

2022-23 Registration Cycle Review

Registration Portal Opens

- ▶ Opened the Registration Cycle on June 3, 2022
- ▶ 9,295 Open Registrations
- ▶ Over 20,000 units under the Rent Board Purview
- ▶ First full registration cycle using the new Rent Registry Platform

Registration Operations

- ▶ Between June 3rd and June 15th the Registration Unit received over 1,500 requests for PINs and APNs for account creation.
- ▶ Between June 3rd and June 30th the Registration Unit received 1,249 calls
 - ❖ The registration unit averaged 65 calls a day
 - ❖ Registration Administrators answered 56% of calls in real time
 - ❖ Returned 23% of the voicemails received within 72 hours

Increase in Complaints

- ▶ After registration statements mailed registration admins saw an increase in the complaints we were receiving.
- ▶ The complaints were from property owners regarding:
- ▶ Statements received
- ▶ Inaccurate information
- ▶ Issues with portal data and functionality

Tuesday July 5, 2022

- Registration Administrators still had the following items to process:
 - ❖ 1000 timely postmarked checks
 - ❖ 600 technical assistance emails
 - ❖ Over 100 voicemails to return
- The Registration Process penalized unpaid accounts with a 100% and sent them a bill
- Registration Administrators had also submitted close to 180 3di technical assistance tickets to client accounts

CURRENT REGISTRATION PROCESS				JUNE				JULY				AUGUST				SEPTEMBER			
Task Description	Start Date	No. Days	Due Date																
REGISTRATION PAYMENT PROCESSING BEGINS	6/1	30	7/1	[Blue Bar]															
<i>All Payments Due</i>	7/1	1	7/1					[Red Bar]											
<i>Staff processing postmarked Payments</i>	6/1	50	7/21	[Yellow Bar]															
JULY PAST DUE PENALTY POSTED TO ACCOUNTS	7/2	1	7/2					[Red Bar]											
<i>100% Penalty added to accounts</i>	7/2	1	7/2					[Green Bar]											
<i>Administrative Waiver Process</i>	7/2	59	8/30					[Orange Bar]											
<i>Gather Data for the Penalty Mailing</i>	7/2	17	7/19					[Purple Bar]											
<i>Send Penalty Mailings to Mail Vendor</i>	7/20	11	7/31							[Green Bar]									
<i>Mail Penalty Bills</i>	7/31	1	7/31									[Red Bar]							
<i>Staff processing Penalty Payments</i>	8/1	29	8/30									[Blue Bar]							
Optional AMNESTY PERIOD	9/1	30	9/30													[Cyan Bar]			
JANUARY PENALTY POSTED TO ACCOUNTS	1/1	1	1/1																
<i>The 2nd 100% Penalty added to accounts</i>	1/1	1	1/1																
<i>Gather Data for the Penalty Mailing</i>	1/2	17	1/19																
<i>Send Penalty Mailings to Mail Vendor</i>	1/20	11	1/31																
<i>Mail January Penalty Bills</i>	1/31	1	1/31																
<i>Staff Processing Payments</i>	2/1	27	2/28																
COLLECTIONS PROJECT	3/1	1	3/31																
<i>Staff call Property Owners to offer Settlements</i>	3/1	60	4/30																
<i>Gather Data for Delinquent Accounts</i>	3/2	7	3/8																
<i>Staff Call and Processing Payments</i>	3/9	52	4/30																
UPCOMING REGISTRATION CYCLE	5/1	1	5/1																
<i>Gather Data for Mailing Bills</i>	5/2	17	5/18																
<i>Send Billing Statements to Mail Vendor</i>	5/19	1	5/20																
<i>Mail Billing Statements</i>	5/25	6	5/31																

3DI Technical Ticket Findings

- ▶ Incorrectly Combined Properties
- ▶ Incorrect Exemptions
- ▶ Duplicate Properties
- ▶ Missing Tenant Contact Information
- ▶ Incorrect Tenant Unit Alignment
- ▶ Missing or not applied AGAs
- ▶ Payment History errors
- ▶ Occupant Type Errors
- ▶ Unit Status Code Errors

Rent Registry Platform Complaints

- ▶ Property Owners reported the following issues:
 - Difficulty paying fees online
 - Difficulty updating missing property owner or property manager contact information
 - Their current property was listed in “past properties” on their portal
 - Incorrect google maps picture
 - Exempt property owners asked to be removed from our mailing list.
 - Issues with the Rent Registry Search bar

Strategy #2

Streamlining the Waiver Process

- ▶ In April 2023 the Board approved the following updates to streamline the waiver process
 - New subsections for readability
 - Clarified with the public that waiver decisions are final
 - Extended the Administrative Waiver period an additional 30 days
 - Created standardized formulas for Ministerial Waiver
 - Removed Discretionary category no longer in use
- ▶ New Waiver Form

