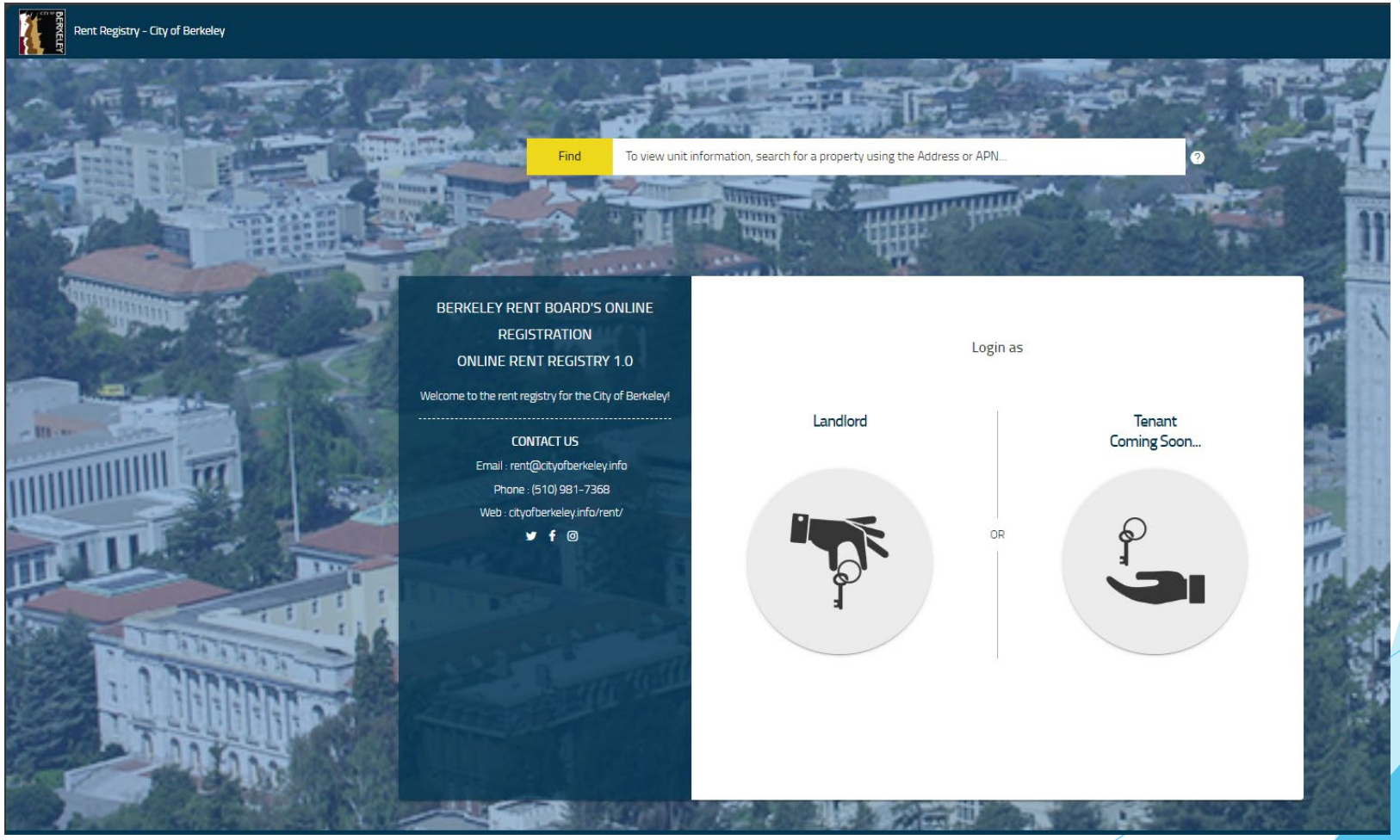
Upcoming Rent Registry Enhancements



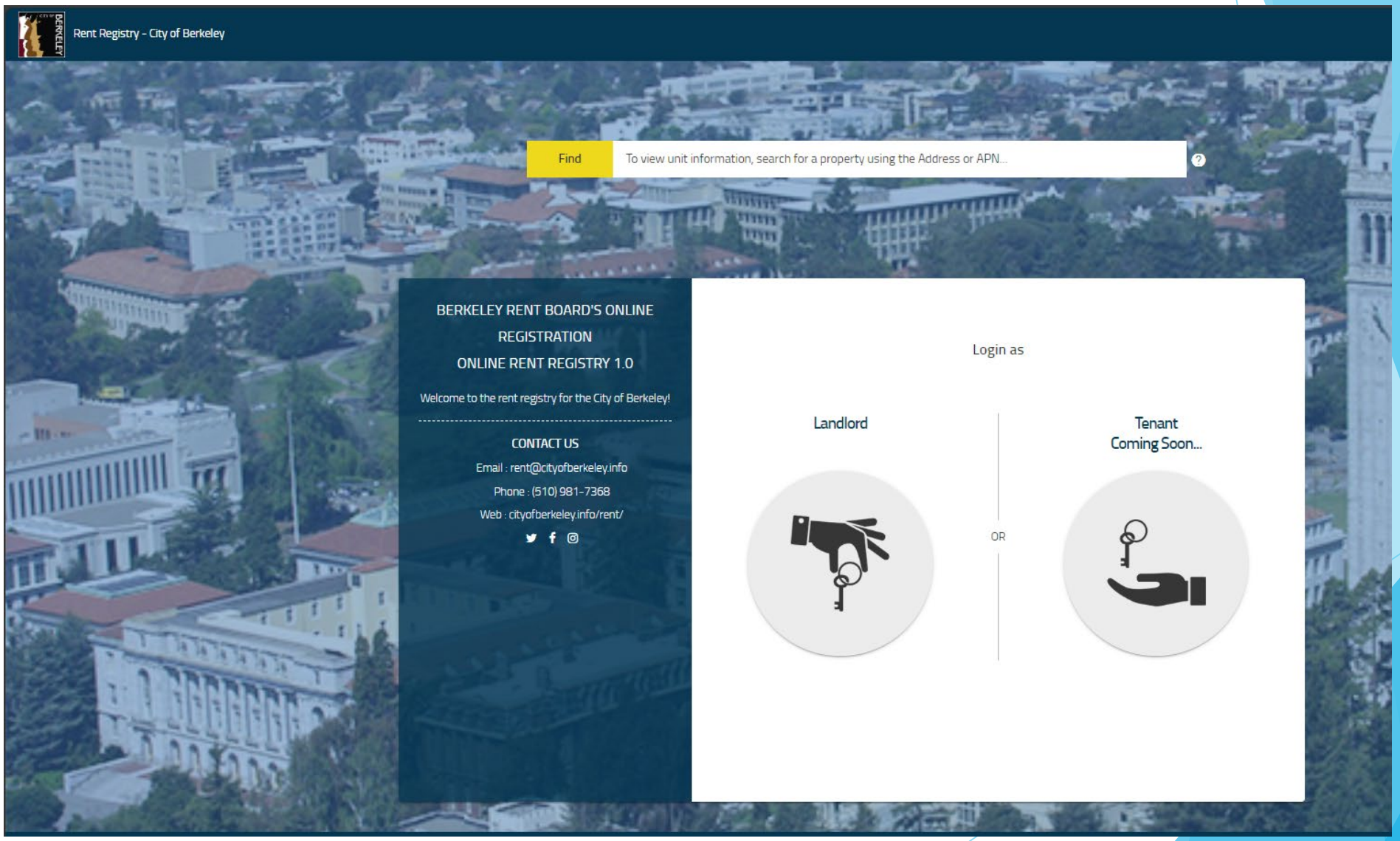
Introduction

- Welcome Rent Board Commissioners

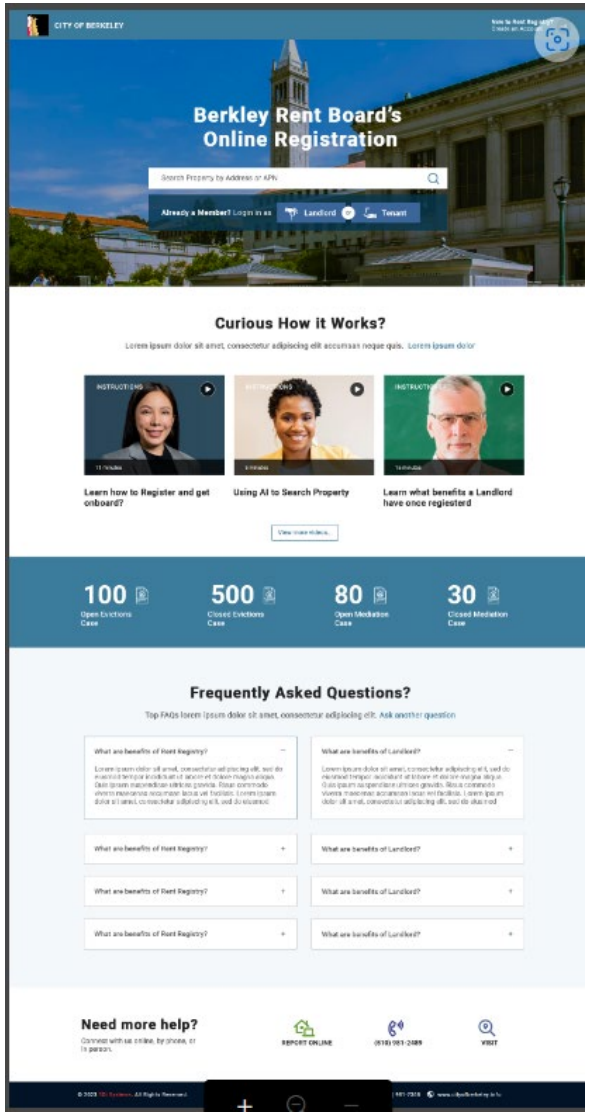
- Purpose of the Rent Registry Enhancements
- To create more accessibility and informative content for the public
- To create a Platform that is user-friendly and intuitive

