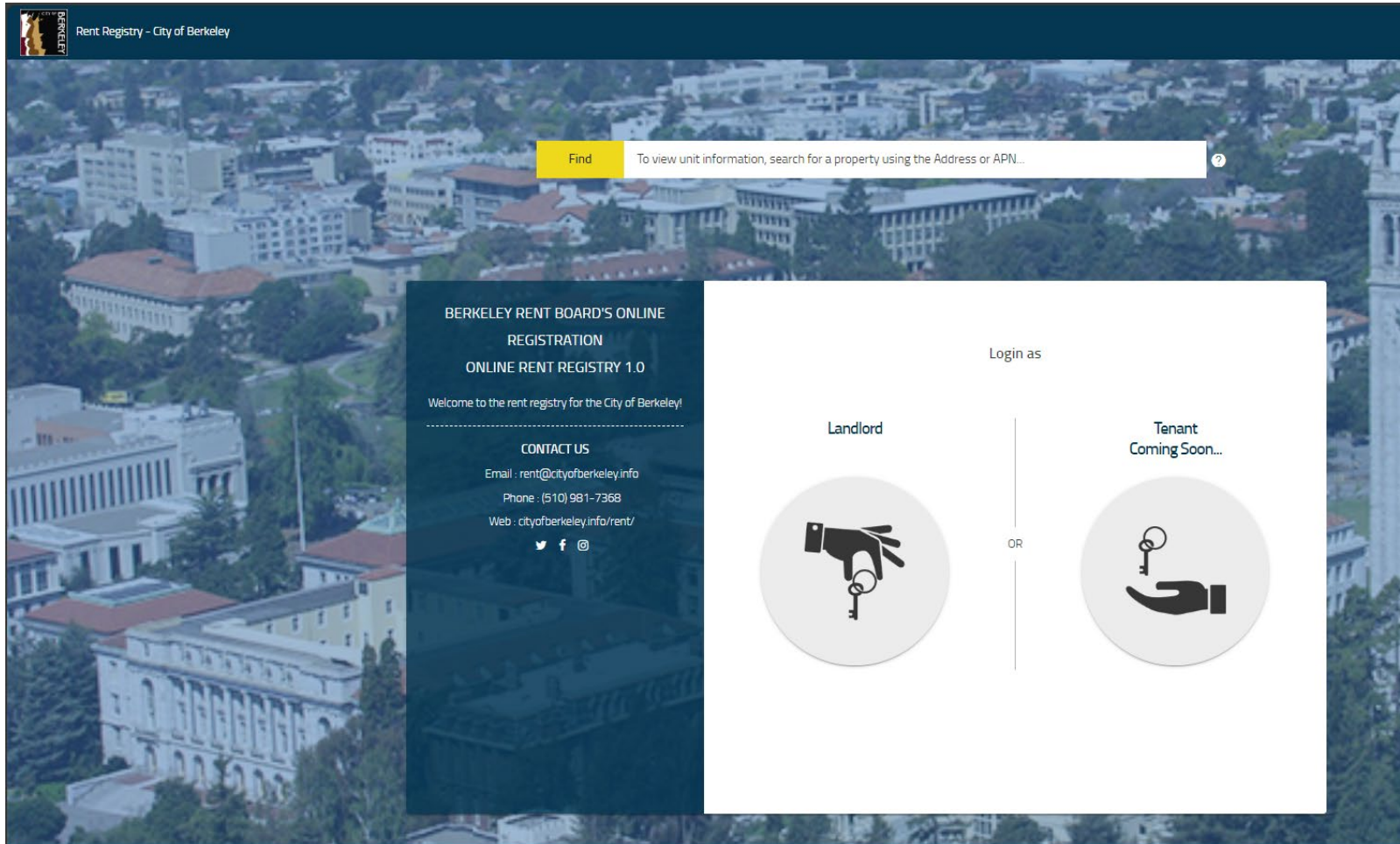


# Upcoming Rent Registry Enhancements



**BERKELEY** Rent Registry - City of Berkeley

**Find** To view unit information, search for a property using the Address or APN...

**BERKELEY RENT BOARD'S ONLINE REGISTRATION**  
**ONLINE RENT REGISTRY 1.0**

Welcome to the rent registry for the City of Berkeley!