Strategy #3

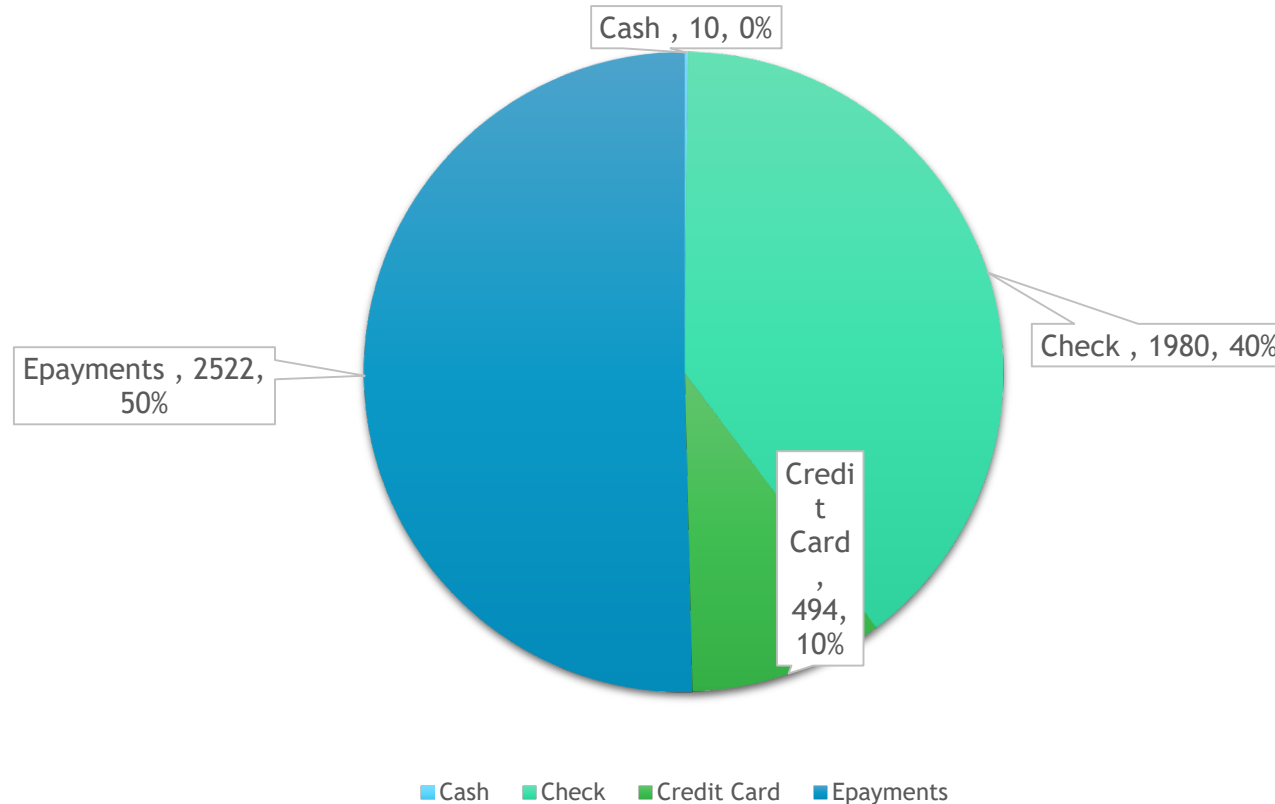
Internal Audit and Records Review

- ▶ In November 2022 the Registration Unit began its Internal Audit and Compliance Review of the Rent Registry Records
- ▶ In the 22-23 Registration Cycle, Registration Administrators have corrected the items below:
 - ▶ Removed the 200 fully covered duplicate properties
 - ▶ Corrected combined properties
 - ▶ Applied missing AGAs from 1980 to 2021
 - ▶ Corrected Exemptions and impacted account balances
 - ▶ Corrected Exempt Occupant Status for most impacted units

Strategy #4

Advertise Online Payment Options

Total Transactions



Planning For 23-24 Success

Public Rent Registry Updates

- ▶ Converted the Registration “Link” to a Registration “button” so property owners would not overlook it.
- ▶ Added language to the portal informing property owners they need to register before they can pay fees online
- ▶ Worked with 3Di to update our search bar results to return more accurate searches
- ▶ Increased visibility of the primary owner contact information section to reduce the likelihood of it being overlooked.

Planning for Success

Internal Rent Registry Updates

- ▶ Accurate internal search bar return results
- ▶ Creation of an edit/void function for payment processing
- ▶ Creation of a passive display of the receipt number on the transaction history
- ▶ Additional columns and language have been added to the Transaction history to enhance transparency for the public and Registration Administrators
- ▶ Worked with 3di to create an AGA report to help us better track when AGAs are applied to properties
- ▶ Enhanced our payment reports to show more detail in payment tracking
- ▶ Included balance adjustments in the change log for easier staff tracking .

