City of Inglewood Online Residential Registry

Landlord User Guide

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330
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Introduction

The purpose of this User Guide is to instruct Landlords, Property Managers, or Housing Representatives how to navigate and use the City of Inglewood Online Residential Registry System. Each APN can be managed by only one user account at a time. Although it is not required that the Landlord themselves use the system to Register, this document will refer to the responsible party as “Landlord”.

In the first year of Registration, in 2022, the system will require Landlords to establish the Inventory with the City of Inglewood by providing information for each Unit. Once this information has been established, the subsequent Registration cycles will require less information to be provided to the City of Inglewood Housing Protection Department.

Throughout the year, however, Landlords will need to keep their APN information up to date – changes in APN Contact Information, changes in Unit Occupancy, Unit Occupancy Terminations, changes in Property Ownership, etc.

Each of these processes along with the steps Landlords need to take will be outlined in the document. If you have questions at any time, you may call the City of Inglewood Housing Protection Department at (310) 412-4330.
How do I Access the City of Inglewood Online Residential Registry Website?
Landlords can access the City of Inglewood Online Residential Registry website at https://www.hpregistry.cityofinglewood.org/#/homepage. The URL will take you directly to the login screen.

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330
How do I Create an Account with the City of Inglewood Residential Registry System?

This section will describe how to create an online account where you can add and manage your APN(s) through the Residential Registry Program.

1. Click on the "NEW USER? Click here to create an account" link OR "Create Account" link on top to initiate account creation. The Register pop up will appear on the screen.

2. To create an account, you will need to provide the following:
   - First Name
   - Last Name
   - Email Address (this will be used as your login ID)
   - Password (must be between 8-16 characters, must contain both uppercase and lowercase letters, must contain at least one number, and a special character)

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3. Enter all the required fields. If there is any required information missing, an error message will appear on the screen to describe the error.

4. Once all the required fields are entered, the “Submit” button will be enabled (it will change from gray to blue in color). Click on the Submit button.
5. Once you have successfully created an account, you will see a pop up on the screen along with a message indicating that “Email verification is pending”. Navigate to your email to verify your account.

6. Click on the verification link in the email.

If you did not receive a verification email, check your SPAM folder. If it still did not arrive after 30 minutes, please contact the City of Inglewood Housing Protection Department and inform them the Account Activation Email did not arrive.

Account setup confirmation
From: housingprotection@cityofinglewood.org
To: johndoe@3diemail.com
Date: 11/16/2021 2:00 PM

Dear Joe Doe,
Thank you for creating an account with Inglewood Rent Program.
Username: JohnDoe@3diemail.com

Please click on the link below to activate your account.
https://www.hpregistry.cityofinglewood.org/#/verifyUser/6df97ff9-7a7d-4a1c-b9b4-dab893fa20e6

You can access Inglewood Portal by:
Visiting https://www.hpregistry.cityofinglewood.org

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330
7. If the account verification is successful, you will be redirected to a page which indicates the account was activated successfully. You can click on the “RETURN TO HOMEPAGE” button to return to the Home Page and Login.

If there is an error in the verification process, please contact the City of Inglewood Housing Protection Department and inform them the Account Activation failed and you need assistance.

* If an account with the same Email ID already exists, an error message will prompt on the screen. If this is the case, follow the instructions in the next section to learn how to recover and reset your password using the Forgot Password function.
How do I Recover My Password if I Forgot It?

This section will describe how to recover and reset your password if you have forgotten what it is.

1. Click on the “Forgot Password” link to initiate the process to recover and reset your password. The Register pop up will appear on the screen.

2. Enter the Email Address that was used when you created your account.

3. Once the Email Address is entered, the “SEND RESET LINK” button will be enabled (it will change from
gray to blue in color). Click on the Send Reset Link button.

If there isn't an account associated with the Email Address, an error will be displayed on the screen indicating that there is no record for the entered email address.

4. If there is an account associated with the entered Email Address, the following pop up will appear. Navigate to your email to verify your account.

5. Click on the verification link in the email.

   If you did not receive a reset password email, check your SPAM folder. If it still did not arrive after 30 minutes, please contact the City of Inglewood Housing Protection Department and inform them the Reset Password Email did not arrive.

6. You will be redirected to a Reset Password screen. Enter your new Password and confirm it.
If the entered passwords do not match, an error will be displayed on the screen.

7. Once the Passwords are entered, the “UPDATE” button will be enabled (it will change from gray to blue in color). Click on the Update button.

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330
If your password is successfully reset, you will see a message on the screen indicating the password update was successful. You can click on the “BACK TO LOGIN” link to return to the Home Page and Login.

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330.
How do I Login to the City of Inglewood Online Residential Registry?

This section will describe how to login to the website to access your dashboard.

1. Enter your Email Address in the Email field and then enter your Password.

2. Click on the "LOGIN" button to login to the system.

If you entered the incorrect Email Address and/or Password, an error message will appear on the screen.
If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330
Upon successful login, you will be redirected to your Dashboard. If this is your first time logging in, your Dashboard will be empty as shown below.

If you have previously logged in and added APNs to your profile, your Dashboard will list all your current APNs as shown below.

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330.
Find Properties with Parcel Number or Address

1. From the login page, enter the Parcel number or an Address in the Find Search bar to search for a property.

The Search is a predictive search. The system will return suggestion on the entered input – meaning as you type the APN or Address, you will see text appear below the search bar which may show the number of results/matches with your search criteria by APN or Address. As you continue to type, the number of results/matches will likely become smaller and smaller as you narrow down your search.
2. Click on the category for the type of results you want to see. In this example, we will click on "Address". When we click, we would see the search results appear with potential matches.

3. Click 'Open' on the desired parcel to view the Property's detail page.
For an Anonymous/Non-Logged in user, only minimal information regarding the Property is displayed as shown below.

Alternatively, if you are logged into the system with your User Id and Password, you can search the property from the Find field of the Dashboard as shown below.
If you have claimed the property, then when you click to open the Property's detail page then you will be able to see all the details of the property.