**CONTACT US**  
Email : [rent@cityofberkeley.info](mailto:rent@cityofberkeley.info)  
Phone : (510) 981-7368  
Web : [cityofberkeley.info/rent/](http://cityofberkeley.info/rent/)  
@ f

Login as

**Landlord**

**Tenant Coming Soon...**

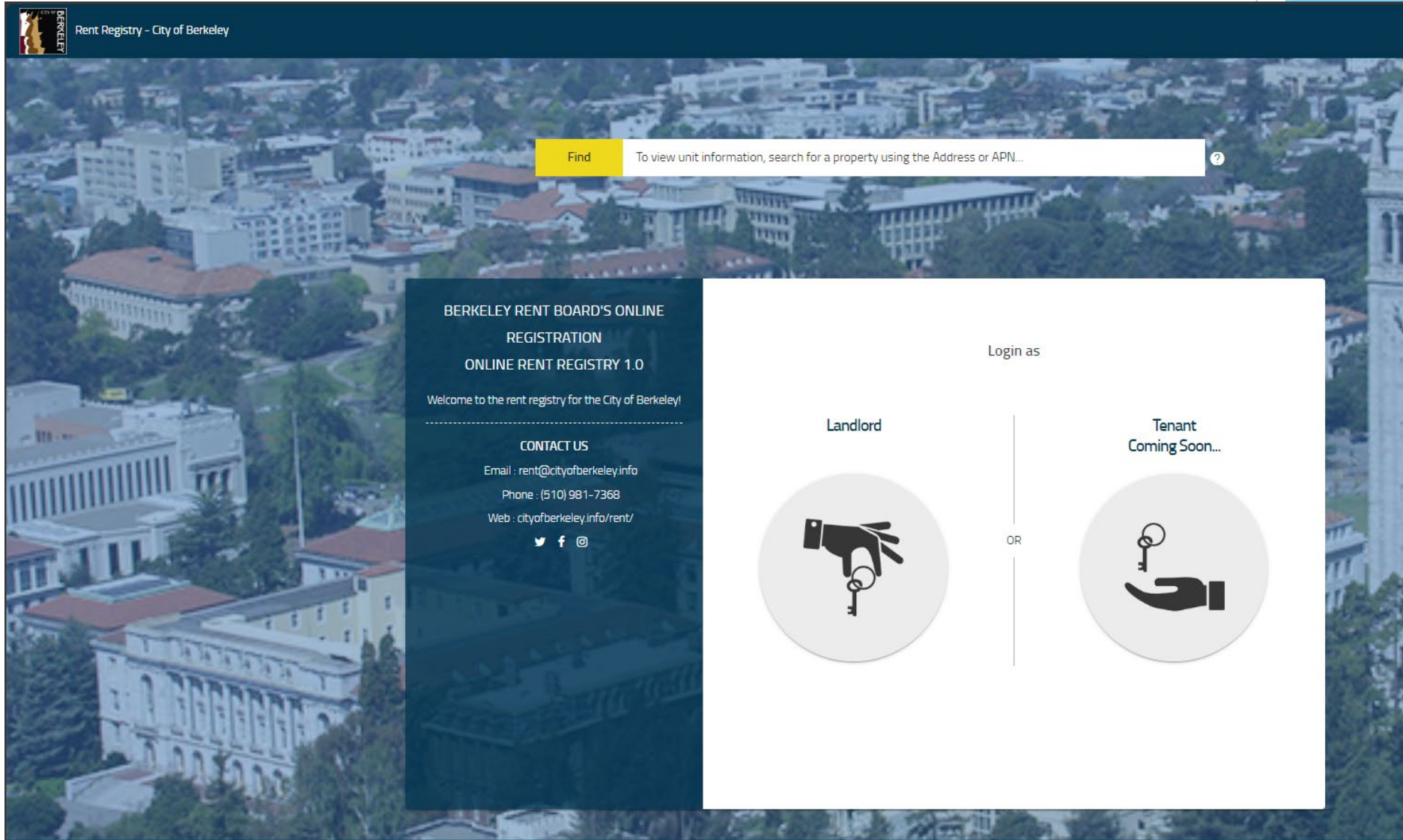
OR

# Introduction

- ▶ Welcome Rent Board Commissioners
- ▶ Purpose of the Rent Registry Enhancements
  - To create more accessibility and informative content for the public
  - To create a Platform that is user-friendly and intuitive
- ▶ Commitment to Transparency and Efficiency



# Current Rent Registry Home Page



The screenshot shows the Berkeley Rent Registry Home Page. At the top left is the City of Berkeley logo and the text "Rent Registry - City of Berkeley". Below this is a search bar with a yellow "Find" button and the text "To view unit information, search for a property using the Address or APN...". The background is an aerial view of Berkeley. On the left side, there is a dark blue sidebar with white text: "BERKELEY RENT BOARD'S ONLINE REGISTRATION ONLINE RENT REGISTRY 1.0", "Welcome to the rent registry for the City of Berkeley!", "CONTACT US", "Email : rent@cityofberkeley.info", "Phone : (510) 981-7368", "Web : cityofberkeley.info/rent/", and social media icons for Twitter, Facebook, and Instagram. On the right side, there is a white login area with the text "Login as" and two options: "Landlord" with a hand holding a key icon, and "Tenant Coming Soon..." with a hand holding a key icon. The word "OR" is centered between the two options.

**BERKELEY RENT BOARD'S ONLINE REGISTRATION ONLINE RENT REGISTRY 1.0**

Welcome to the rent registry for the City of Berkeley!

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**CONTACT US**

Email : [rent@cityofberkeley.info](mailto:rent@cityofberkeley.info)  
Phone : (510) 981-7368  