- Commitment to Transparency and Efficiency

Current Rent Registry Home Page



New Rent Registry Home Page



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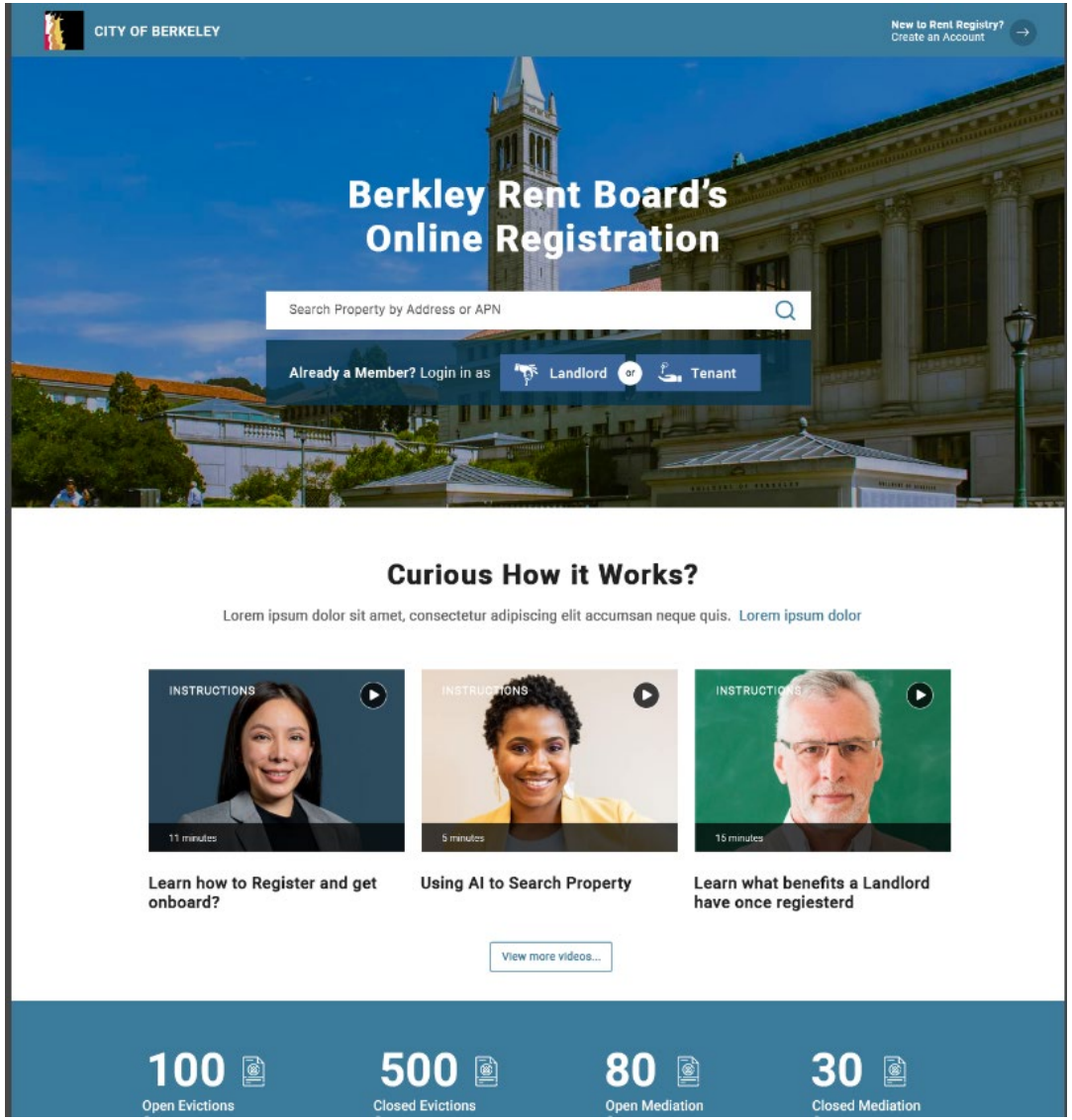