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330
shown below.

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330
Understanding the Landlord Home Page and Basics

This section will describe the basics of the Landlord Dashboard. The features and functions of the system will be outlined. There is a search bar along with 2 Tabs on the page “My Properties” and “Past Properties”.

**Toggle APN View**

By default, the system will display the APNs in a ‘Property Card’ format. If you choose to, you may elect to view your APNs in a list. Click on the “Grid View” icon as shown below. When you click, the APNs will be shown in a table format.

![Property Card and Grid View examples](image)

You can swap views by clicking on the “Card View” icon.
If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330.
**Search Bar**
To search for an APN that you have added to your profile, you may use the search bar. The search will search against all APNs in the system, not just the ones on your profile.

1. To search, begin entering the APN or Address in the search bar.
   a. If you are entering the APN you may enter the APN with or without hyphen.
   b. If you are entering the Address, you may use the **House Number and/or Street Name**.

As you type the APN or Address, you will see text appear below the search bar which may show the number of results/matches with your search criteria by APN or Address. As you continue to type, the number of results/matches will likely become smaller and smaller as you narrow down your search.

Once you are satisfied with the number of possible matches to your search criteria, click on the text to see the search results. In the example above, I will click on “1 match found in APN”. The matching APN will appear in the search results.

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330
**My Properties Tab**
The “My Properties” tab contains all the APNs that you have manually added to your profile and that you are actively responsible to register. When you log in, this tab will be displayed by default. This tab is where you will need to go if you need to add an APN to your profile.

**Past Properties Tab**
The “Past Properties” tab contains the properties that you once had registered to your profile. A property will only appear in the tab after you have submitted a “New Ownership Amendment” and it has been approved by Staff. You will have limited access to the data on properties that you no longer own.

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330
**How Do I Return to My Dashboard?**
If you have navigated away from your dashboard by conducting a search or viewing an APN's Details page, you can return to the Dashboard one of two ways:

1. Click on the Logo in the top left corner.
2. Click on the "Home" link in the Header.

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330.
How Do I Change My Password?
This section will describe how to change your password.

1. To change your password once you are logged in, click on your name in the top right corner of the website. Then click on the “Change Password” link from the drop-down menu. The Change Password pop up will appear.

2. Enter your current password in the “Old Password” field and your new password in the two subsequent password fields.

If there are any errors with the new password, error messages will appear on the screen to describe the issue.

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330
3. Once the Passwords are entered, the "SAVE" button will be enabled (it will change from gray to blue in color). Click on the Save button.

If your password is successfully reset, you will see a message on the screen indicating the password update was successful. You can click on the "OK" button to close the pop up. The system will require you to sign in again.
How Do I Sign Out of the System?
This section will describe how to sign out of the system.

1. To sign out of the system, click on your name in the top right corner of the website.

2. Click on the “Sign Out” link from the drop-down menu. The system will sign you out and you will return to the Login Screen.
How do I Add an APN to My Dashboard?

This section will describe how you can add an APN (your property) to your Dashboard for Registration. This is a one-time activity for each APN (property) that you own. Once the APN is added, it will remain on your profile until there is a change in ownership of the APN.

The City of Inglewood Housing Protection Department will provide you with your APN and Pin. The Pin is required to add the property to your profile so we can ensure the intended user is adding the correct APN to manage. Each APN will have its own unique Pin Number.

If you do not know your APN's Pin, call the City of Inglewood Housing Protection Department at (310) 412-4330 and inform them that you need your APN's Pin. They may ask some questions to confirm your identity.

Follow the steps below to learn how to add an APN to your dashboard.

1. From the "My Properties" tab while you are in the "Property Card" view, there is an "ADD PROPERTY" button. Click on the Add Property button.

The Add Property pop up will appear.
2. Enter the APN and Pin for your property. The Pin can be found in the Registration Packet that was mailed to you.

3. Once the APN and Pin are entered, the “VERIFY” button will be enabled (it will change from gray to blue in color). Click on the Verify button.

If the APN is already ‘claimed’ by another user or there is an error with the APN and Pin combination, an error message will be displayed on the screen and will describe the error. If you see an error message, try entering the APN and Pin again. If the issue persists, contact the City of Inglewood Housing Protection Department and inform them of your issue.
If you have successfully entered the correct APN and Pin combination, the associated Site Address(es) for the APN will appear as shown below.

4. Once the APN has been verified, click on the Submit button to complete the process and add the APN to your dashboard.

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330.
When you have successfully added the property to your profile, you will be redirected to your dashboard and will see your newly added property.

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330
Understanding the Property Details and Basics
This section will describe the basics of the APN Details page, where things are located, and how to navigate the APN Details page. The goal is to familiarize you with the terminology and placement of the features to enhance your experience with the online Inglewood Residential Registry System.

To access an APN's Details page, click on the "OPEN" button for the APN as shown below.
Every part of the APN Details page will be broken down and described below.

The APN Details page will appear when you click on the “Open” button as previously shown. Much like the Dashboard, the APN Details page is broken into different tabs. Each tab will contain different information and actions. The following tabs are on the APN Details page:

- Addresses Tab (default tab when the APN Details page opens)
- Contacts Tab
- Geo View

At the top of the APN Details page, the APN, Primary Address, Total Units of the APN are listed. Additionally, there is a “LA County Assessor”, “Property Action” menu, Refresh button, and a Back button. The menu options in the Property Actions menu will change depending on where you are in the Registration process. This will be addressed throughout this user guide.

At the bottom of the APN Details page, there is a section for Case History. The system is a ‘case-based’
system. For example, if you submit a Unit Exemption, a case will be created for the Unit Exemption. Each Case in the system will have its own Case ID and will be displayed in the Case History table.

The 'Created on Entity' column describes if the Case is at the APN level or is a Unit level. This will become apparent throughout the User Guide. To view a Case's Details page, you can click on the record on the table. The Case Details page will be described later in the guide.
**Addresses Tab**
The Addresses Tab will be displayed by default and has the most information regarding the APN. This section will describe each section of the Addresses Tab.