Web : [cityofberkeley.info/rent/](http://cityofberkeley.info/rent/)

[Twitter](#) [Facebook](#) [Instagram](#)

Login as

**Landlord**

**Tenant Coming Soon...**

OR

# New Rent Registry Home Page

The screenshot shows the Berkeley Rent Board's Online Registration home page. At the top, there is a navigation bar with the City of Berkeley logo and a 'Rent Registry' icon. The main header features the title 'Berkeley Rent Board's Online Registration' and a search bar for property addresses or APNs. Below the search bar, there are login options for 'Landlord' and 'Tenant'. The page includes a 'Curious How it Works?' section with three video thumbnails for 'INSTRUCTIONS' and 'Using AI to Search Property'. A statistics section displays '100 Open Eviction Case', '500 Closed Eviction Case', '80 Open Mediation Case', and '30 Closed Mediation Case'. A 'Frequently Asked Questions?' section contains several expandable question cards. The footer includes a 'Need more help?' section with contact information and icons for 'REPORT ONLINE', '311 (510) 381-3389', and 'YEST'.

**CITY OF BERKELEY** Rent Registry

## Berkeley Rent Board's Online Registration

Search Property by Address or APN

Already a Member? Login as **Landlord** **Tenant**

### Curious How it Works?

Learn how to Register and get onboard?

Using AI to Search Property

Learn what benefits a Landlord have once registered

View more videos

100 Open Eviction Case	500 Closed Eviction Case	80 Open Mediation Case	30 Closed Mediation Case
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### Frequently Asked Questions?

Top FAQs

- What are benefits of Rent Registry?
- What are benefits of Landlord?
- What are benefits of Rent Registry?
- What are benefits of Landlord?
- What are benefits of Rent Registry?
- What are benefits of Landlord?
- What are benefits of Rent Registry?
- What are benefits of Landlord?

