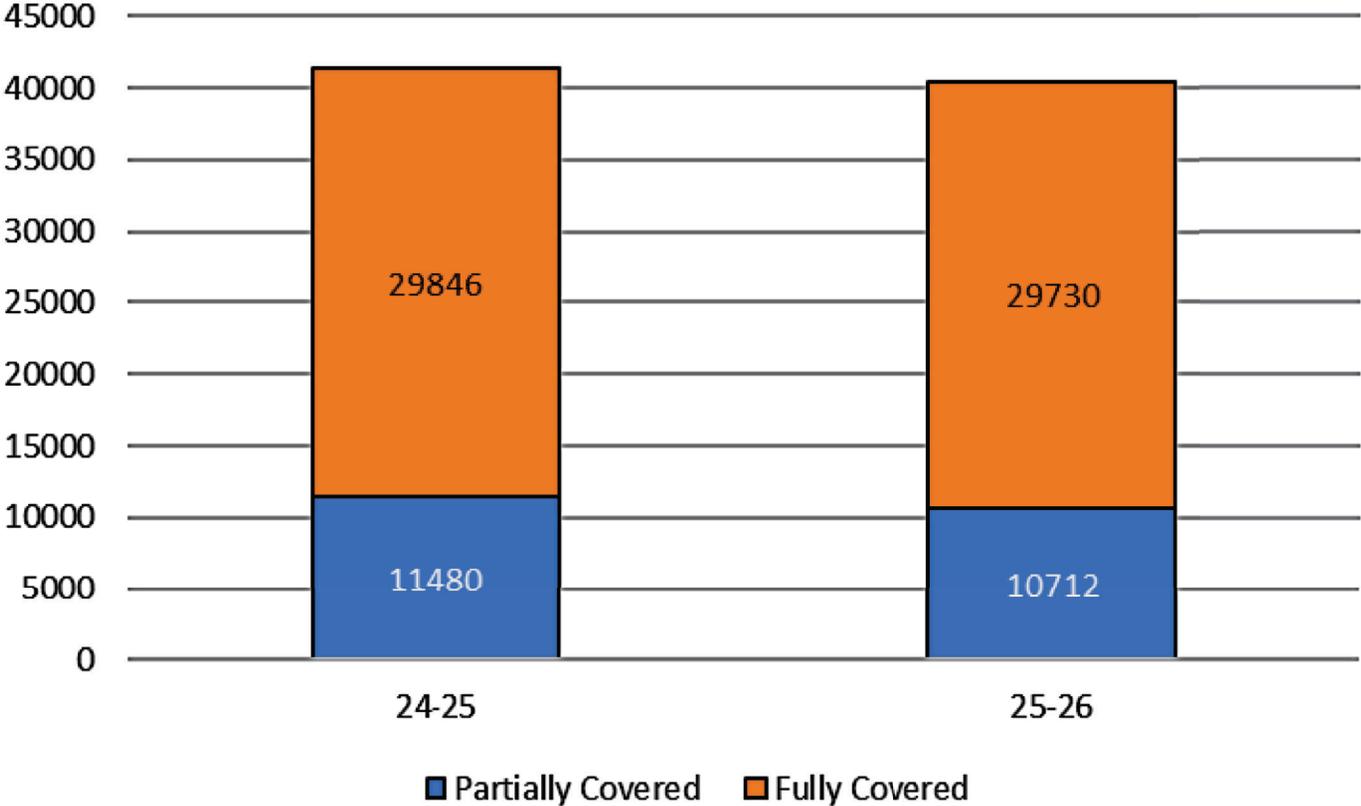
# Registration Compliance



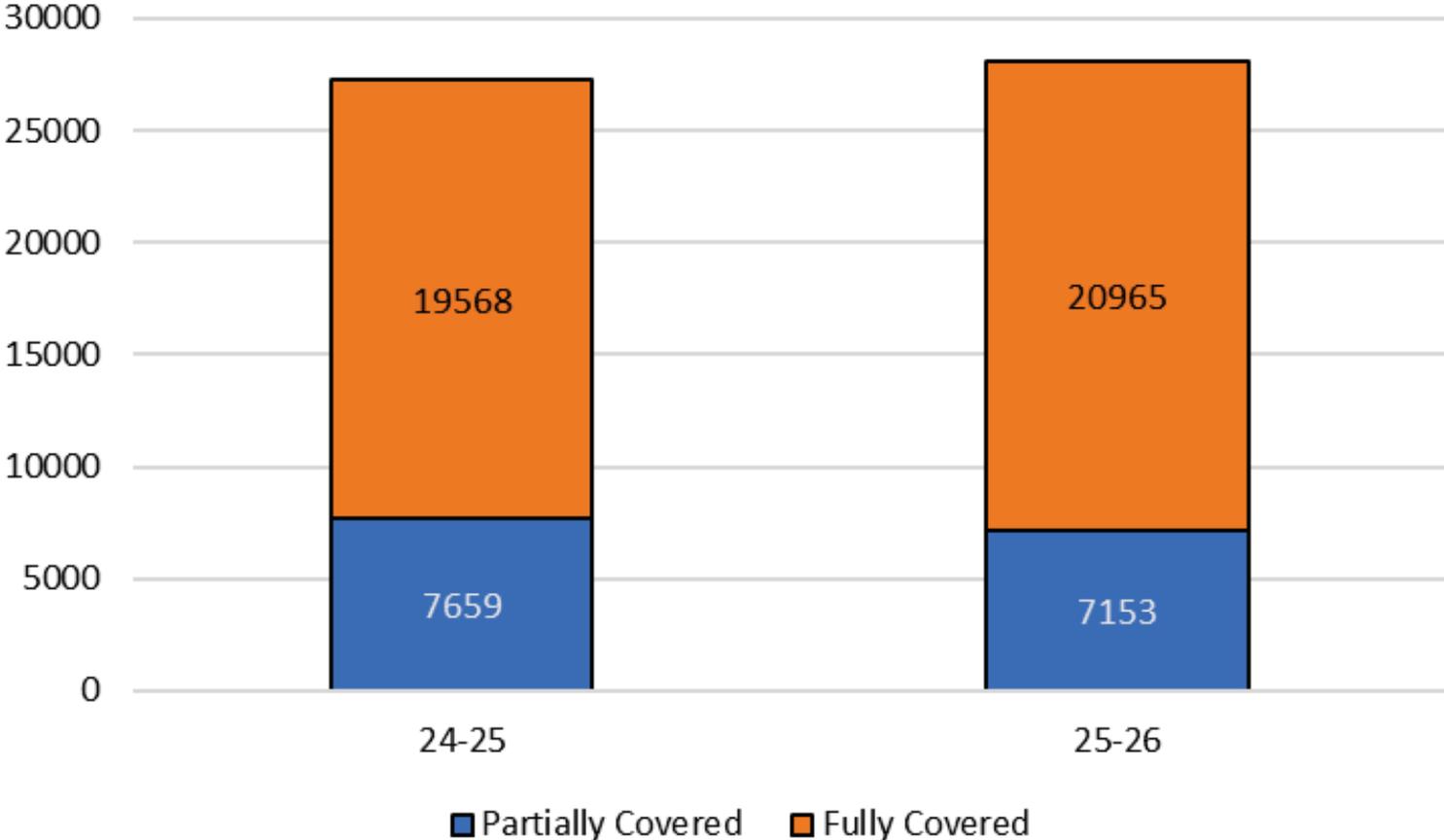