For every APN, there is a Property Image that is displayed. The image that appears is coming from Google and may not be totally accurate.

Just below the Property Image, there is a section with some text displayed. There may be some discrepancies between these screenshots and your view based on the information that has been added to the APN.

- **Total Units** of the APN are listed. If the number of Units that are added to the APN does not match the Total Units, there will be an error listed as shown below. If you see this, contact the City of Inglewood Housing Protection Department to rectify the total units of the APN.

- **Property Status** will be displayed. If the APN Status is "Registration Open" or "Registration Denied", if you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330
then the Landlord will need to submit the APN for Registration. If the APN Status is “Payment Pending” then the Landlord will need to submit Payment for the Registration Fees. If the APN status is "Registration completed- Payment Not Required" or “Registration Completed- Payment Received” then the Landlord does not need to take any further action for Registration, until or unless there are Occupancy changes that need to be reported.

If Contacts have been added to the APN, the Owner Name and Manager Name will be listed as shown below. If the APN does not have any Contacts added to it, then the names will not appear until the Contacts are added.

Below the Total Units, there may be some error messages displayed. Each APN in the system is required to
have the following information:

- Owner Contact
- Property Manager Contact
- Unit Details for each Unit (Number of Units and Occupant Type)

If any of these are missing, error messages will be displayed to inform you of the missing data. Additionally, if the Contact Information is missing, there is a link, "Click Here to Add", you can click on to navigate to the Contacts tab.

To the right of the property image, the APN's Site Address(es) will be listed. If a Site Address is missing or not needed, please report this to the City of Inglewood Housing Protection Department so your APN can be updated OR click on the blue "+" icon next to the Site Address to Add a New Site Address.
Each Site Address will be listed on the APN Details page with Units under each one. The Units may have been preloaded OR may need to be newly added if missing. (Note: some of the Unit details have been preloaded into the system based on the data collected over the years. The City, however, may not have ALL the required Unit details for each APN).

The image below shows Unit details being preloaded. You would need to click on the "ACTIONS" menu to edit the Unit details.

The image below displays a property whose Units have NOT been preloaded in the system due to various reasons. If you see that a Unit or multiple Units are missing from your Property, then you need to click on “+ADD UNIT” button to add the missing Units and their details. This will be covered later in the guide.
Each Unit will have the "Unit Fee Status" displayed as either "Exempt" or "Non-Exempt". The "Non-Exempt units will be subject to the Registration Fees. Unit Exemptions may be submitted for review by the City of Inglewood Housing Protection Department. This will be covered later in the guide.

Some of the Units in the system have their own "Unit Name" (i.e. Unit A) which would be used as part of the mailing address (i.e. 123 Main St, Unit A) whereas some Unit’s mailing address is simply the Site Address (i.e. 123 Main St). In such cases where the Unit’s mailing address would just be the site address, the Unit Name will be displayed as a "blank" as shown below.
In order to submit your APN (property) for Registration or to create a Unit Exemption Case for an APN, the Unit Details will need to be added. This will be covered later in the document.

Each Unit record contains an "ACTION" button along with a "View" icon as shown below.

The "ACTION" button is essentially the Unit’s Action Menu. If the Unit’s Details need to be edited or if a Case needs to be created for the Unit, it will take place from the “ACTION” menu.
The “View” icon ( ) contains the Unit Details which are not visible on the Unit Table in the form of a pop up.

Click on the View Icon to see the pop up. The details contained in the pop up will vary based on the information provided for the Unit itself.

Contacts Tab
Click on the Contacts Tab to view the Contacts for the APN. This section will describe the features of the Contacts Tab. In the Contacts Tab, the following Contact Types can be added:
Both types of contacts must be added to the APN in order to be eligible to submit any Exemptions, Amendments, and even Registration.

Some of the Contact Information has been preloaded into the system, but it is likely that not all Contact information would be accurate and preloaded. If you see an Owner contact listed, click on the blue ‘Action’ menu and then the Edit option so you can update the details. There may be inaccuracies as previously mentioned, but it is also likely that some required contact information is missing.

When you click on Edit, a pop up will appear with the contact information. The fields that are missing would be highlighted in red as an indicator that you need to provide this data.

If this is the first time editing the Owner Contact, then some details may be missing like the Telephone and
Email. Enter those values and then click on "Update" to update the information.

If you want to add additional Owner contact details, click on "ADD CONTACT" button.

The Contact Details pop up will appear, as shown below, where you will be able to select from the available contact types.
Select “Owner” from the dropdown list if you would like to add additional Owners or select “Property Manager” from the dropdown list if you would like to add the Property Manager contact details. In this example, we will add an Owner Contact.

Select “Is Primary” checkbox if you wish to make the Owner a Primary contact and fill out all other required fields in the Contact Details form and click “ADD”. If any required fields are missing, they will appear in red.

The newly added additional Owner contact will appear in the Contacts tab and the Primary Owner Contact would appear first in the list.

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330.
NOTE: The system **REQUIRES** you add a Property Manager Contact. In order to add a Property Manager, click on the “ADD CONTACT” button and select Property Manager from the contact type dropdown list. Both steps are shown in the screenshot below.

If you don’t have a Property Manager or the Owner is acting as the Property Manager, you should click on the “Same as Owner” checkbox as shown below. When you do, a new dropdown field will appear so you can
select which Owner Contact is acting as the Property Manager.

Select the appropriate “Owner” name from the dropdown list. The system will prefill the contact details for you. Then, click on “ADD” to add the Property Manager Contact details.

The newly added property Manager details will be updated under contact details.

For each Contact that is added, an Action Menu will appear as shown below.
The Contact Menu will have options such as Edit and Delete.

When a Contact is added or edited, the “Last Updated Date” will appear on the contact card as shown below.
**Toggle Contact View**

By default, the system will display the Contacts in a 'Contact Card' format. If you choose to, you may elect to view your Contacts in a list/table view. Click on the "List View" icon as shown below. When you click, the Contacts will be shown in a table format. You can swap views by clicking on the "Card View" icon.