23-24 Initial Accomplishments

- ▶ Administrative Waiver Period extended to September 30th in time for the 23-24 registration cycle
- ▶ 2023-24 Registration Fee was approved by the Board in February 2023 Meeting
- ▶ 2023-2024 Registration Cycle opened April 3, 2023, allowing property owners 90 days to pay registration fees
- ▶ 2022-2023 Collections Project collected over \$330,000 in outstanding fees and penalties in 2023.
- ▶ 2023-2024 Registration statements were assembled electronically
- ▶ 2023-24 Registration statements and compliance instructions based on property type

Upcoming Projects and Updates

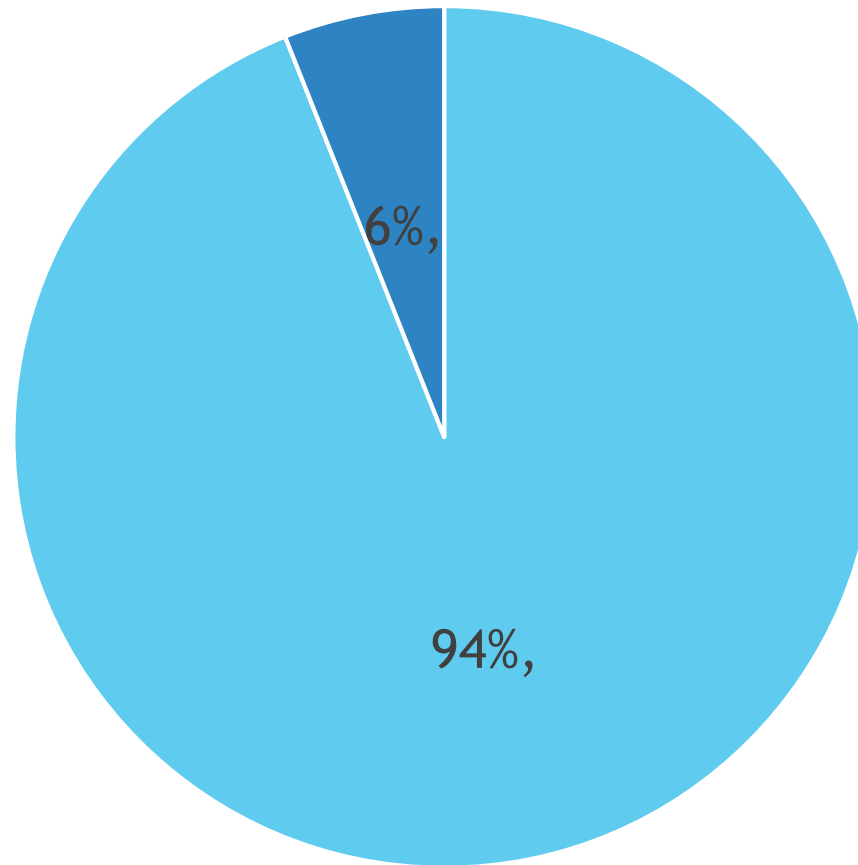
- ▶ Registration Appointments
- ▶ New Waiver Form
- ▶ Property file digitization
- ▶ Rent Registry partial payments
- ▶ Rent Registry “How to guides” and an “FAQ” page for property owners
- ▶ Electronic statements
- ▶ Mass Email Distribution
- ▶ Unit Status code and Occupant Type mapping
- ▶ Update Year built and Property Acquisition dates

2022-23 Registration Cycle

Registration Facts and Figures

- ▶ 2021/2022 Registration Compliance
- ▶ 2022/2023 Registration Compliance
- ▶ Unit Status Data
- ▶ Occupant Type Data
- ▶ Fully covered vs Partially covered units