**Need more help?**  
Contact with us online, by phone, or in person.

**REPORT ONLINE** **311 (510) 381-3389** **YEST**

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# New Rent Registry Home Page

The screenshot shows the Berkeley Rent Board's Online Registration home page. At the top left is the City of Berkeley logo. At the top right is a link for 'New to Rent Registry? Create an Account'. The main header features the title 'Berkeley Rent Board's Online Registration' over a background image of the city hall. Below the title is a search bar for 'Search Property by Address or APN'. A navigation bar allows users to 'Login in as' a 'Landlord' or 'Tenant'. The main content area is titled 'Curious How it Works?' and includes a paragraph of placeholder text. Below this are three video thumbnails with titles and durations: 'Learn how to Register and get onboard?' (11 minutes), 'Using AI to Search Property' (5 minutes), and 'Learn what benefits a Landlord have once registered' (15 minutes). A 'View more videos...' button is located below the videos. The footer displays four statistics: 100 Open Evictions, 500 Closed Evictions, 80 Open Mediation, and 30 Closed Mediation.

CITY OF BERKELEY

New to Rent Registry? Create an Account →

## Berkeley Rent Board's Online Registration

Search Property by Address or APN

Already a Member? Login in as Landlord or Tenant

### Curious How it Works?

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**INSTRUCTIONS** 11 minutes

**INSTRUCTIONS** 5 minutes

**INSTRUCTIONS** 15 minutes

**Learn how to Register and get onboard?**

**Using AI to Search Property**

**Learn what benefits a Landlord have once registered**

[View more videos...](#)


**100** Open Evictions


**500** Closed Evictions


**80** Open Mediation


**30** Closed Mediation

# New Rent Registry Home Page

**100**   
Open Evictions  
Case

**500**   
Closed Evictions  
Case

**80**   
Open Mediation  
Case

**30**   
Closed Mediation  
Case

## Frequently Asked Questions?

Top FAQs lorem ipsum dolor sit amet, consectetur adipiscing elit. [Ask another question](#)

What are benefits of Rent Registry? –

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What are benefits of Landlord? –

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What are benefits of Rent Registry? +

What are benefits of Landlord? +


What are benefits of Rent Registry? +


What are benefits of Landlord? +


What are benefits of Rent Registry? +

What are benefits of Landlord? +

**Need more help?**  
Connect with us online, by phone, or in person.

 **REPORT ONLINE**

 **(510) 981-2489**

 **VISIT**

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# How-To Guides and Videos

- ▶ The Rent Board has created How-To guides for property owners based on the Registration Unit's feedback.
- The Guides cater to diverse user needs and technological proficiencies.
- Empower users to self-serve confidently, reducing administrative burdens on staff.
- Enhance the user experience.
- Foster a deeper understanding of the Rent Registry's functionalities and services.



# Written How-To Guide Example

Internal

## Submitting the Property for Registration

(For a property with no exemptions)

### Introduction

The primary purpose of the Rent Registry Portal is for property owners to Register their APNs and Units with the Rent Board and to keep the Rent Board informed throughout the year of the changes in Unit Rent, Occupancy, and APN Contact Information.

**\*\*BEFORE SUBMITTING THE PROPERTY FOR REGISTRATION, PLEASE HAVE THE INFORMATION LISTED BELOW\*\***

- **Owner Contact Details** (if any changes occur to the contact info for an Owner, you can edit this throughout the year; if you sell the property, you can report a New Property Ownership Amendment)
- **Property Manager Contact Details** (if any changes occur to the contact info for a Property Manager, you can edit this throughout the year)
- **Unit Details** (Number of Bedrooms must be provided in the first year along with Occupant Type. As the Occupant Details and Rent Amounts change, those can be reported through Amendment Cases)
- **Unit Exemptions** (These can only be reported/applied for **BEFORE** you submit your APN for Registration)