![List View Icon]

Since the "List View" is limited, you can expand each contact type to view additional details by clicking on the "+" icon as shown below.

![Expand Details Icon]
Geo View Tab
Click on the Geo View Tab to view the map of the APN.

There aren’t any Registration or Property Management related functions available on this tab. It is purely informative and will show the APN’s location on the Google Map. Since this is on a Google Map, the Google Map related features are enabled, such as Satellite View, Street View, etc.
Case History & Case Details

Scroll down to the Case History table to view the Cases associated with the APN (property). In this example, the Landlord has applied for a Unit Exemption in addition to the Registration Case that is tied to the APN.

Each case that is created in the system for the APN, (whether it is an APN Level Case or a Unit Level Case) will appear in the Case History table. If a Landlord contacts the City of Inglewood Housing Protection Department and requests the Staff to create a case on their behalf, the case that Staff creates will also appear in the Case History table.

To view a Case’s Details page, click on the record from the Case History table.

The Case Details will appear in the form of a pop up. To view the Case Details in Full Screen, click on the “View Full Screen” icon as shown below.

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330.
The Case Details page has a singular structure that is used for all case types. The screen will be described in detail below.

The top portion of the Case Details page has some action buttons along with basic case information as shown below.

The “VIEW APN” button will navigate to the APN Details page which is tied to the case. However, the APN Details will appear in a pop up. In the pop-up view of the APN Details, the Case History will not be visible.

If you need view the full screen for the APN so you can see the Case History, you can click on the "View Full Screen" icon ( ). However, in this section of the user guide, we will continue to review the Case Details page.

The “REFRESH” button will refresh the case details. This may be necessary if the City of Inglewood Housing Protection Department Staff has updated the case.
The “BACK” button will navigate the user back to the previous page that was being viewed.

The top section overall will have the following information:

- **APN**: Assessor’s Parcel Number, assigned to real property by the tax assessor.
- **Primary Address**: this displays the primary address of the APN.
- **Unit Name (if the case is at the Unit Level)**: this displays the Unit Name for which the case was created.
- **Number of Units**: this displays the total number of Units associated with the APN.
- **Case Type**: this describes the Case Type that was created.
- **Case ID**: each case has a unique Case ID which begins with a prefix indicating the Case Type and Registration Year. Ex. UE2021-22-XXXXX describes a “Unit Exemption” for 2021-22 Cycle.
- **Status**: Each case has a status which describes where we are in the process.
- **Created On**: this is the date the case was created.
- **Modified On**: this is the date the case was last updated.

The “Overview” section describes the details of the case. This will contain the information that was entered at the time the case was created. Additionally, if Staff adds information to the Case, it will appear in this section. The example shown below is from a Unit Exemption case.
The “Documents” section displays the document that was uploaded to the case. For security purposes, Landlords can only view the documents that they themselves uploaded. Documents uploaded by Staff will not be visible to Landlords.

The Documents each will have an “action menu” of their own where you can click and elect to download/view the uploaded document in a new window.
How do I Register my APN?

The main purpose of the City of Inglewood Online Residential Registry System is for Landlords to Register their APNs and Units with the City of Inglewood and to keep the City informed, throughout the year, of the changes in Unit Rent, Occupancy, and APN Contact Information. In this section, we will describe how to properly Register an APN with the City.

The Registration process in this first year will be more involved than the process in future years along with the updates throughout the year. The reason for this is that the City needs Landlords to establish their inventory and will require Landlords to provide information for each of the Units. Once this information has been added, the Registration process for future years, should be less involved as only a subset of the data needs to be reported. However, since this is the first year of Registration using the new, online system this document will describe how to Register from start to finish.

Below is a quick guide on the information that needs to be provided PRIOR to submitting your APN for Registration:

- **Owner Contact Details** (in year one, these will likely need to be added; throughout the year, these should be updated as and when changes occur).
- **Property Manager Contact Details** (in year one, these will likely need to be added; throughout the year, these should be updated as and when changes occur).
- **Unit Details** (Number of Bedrooms must be provided in the first year along with Occupant Type. Depending on the Occupant type, additional details may be required. 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).
- **Property Exemption** (This can only be reported/applied for BEFORE you submit your APN for Registration).

Please follow along with this guide to ensure that all the required information has been provided.

1. Navigate to the APN Details page for the APN which needs to be Registered.
Manage Contact Details

This section will describe how to manage the APN Contacts, not only for Registration purposes, but also how to keep your information up to date throughout the year.

In an effort to minimize the amount of information that Landlords need to provide the City, some of the APN Contact Information has been preloaded into the system based on the data collected over the years. The City, however, may not have ALL the required contact information for each APN. When you access the APN Details page, you may NOT see an error message for Contact Details because technically, the contacts have been added. It is important that you review the Contact Information that was preloaded, if applicable, and ensure the accuracy of the data and to provide additional information.

In this section, we will describe various way to manage the APN Contacts.

Edit Existing APN Contact

This section will describe how to Edit an existing Contact on the APN. For many Landlords, the preloaded information is not a complete representation of all the required fields, so these Landlords will need to follow this process to update the Contact Information. This will also be important for all Landlords if/when any Contact Information needs to be updated throughout the year.

1. From the Contacts Tab, click on the Action Menu for the Contact Type where edits are required as shown below.

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330
2. The Menu will open. Click on the “Edit” option.

The Contact pop up will appear with the Contact details prefilled.

3. Update the necessary fields while maintaining the field requirements. Once all the required fields are entered and updated, click on the “UPDATE” button to save the Contact updates to the APN.
The Contact Information will be updated. The Last updated Date for the Contact will also be updated.
Add New APN Contact

1. Click on the Contacts Tab OR click on the “Click Here to Add” link in the error message as shown below.

2. On the Contacts Tab, click on the “ADD CONTACT” button. The Add Contact pop up will appear.

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330
3. Select a Contact Type from the drop-down list. It is easier to begin with the Owner Contact details as there is a shortcut that can be utilized if the Property Manager is the same as the Owner.