# Property and Unit Data Review

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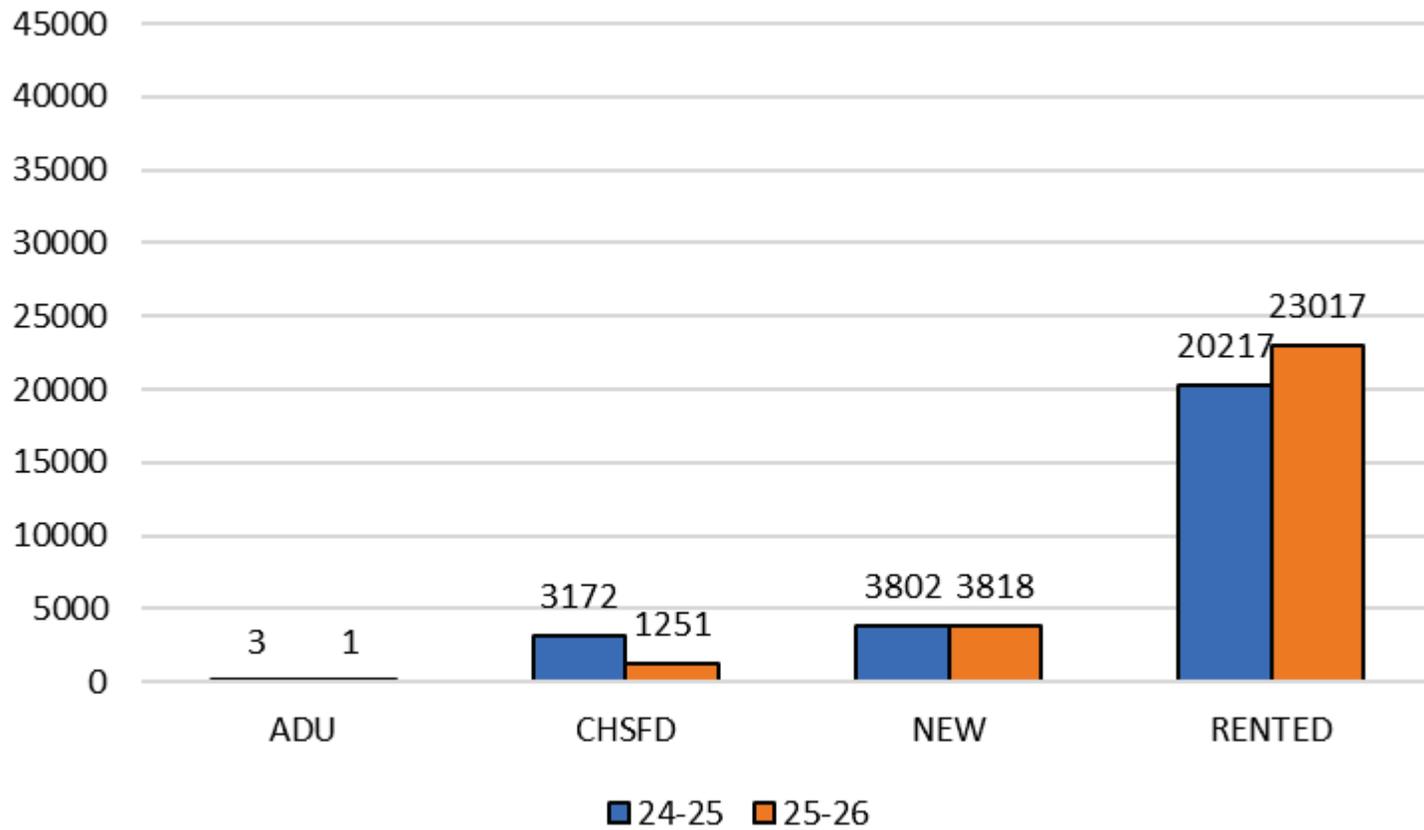
# Total Number of Fully Covered Units vs Partially Covered Units