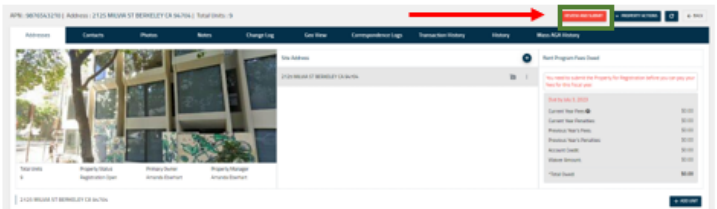
**\*\*Information reported to the Rent Board will remain on your Property. Property owners are responsible for reporting changes in owner and manager contact details, occupancy changes for their units, exemption statuses for your units, and any changes in property status within 60 days as instructed by the ordinance. \*\***

Please note that the Payable Total will be updated once the property status moves to “Registration Completed.” The green Pay Now button will allow you to submit a payment online.

### Submitting the Property for Registration

1. Navigate to the address tab for the APN that needs to be registered. If there is no missing information on the property, you will see a red button at the top of the page that reads “Review and Submit.” This button can also be found at the bottom of the Address page. Click “Review and Submit”

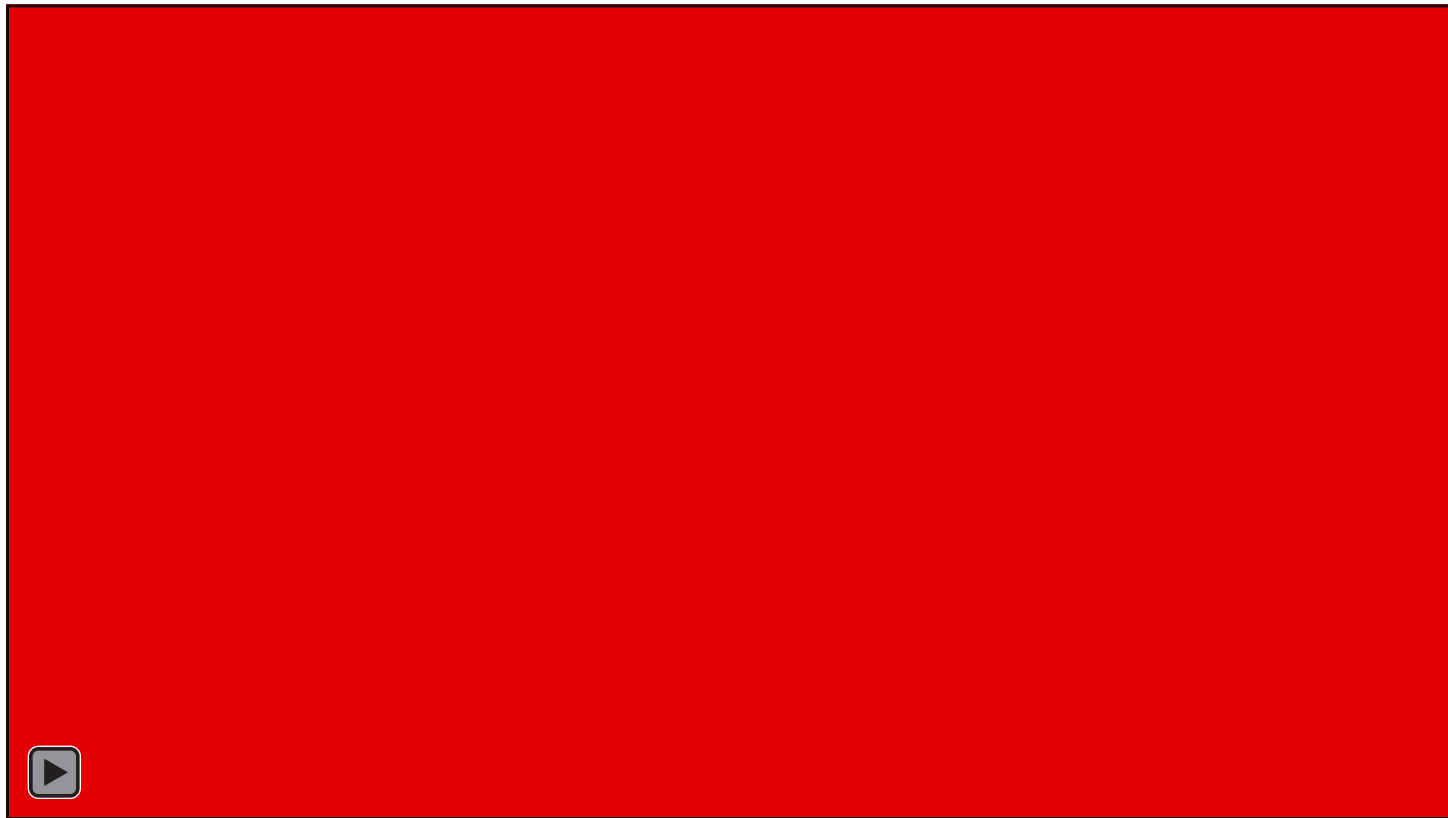
(Picture of the top of the Rent Registry Portal)