![Contact Details](image)

4. When you select "Owner" from the drop-down list, the Owner Contact fields will appear.

![Contact Details](image)

5. Enter all the required fields for the Owner Contact. The following is a list of fields for the Owner Contact along with a brief description:

   - Select **Is Primary** checkbox if the Owner contact added is the Primary contact.
Organization Name (Required): If the APN is owned by a Business, please enter the Business Name.

Owner Type (Required): Select an Owner Type from the drop-down list which best describes the Ownership of the APN.

First Name (Required): Regardless of the type of Ownership of the APN, a Contact needs to be added in case the City of Inglewood Housing Protection Department needs to reach out to the Owner. (Note: If Owner Type selected is Individual then “First Name” & “Last Name” needs to be added).

Last Name (Required): Regardless of the type of Ownership of the APN, a Contact needs to be added in case the City of Inglewood Housing Protection Department needs to reach out to the Owner.

Preferred Language (optional): the assumption is that the Owner’s preferred language is English. However, if this is not the case, select the appropriate language so communications with the Owner can be in the appropriate language. If “Other” is selected, you will need to manually type the preferred language.

Telephone Number (Required): Provide the best Contact Number to reach the Owner.

Email (Required): Provide the best Email Address to reach the Owner.

E-Statements (Required): Indicate if you prefer to receive e-statements rather than mailed notices.

Month & Year Purchased (Required): Select the Month and Year the APN was purchased from the drop-down lists.

Mailing Address (Required): Enter the best Mailing Address for the City of Inglewood Housing Protection Department to send letters and notices.

If there are any errors or missing fields, error messages will appear in red on the screen to indicate what is missing as shown below.

6. Once all the required fields are entered, click on the “ADD” button to add the Contact to the APN.
The Owner Contact will be added to the APN.

Now that the APN has an Owner Contact added, we can go ahead and add the Property Manager Contact.

7. Click on the “ADD CONTACT” button. The Add Contact pop up will appear.
8. From the Add Contact pop up, select the Contact Type as “Property Manager”.

When you select “Property Manager” from the drop-down list, the Property Manager Contact fields will appear along with a checkbox which reads “Same as Owner” as shown below.

9. If the Property Manager is the same as the Owner, click on the “Same as Owner” checkbox. If not,
10. If you are manually entering the Property Manager Contact Information, then the following is a list of fields for the Property Manager Contact along with a brief description:

   **Organization Name:** If the APN is managed by a Management Company, please enter the Business Name.
   
   **Property Manager Type (Required):** Select a Manager Type from the drop-down list which best describes who is managing the property.
   
   **First Name (Required):** Regardless of the type of Management of the APN, a Contact needs to be added in case the City of Inglewood Housing Protection Department needs to get in contact.
   
   **Last Name (Required):** Regardless of the type of Management of the APN, a Contact needs to be added in case the City of Inglewood Housing Protection Department needs to get in contact.
   
   **Preferred Language (optional):** the assumption is that the Property Manager’s preferred language is English. However, if this is not the case, be sure to include the appropriate language so communications with the Property Manager can be in the appropriate language. If "Other" is selected, you will need to manually type the preferred language.
   
   **Telephone Number (Required):** Provide the best Contact Number to reach the Property Manager.
   
   **Email (Required):** Provide the best Email Address to reach the Property Manager.
   
   **Notifications (Required):** Indicate if you prefer the Manager to receive notifications.
   
   **Mailing Address (Required):** Enter the best Mailing Address for the City of Inglewood Housing Protection Department to send Letters and Notices.

11. Once all the required fields are entered, click on the "ADD" button to add the Contact to the APN.
The Property Manager Contact will be added to the APN.

You can add additional Owners by clicking on ADD button and selecting Owner from the Contact Type.

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330
Delete APN Contact
This section will describe how to Delete an existing Contact on the APN. This feature is NOT available after the APN has been submitted for Registration as APNs are REQUIRED to have both Owner and Property Manager Contacts. However, if a contact was added and needs to be deleted when the APN is in the “Registration Open” or “Registration Denied” statuses, Landlords can follow the process below to remove a Contact.

1. From the Contacts Tab, click on the Action Menu for the Contact Type which needs to be removed. The Menu will open. Click on the “Delete” option, if available.

A confirmation pop up will appear.

2. To delete the contact, click on the “YES” button.

The contact will be removed from the APN and the system will display the “APN Contact Error Message” on the Address Tab until there are Owner and Property Manager contacts added to the APN.
Enter Unit Details
This section will describe how to add the Unit Details for each Unit that is on the APN. Once you have entered the Contact information in the system, click on the Addresses tab to go to the Unit Details page.

There are 2 Types of APNs: Fully Regulated and Exempt APNs. Exempt APNs will only be required to provide a subset of the data as compared to Fully Regulated APNs.

The user guide will describe the process, with screenshots, how to add Unit Details for Fully Regulated APNs. The step by step process (where to click and how to add/edit data) for Fully Regulated and Exempt APNs is the same; only the required fields will differ.

However, for the benefit of Landlords that have Exempt APN’s, there will be a separate section to describe the field requirements for Exempt APNs for Units which are occupied by Tenants.

Note: In the first Registration Year, the Tenancy for each Unit needs to be established. In subsequent years, the Unit Information will be established and carried over from year to year so the updates should be less cumbersome.
Add a Tenant Occupant

This section will describe how to add a Tenant Occupant for Fully Regulated parcels. There will be a table to describe the fields, field requirements, and to distinguish what fields are required for Exempt parcels as well.

1. Click on the ACTION menu next to the Unit details where the Tenant Occupant details need to be added. This action menu will have different menu options depending on APN's Status. Select the Edit option from the Action Menu.

   (Note: Click on the “ADD UNIT” button in the Unit detail section to add additional Unit(s) that are not listed).