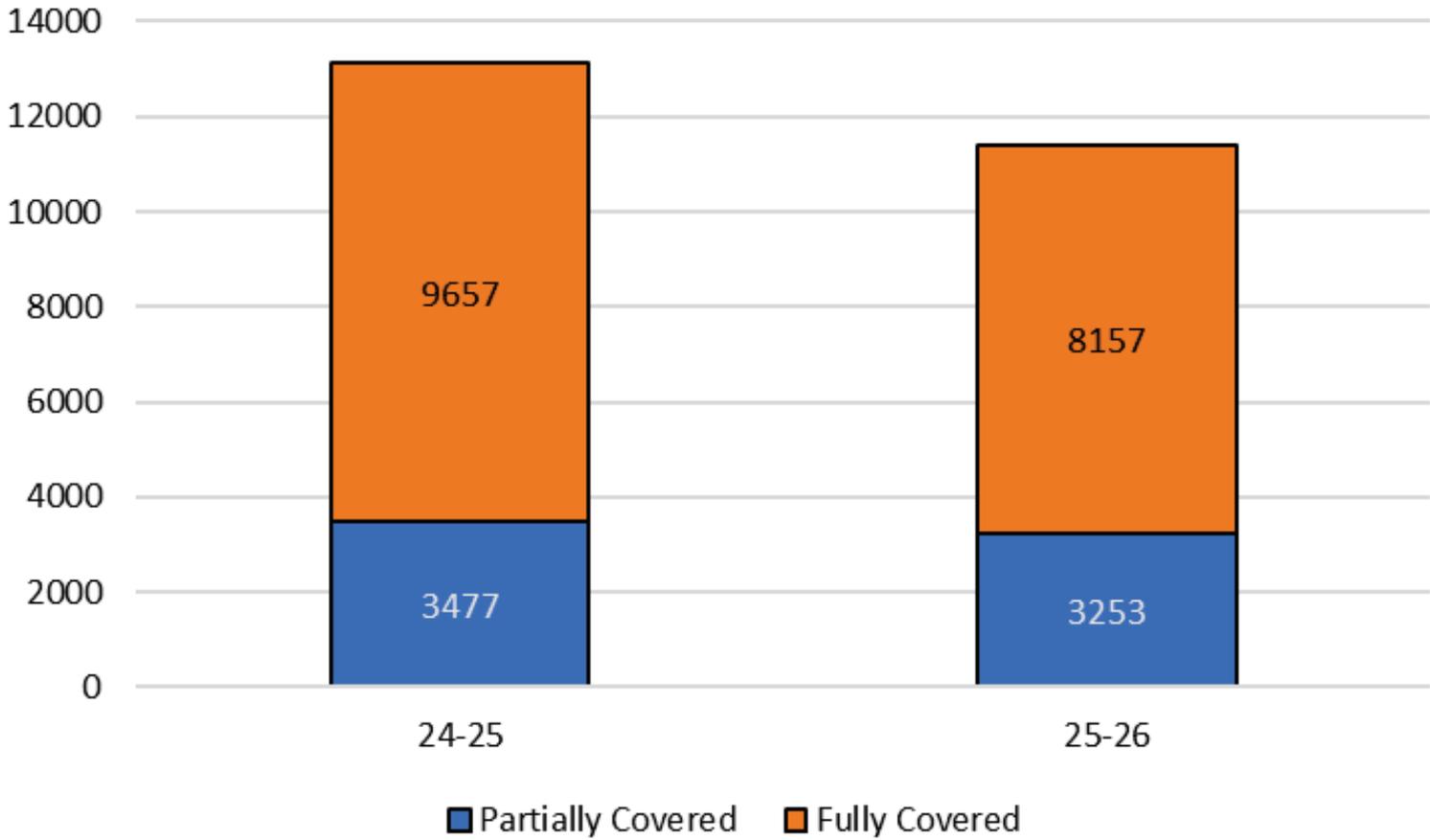
# Fully Covered vs Partially Covered Non-Exempt Units