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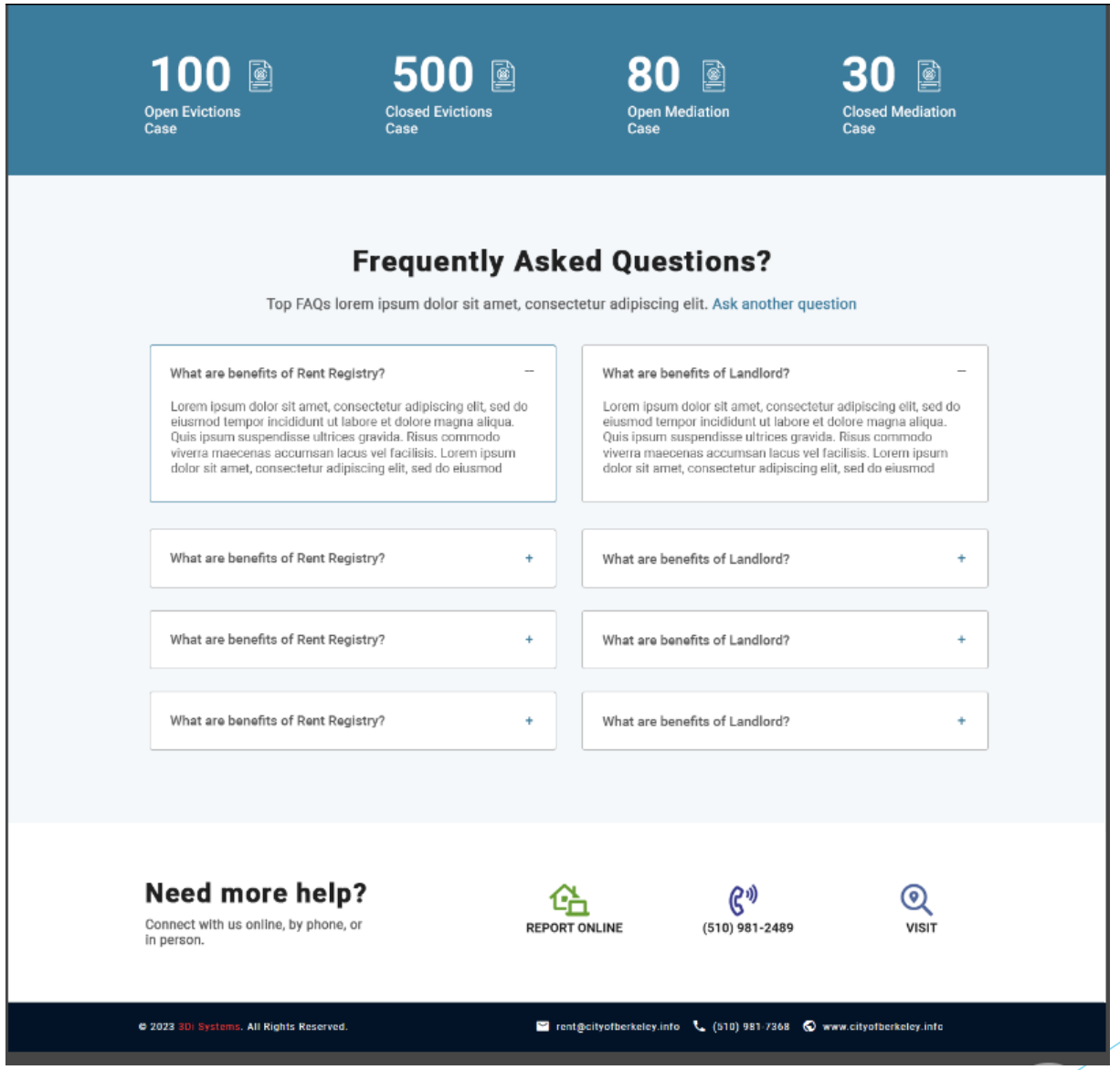