2. Edit Unit page will open. Enter the Unit Name in the Unit Name field. If the Mailing Address for the Unit does not contain a designated Unit name, check the “No Unit Name” checkbox.

3. Select the “Occupant Type” as Tenant from the dropdown.
Once you select this option, the Tenant fields will appear on the screen as shown below.

4. Enter all the required fields for the Tenant Occupant. The following is a list of fields for the Tenant Occupant. The table includes a description of the field along with the specific field requirement for Fully Regulated and Exempt parcels. (Note: Affordable Housing and Section 8 Tenants will also
have similar fields as that of Tenant Occupied).

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
<th>Requirement for Fully Regulated APN's</th>
<th>Requirement for Exempt APN's</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Bedrooms</td>
<td>How many bedrooms are in the Unit? If it is a Studio, enter &quot;0&quot;</td>
<td>Required</td>
<td>Required</td>
</tr>
<tr>
<td>Start Date of Tenancy</td>
<td>When was the Tenancy established?</td>
<td>Required</td>
<td>Required</td>
</tr>
<tr>
<td>Base Rent</td>
<td>What was the Rent for the Unit on June 10, 2021? If there was no rent</td>
<td>Required</td>
<td>Not Applicable</td>
</tr>
<tr>
<td></td>
<td>collected on that date, enter the Initial Rent amount of the Unit for the</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>first established Tenancy following June 10, 2021.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Current Rent</td>
<td>What is the current rent that the Tenant is paying?</td>
<td>Required</td>
<td>Required</td>
</tr>
<tr>
<td>Date of Last Rent Increase</td>
<td>When was the Rent last raised for the Tenant?</td>
<td>Required</td>
<td>Required</td>
</tr>
<tr>
<td></td>
<td>If there has not yet been a rent increase for the tenant, please enter the</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Start Date of the Tenancy.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Occupants Included</td>
<td>Select all that is applicable to describe the individuals occupying the unit</td>
<td>Required</td>
<td>Required</td>
</tr>
<tr>
<td>Housing Services Included</td>
<td>Select all the Housing Services that are included with the Rent for the Unit</td>
<td>Required</td>
<td>Not Applicable</td>
</tr>
<tr>
<td>Rent</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tenant First and Last Name</td>
<td>Enter the Tenant’s Name. If there is more than one Tenant, you can provide</td>
<td>Required</td>
<td>Not Applicable</td>
</tr>
<tr>
<td></td>
<td>all Tenant Names. *Tenants that are 18 or older</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tenant Preferred Language</td>
<td>Enter the Tenant’s Preferred Language if known. English will be the default</td>
<td>Optional</td>
<td>Not Applicable</td>
</tr>
<tr>
<td></td>
<td>setting.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330
To add Tenant Information, there are 3 buttons: Add Phone, Add Email, and Add Tenant. Use the appropriate buttons to add/enter the Tenant Information.

If there are any errors or missing fields, error messages will appear in red on the screen to indicate what is missing as shown below.
5. Once all the required fields are entered, click on the “UPDATE” button to add the Tenant to the Unit. The Tenant and Unit details will be added to the Unit.

If all the Unit Details have been added to the APN, the ‘Unit Details Missing’ error message will disappear. However, if there are Units on the APN where the Number of Bedrooms and Occupant Type are missing, the error message will still be displayed.

If the Landlord needs to Edit the Tenant’s Contact Information or add a new Tenant to the Unit, this can be done using the Action Menu.

Click on the Tenant Occupied Unit’s Action Menu and select the option of “Manage Tenant Contacts”.

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330.
The Tenant’s Contact Information will be displayed in a pop up. The Landlord can edit the existing information and/or add a new Tenant to the Unit.

The minimum requirement for a Tenant Contact to be added is the First and Last Name and the Phone number. Once the updates are completed, click on the “SUBMIT” button to save the changes.
The updated Tenant Information can be viewed by clicking on the “View” icon for the Unit.

The Unit Details pop up will display the Unit Information along with the Tenant Contacts.

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330.
## Unit Details

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Unit Name</strong></td>
<td>APT 01</td>
</tr>
<tr>
<td><strong>Occupant Type</strong></td>
<td>Tenant</td>
</tr>
<tr>
<td><strong>Number of Bedrooms</strong></td>
<td>2</td>
</tr>
<tr>
<td><strong>Current Rent</strong></td>
<td>2,000</td>
</tr>
<tr>
<td><strong>Base Rent</strong></td>
<td>2,000</td>
</tr>
<tr>
<td><strong>Start Date of Tenancy</strong></td>
<td>10/19/2020</td>
</tr>
<tr>
<td><strong>Date of Last Rent Increase</strong></td>
<td>12/22/2021</td>
</tr>
<tr>
<td><strong>Occupants Include</strong></td>
<td>At least 62 years of age</td>
</tr>
<tr>
<td><strong>Included with Rent</strong></td>
<td>Laundry</td>
</tr>
</tbody>
</table>

## Tenant Information

### Tenant 1

<table>
<thead>
<tr>
<th><strong>Tenant First Name</strong></th>
<th>TENA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tenant Last Name</strong></td>
<td>ROSE</td>
</tr>
<tr>
<td><strong>Tenant Phone Number</strong></td>
<td>(123)-335-4355</td>
</tr>
</tbody>
</table>
Add a Section 8 Tenant Occupant
This section will describe how to add a Section 8 Tenant Occupant for Fully Regulated parcels.

1. Click on the ACTION menu next to the Unit details where the Section 8 Tenant Occupant details need to be added. This action menu will have different menu options depending on APN’s Status. Select the Edit option from the Action Menu.

(Note: Click on the “ADD UNIT” button in the Unit detail section to add additional Unit(s) that are not listed).

2. Edit Unit page will open. Enter the Unit Name in the Unit Name field. If the Mailing Address for the Unit does not contain a designated Unit name, check the “No Unit Name” checkbox.

3. Select the “Occupant Type” as Section 8 Tenant from the dropdown.
Once you select this option, the Section 8 Tenant fields will appear on the screen as shown below.