# Non-Exempt Unit Status Breakdown



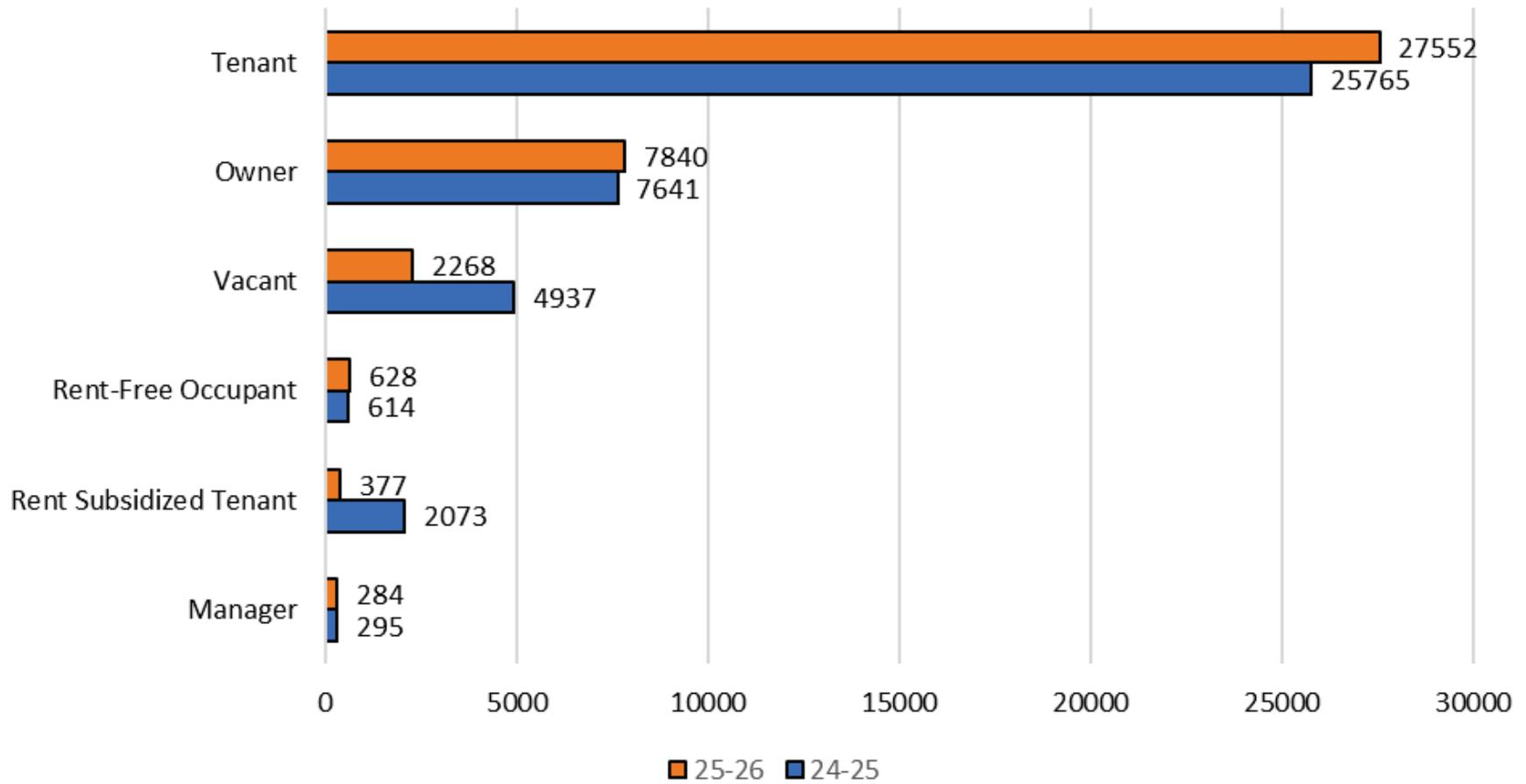
# Fully Covered vs Partially Covered Exemptions