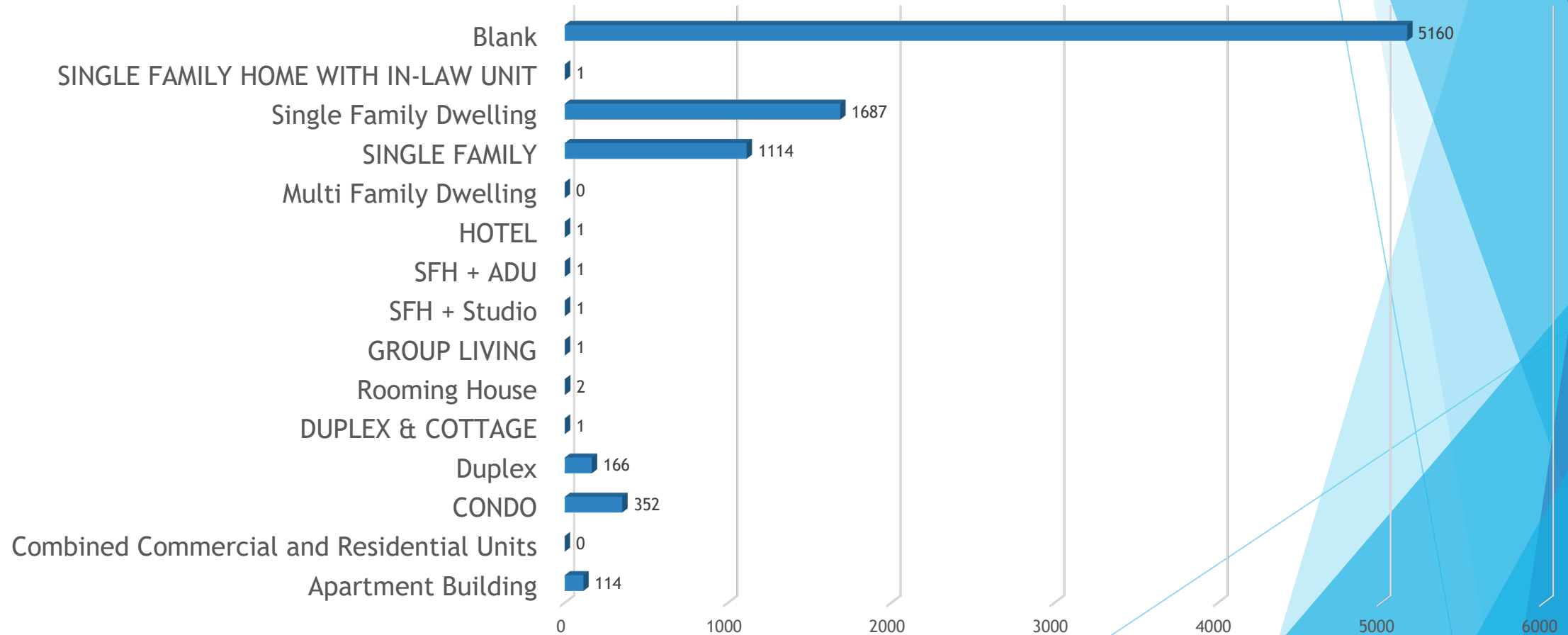
2021-2022 Registration Cycle Registration Compliance