How-To Guides and Videos

- 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)

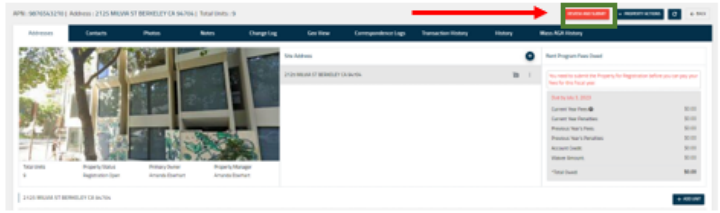
**Information reported to the Rent Board will remain on your Property. Property owners are responsible for reporting changes in owner and manager contact details, occupancy changes for their units, exemption statuses for your units, and any changes in property status within 60 days as instructed by the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

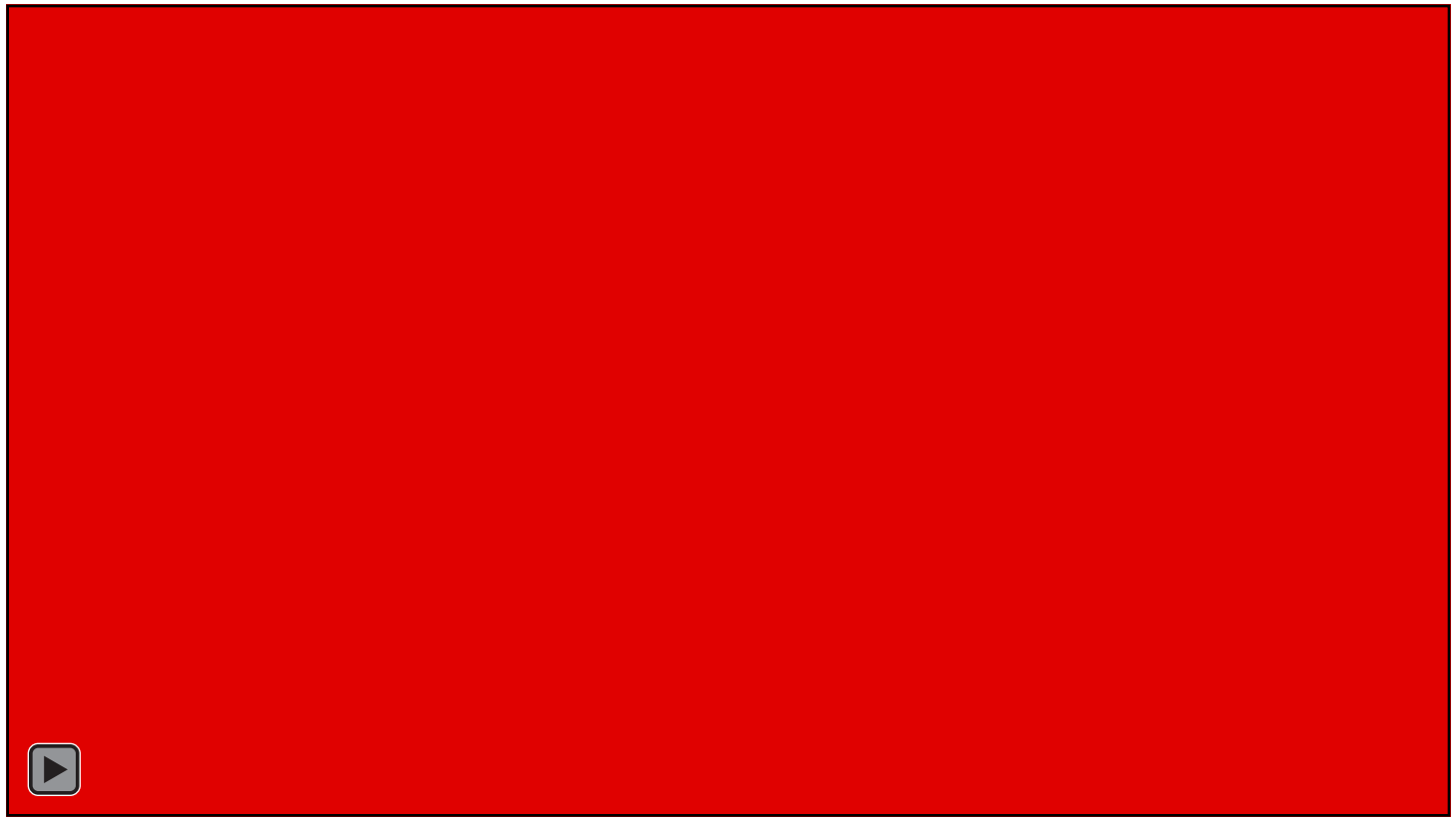
Submitting the Property for Registration