Fee Name	Amount
Current Year Fees	\$0.00
Current Year Rent Board	\$0.00
Property Manager Fee	\$0.00
Property Manager Fee (Occupancy)	\$0.00
Property Manager Fee (Rent)	\$0.00
Property Manager Fee (Total)	\$0.00
Other Fees	\$0.00
<b>Total Fees</b>	<b>\$0.00</b>

# How-To Video Guide Example

## “Submitting Registration with no Exemptions”



# Enroll in Paperless Billing

**\*\* Pictured example for discussion only, not a real page mock-up\*\***

## Submit Registration

Would you like to opt in to paperless billing?\*

Yes  No

This Field is Required.

### Submitted Exemption Requests

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

5 Unit Exemption(s) 0 Property Exemption(s)

[Click here](#) to return to the home screen to submit an exemption request. For information on how to apply for an exemption, please review the [user guide](#).

### Unit Data

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# Implementation Timeline

- ▶ New Rent Registry Home page and How-To guides
  - Available at the opening of the 24/25 registration Cycle
  - 24/25 registration cycle opening April 29, 2024
- New Rent Registry How-To videos
  - Available to the public by April 29th, 2024
- ▶ Paperless Billing
  - Enrollment April 29th, 2024, through July 1, 2024
  - Paperless bills for property owners in the 25/26 registration cycle

# Expected Outcome of Paperless Billing

- ▶ Cost Saving in Postage
- ▶ January Penalty Mailing
- ▶ Letters Sent: 243
- ▶ Postage Cost \$395
- ▶ Total cost of Mailing \$ 819.46 (Includes Labor, Taxes and Fees)
  
- ▶ Staff Time
- ▶ Initial 22/23 registration mailing took over 120 hours of staff time to print, sort, and send the statements to the vendor. (This time does not include a review period for accuracy)
- ▶ By utilizing mail merges to send subsequent statements has significantly reduced this timeline.
- January Penalty bills: 4.5 hours of staff time. Which includes review.
- March Collection Notices utilizing mail merge, printing, and mail in-house: 6 hours total staff time. Including review.



# Expected Outcome of Paperless Billing

- ▶ January 2024 Email Out Reach Pilot Results
  - ▶ Properties with open registration as of 1/23/24: 3,150
  - ▶ Active property owner emails on file:260
  - ▶ By 1/26/24, the Registration unit closed 108 registrations
  - ▶ 41.5% response rate
- ▶ Properties with studio units and Open Registrations (Data Clean Up)
  - ▶ 1,970 records found
  - ▶ 721 active emails
  - ▶ 32.7% response rate
  - ▶ Results: Confirmed Studio status, property ownership updates, Room and Tenancy Updates

# Closing and Q&A

- ▶ Questions and Concerns
- ▶ Thank you