■ Complete ■ Not Submitted

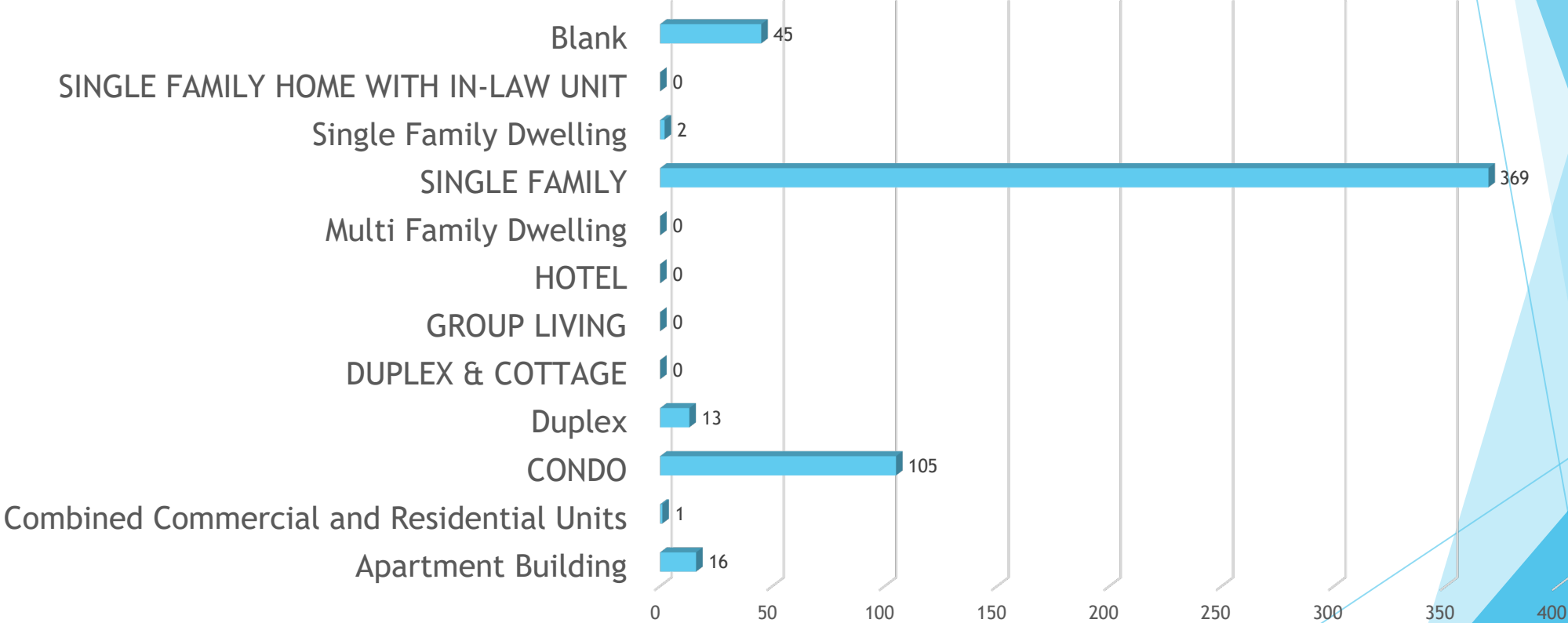
2021-22 Registration Cycle

Completed Registrations by Property Type



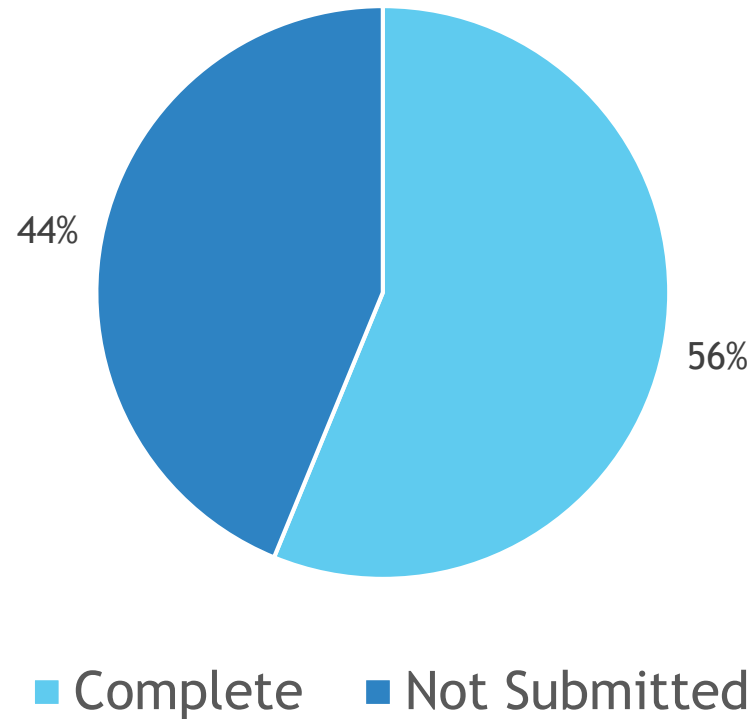
2021-22 Registration Cycle

Not Submitted Registrations by Property Type



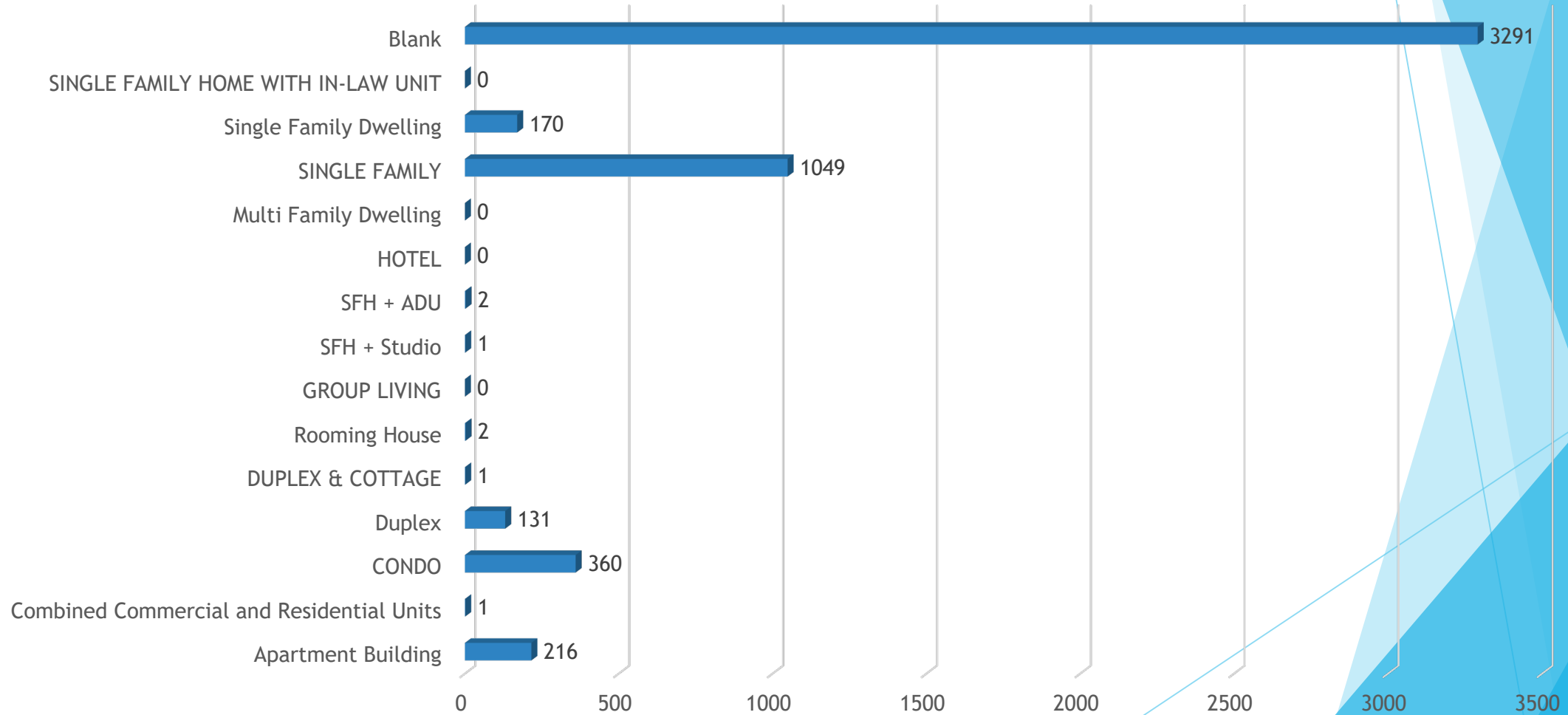
2022-23 Registration Cycle