## Exemption Unit Breakdown

Exemption Type	# of Units 24-25	# of Units 25-26	Change	% Change
OCC	7161	7108	-53	-1%
NAR	1242	1125	-117	-9%
FREE	600	647	47	8%
OWNUSE	565	623	58	10%
DUPLEX	490	496	6	1%
GREEK	330	428	98	30%
COMM	264	417	153	58%
HOTEL	266	272	6	2%
COOP	128	137	9	7%
INACT	36	159	123	342%
MGTU	44	53	9	20%
ADU	20	31	11	55%
CONDO PLUS	30	N/A	N/A	N/A
GOV	16	14	-2	-13%
MISC	N/A	4	N/A	N/A
HNF	N/A	12	N/A	N/A
OCC ADU	1	1	0	0%

# Unit Occupancy Trends

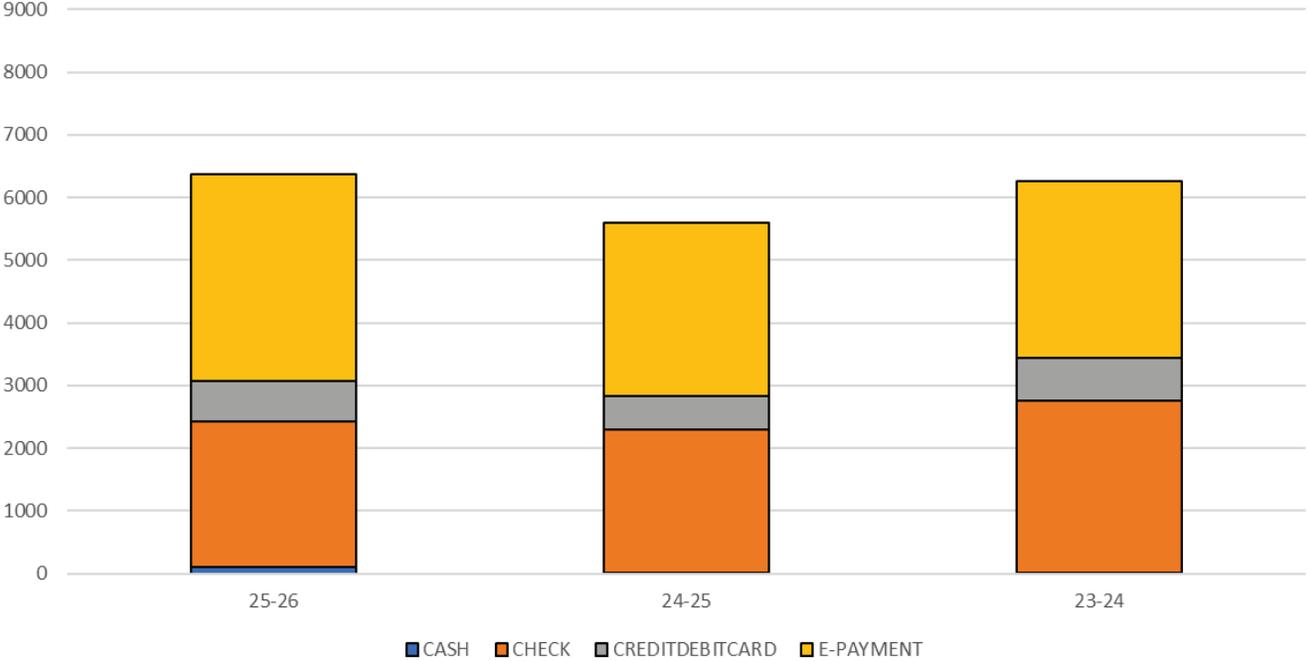


# Paperless Billing Enrollment

**21.7%**  
2024-25

**28.2%**  
2025-26

# Payment Types



# YouTube Data Review

## YOY - Total Views Per Video





# Thank you!

## Questions?

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### Contact Us

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