4. Enter all the required fields for the Section 8 Tenant Occupant. The following is a list of fields for the Section 8 Tenant Occupant, with a description of the field, field requirement, and if the field is
applicable for Fully Regulated or Exempt parcels.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
<th>Requirement for Fully Regulated APN's</th>
<th>Requirement for Exempt APN's</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Bedrooms</td>
<td>How many bedrooms are in the Unit? If it is a Studio, enter &quot;0&quot;</td>
<td>Required</td>
<td>Required</td>
</tr>
<tr>
<td>Start Date of Tenancy</td>
<td>When was the Tenancy established?</td>
<td>Required</td>
<td>Required</td>
</tr>
<tr>
<td>Base Rent</td>
<td>What was the Rent for the Unit on June 10, 2021? If there was no rent collected on that date, enter the Initial Rent amount of the Unit for the first established Tenancy following June 10, 2021.</td>
<td>Required</td>
<td>Not Applicable</td>
</tr>
<tr>
<td>Current Rent</td>
<td>What is the current rent that the Tenant is paying?</td>
<td>Required</td>
<td>Required</td>
</tr>
<tr>
<td>Date of Last Rent Increase</td>
<td>When was the Rent last raised for the Tenant? If there has not yet been a rent increase for the tenant, please enter the Start Date of the Tenancy.</td>
<td>Required</td>
<td>Required</td>
</tr>
<tr>
<td>Occupants Included</td>
<td>Select all that is applicable to describe the individuals occupying the unit</td>
<td>Required</td>
<td>Required</td>
</tr>
<tr>
<td>Housing Services Included with Rent</td>
<td>Select all the Housing Services that are included with the Rent for the Unit</td>
<td>Required</td>
<td>Not Applicable</td>
</tr>
<tr>
<td>Tenant First and Last Name</td>
<td>Enter the Tenant’s Name. If there is more than one Tenant, you can provide all Tenant Names. *Tenants that are 18 or older</td>
<td>Required</td>
<td>Not Applicable</td>
</tr>
<tr>
<td>Tenant Preferred Language</td>
<td>Enter the Tenant’s Preferred Language if known. English will be the default setting.</td>
<td>Optional</td>
<td>Not Applicable</td>
</tr>
<tr>
<td>Tenant Phone</td>
<td>Enter the Tenant’s Phone. If there is more than 1 Phone, you may select the Primary.</td>
<td>Required</td>
<td>Not Applicable</td>
</tr>
<tr>
<td>--------------</td>
<td>----------------------------------------------------------------------------------</td>
<td>----------</td>
<td>---------------</td>
</tr>
<tr>
<td>Tenant Email</td>
<td>Enter the Tenant’s Email. If there is more than 1 Email, you may select the Primary.</td>
<td>Optional</td>
<td>Not Applicable</td>
</tr>
</tbody>
</table>

To add Tenant Information, there are 3 buttons: Add Phone, Add Email, and Add Tenant. Use the appropriate buttons to add/enter the Tenant Information.

If there are any errors or missing fields, error messages will appear in red on the screen to indicate what is missing as shown below.
5. Once all the required fields are entered, click on the "UPDATE" button to add the Tenant to the Unit. The Section 8 Tenant and Unit details will be added to the Unit.

If all the Unit Details have been added to the APN, the ‘Unit Details Missing’ error message will disappear. However, if there are Units on the APN where the Number of Bedrooms and Occupant Type are missing, the error message will still be displayed.

**Add an Affordable Housing Tenant Occupant**
This section will describe how to add an Affordable Housing Tenant Occupant to Fully Regulated parcels.

1. Click on the ACTION menu next to the Unit details where the Affordable Housing Occupant details
need to be added. This action menu will have different menu options depending on APN's Status. Select the Edit option from the Action Menu.

(Note: Click on the "ADD UNIT" button in the Unit detail section to add additional Unit(s) that are not listed).

2. Edit Unit page will open. Enter the Unit Name in the Unit Name field. If the Mailing Address for the Unit does not contain a designated Unit name, check the "No Unit Name" checkbox.

3. Select the "Occupant Type" as Affordable Housing Tenant from the dropdown.

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330
The Affordable Housing Tenant fields will appear on screen.

4. Enter all the required fields for the Affordable Housing Tenant Occupant. The following is a list of...
fields for the Affordable Housing Tenant Occupant, with a description of the field, field requirement, and if the field is applicable for Fully Regulated or Exempt parcels.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
<th>Requirement for Fully Regulated APN’s</th>
<th>Requirement for Exempt APN’s</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Bedrooms</td>
<td>How many bedrooms are in the Unit? If it is a Studio, enter “0”</td>
<td>Required</td>
<td>Required</td>
</tr>
<tr>
<td>Start Date of Tenancy</td>
<td>When was the Tenancy established?</td>
<td>Required</td>
<td>Required</td>
</tr>
<tr>
<td>Base Rent</td>
<td>What was the Rent for the Unit on June 10, 2021? If there was no rent collected on that date, enter the Initial Rent amount of the Unit for the first established Tenancy following June 10, 2021.</td>
<td>Required</td>
<td>Not Applicable</td>
</tr>
<tr>
<td>Current Rent</td>
<td>What is the current rent that the Tenant is paying?</td>
<td>Required</td>
<td>Required</td>
</tr>
<tr>
<td>Date of Last Rent Increase</td>
<td>When was the Rent last raised for the Tenant? If there has not yet been a rent increase for the tenant, please enter the Start Date of the Tenancy.</td>
<td>Required</td>
<td>Required</td>
</tr>
<tr>
<td>Occupants Included</td>
<td>Select all that is applicable to describe the individuals occupying the unit</td>
<td>Required</td>
<td>Required</td>
</tr>
<tr>
<td>Housing Services Included with Rent</td>
<td>Select all the Housing Services that are included with the Rent for the Unit</td>
<td>Required</td>
<td>Not Applicable</td>
</tr>
<tr>
<td>Tenant First and Last Name</td>
<td>Enter the Tenant’s Name. If there is more than one Tenant, you can provide all Tenant Names. *Tenants that are 18 or older</td>
<td>Required</td>
<td>Not Applicable</td>
</tr>
<tr>
<td>Tenant Preferred Language</td>
<td>Enter the Tenant’s Preferred Language if known. English will be the default setting.</td>
<td>Optional</td>
<td>Not Applicable</td>
</tr>
</tbody>
</table>
To add Tenant Information, there are 3 buttons: Add Phone, Add Email, and Add Tenant. Use the appropriate buttons to add/enter the Tenant Information.