Registration Compliance Comparison



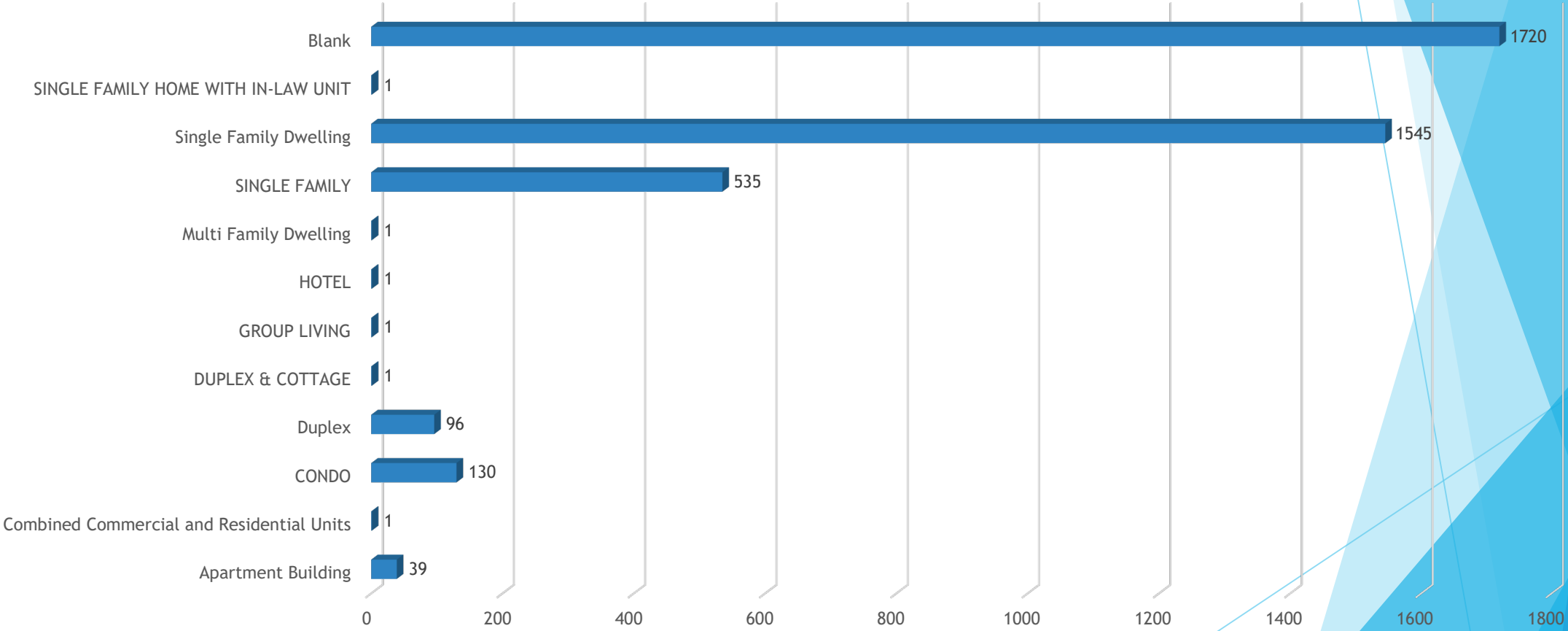
2022-23 Registration Cycle

Completed Registrations by Property Type

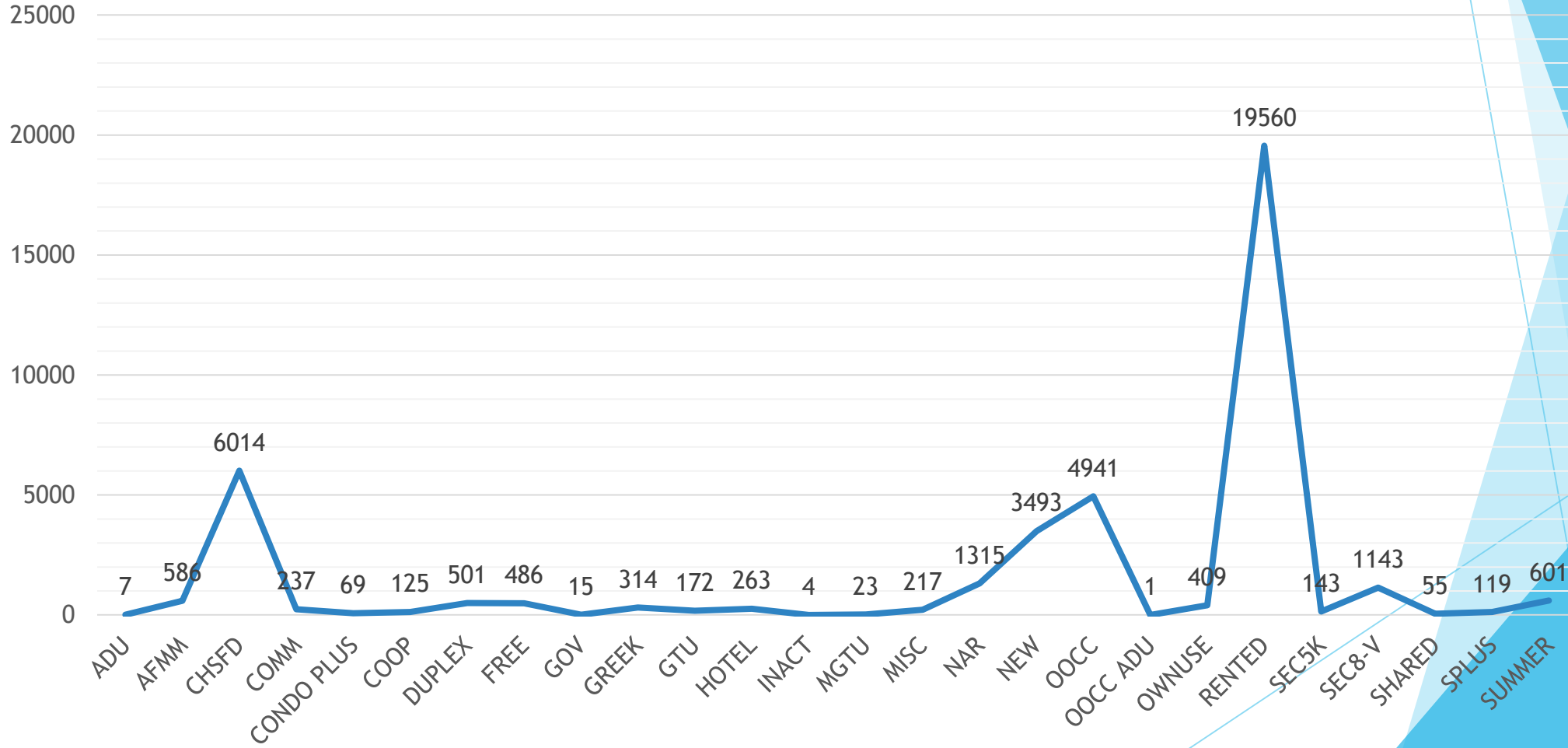


2022-23 Registration Cycle

Not Submitted Registrations by Property Type

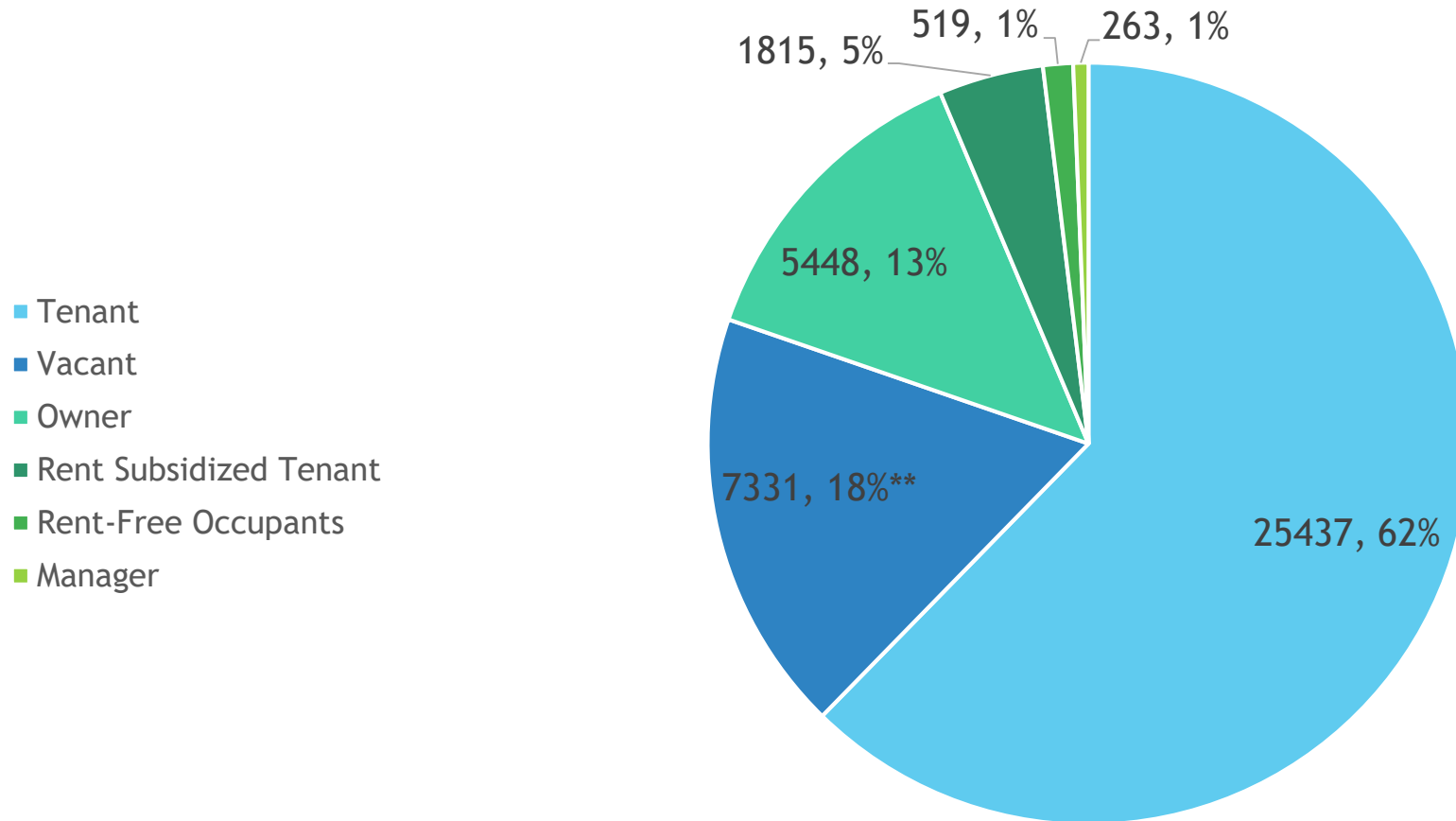