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)

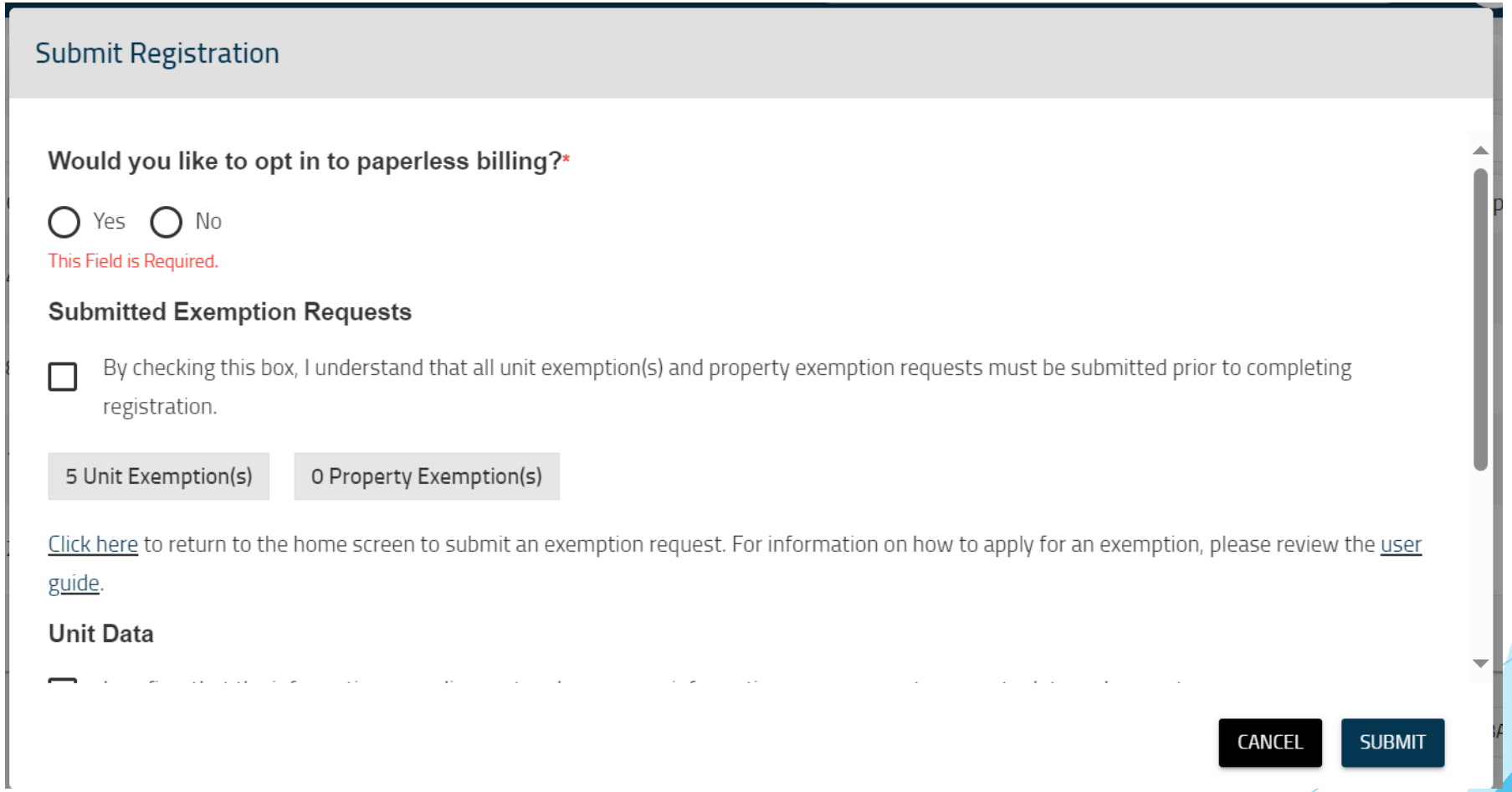


How-To Video Guide Example
“Submitting Registration with no Exemptions”



Enroll in Paperless Billing

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



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