2022-23 Registration Cycle Unit Status Breakdown



2022-23 Registration Cycle

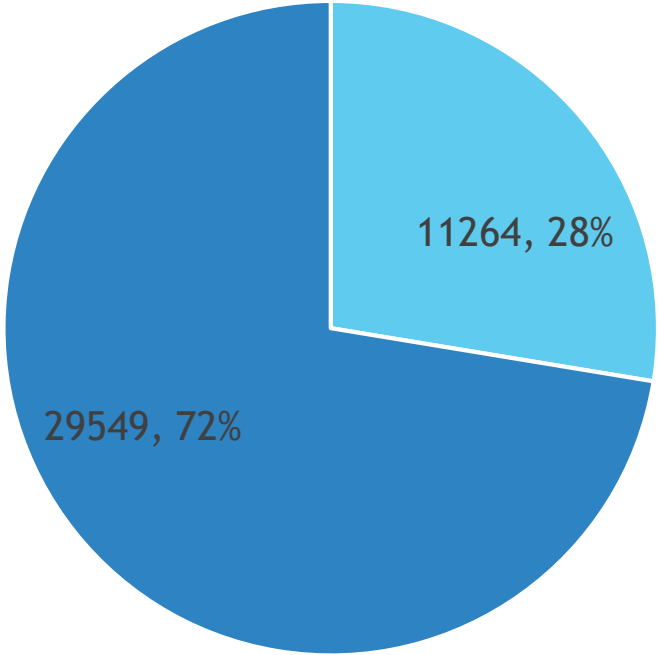
Unit Occupancy Types



** Staff Notes the vacancy rate is higher and being impacted by the data migration. The Vacancy rate is currently under review under the Internal Audit and Records Review.

2022-23 Registration Cycle

Fully Covered vs Partially Covered Units



- Total Partially Covered
- Total Fully Covered

2022-23 Registration Cycle

Registration Thank You's

- Registration Administrators
- Temporary Staffers
- PIU Staff
- Senior Leadership
- Commissioners

2022-23 Registration Cycle

▶ Questions or Comments