If there are any errors or missing fields, error messages will appear in red on the screen to indicate what is missing as shown below.
5. Once all the required fields are entered, click on the "ADD" button to add the Affordable Housing Tenant to the Unit. The Affordable Housing Tenant and Unit details will be added to the Unit.
**Add a Manager Occupant**

This section will describe how to add a **Manager Occupant** to Fully Regulated parcels.

1. Click on the ACTION menu next to the Unit details where the Manager Occupant details need to be added. This action menu will have different menu options depending on APN’s Status. Select the Edit option from the Action Menu.

   *(Note: Click on the “ADD UNIT” button in the Unit detail section to add additional Unit(s) that are not listed).*

2. Edit Unit page will open. Enter the Unit Name in the Unit Name field. If the Mailing Address for the Unit does not contain a designated Unit name, check the “No Unit Name” checkbox.

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330
3. Select the “Occupant Type” as Manager from the dropdown.

4. Enter the Number of Bedrooms for the Unit.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
<th>Requirement for Fully Regulated APN's</th>
<th>Requirement for Exempt APN's</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Bedrooms</td>
<td>How many bedrooms are in the Unit? If it is a Studio, enter “0”</td>
<td>Required</td>
<td>Required</td>
</tr>
</tbody>
</table>

If there are any errors or missing fields, error messages will appear in red on the screen to indicate what is missing as shown below.

5. Once the Number of Bedrooms field is entered, click on the “UPDATE” button to add the Manager.
Occupant to the Unit.

The Manager Occupant will be added to the Unit.

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330
**Add an Owner Occupant**

This section will describe how to add an **Owner Occupant** to Fully Regulated parcels.

1. Click on the ACTION menu next to the Unit details where the Owner Occupant details need to be added. This action menu will have different menu options depending on APN’s Status. Select the Edit option from the Action Menu.

   *(Note: Click on the “ADD UNIT” button in the Unit detail section to add additional Unit(s) that are not listed).*

2. Edit Unit page will open. Enter the Unit Name in the Unit Name field. If the Mailing Address for the Unit does not contain a designated Unit name, check the “No Unit Name” checkbox.

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330
3. Select the “Occupant Type” as Owner from the dropdown.

Once you select this option, the Owner fields will appear on the screen as shown below.

4. Enter the Number of Bedrooms & the Owner Move-In date for the Unit.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
<th>Requirement for Fully Regulated APN’s</th>
<th>Requirement for Exempt APN’s</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Bedrooms</td>
<td>How many bedrooms are in the Unit? If it is a Studio, enter “0”</td>
<td>Required</td>
<td>Required</td>
</tr>
<tr>
<td>Owner Move In Date</td>
<td>Date when the Owner moved into the unit</td>
<td>Required</td>
<td>Required</td>
</tr>
</tbody>
</table>

If there are any errors or missing fields, error messages will appear in red on the screen to indicate what is missing as shown below.
5. Once the Unit Name, Number of Bedrooms, and the Owner Move in date field is entered, click on the "UPDATE" button to add the Owner Occupant to the Unit.

The Owner Occupant will be added to the Unit.
**Add a Vacant Occupancy**

This section will describe how to report a **Vacancy** for Fully Regulated parcels.

1. Click on the ACTION menu next to the Unit details where the Vacancy details need to be added. This action menu will have different menu options depending on APN’s Status. Select the Edit option from the Action Menu.

   *(Note: Click on the “ADD UNIT” button in the Unit detail section to add additional Unit(s) that are not listed).*

2. Edit Unit page will open. Enter the Unit Name in the Unit Name field. If the Mailing Address for the Unit does not contain a designated Unit name, check the “No Unit Name” checkbox.

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330
3. Select the “Occupant Type” as Vacant from the dropdown.

4. Enter the Number of Bedrooms for the Unit.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
<th>Requirement for Fully Regulated APN’s</th>
<th>Requirement for Exempt APN’s</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Bedrooms</td>
<td>How many bedrooms are in the Unit?</td>
<td>Required</td>
<td>Required</td>
</tr>
<tr>
<td></td>
<td>If it is a Studio, enter “0”</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If there are any errors or missing fields, error messages will appear in red on the screen to indicate what is missing as shown below.

5. Once the Number of Bedrooms field is entered, click on the “UPDATE” button to report the vacancy.
for the Unit.

The Unit Details will be updated to reflect a Vacancy on the Unit.
Each Unit’s Details Have Been Entered. Now What?

This section will describe the system behavior once all the Unit’s Occupants have been added. The error message for the 'Unit Details Missing' will no longer appear on screen as shown below.

Once the APN has all the minimum requirements needed to submit for Registration – (APN Contacts and Unit Details) – a link to "Click Here to Complete Registration" will appear below the property image and a “REVIEW AND SUBMIT” button will appear at the bottom of the ‘Addresses’ Tab page.

![Image of a webpage with a link to "Click Here to Complete Registration" and a "REVIEW AND SUBMIT" button.]

**IMPORTANT – CLAIMING PROPERTY OR UNIT EXEMPTIONS:**

At this time, the Landlord should consider if the APN may qualify for a complete Exemption (Property Exemption) OR a Unit Exemption(s). If so, now is the only time that Landlords will be able to submit this information to the City of Inglewood Housing Protection Department as the data that is submitted along with Registration will factor into the Registration Fees for the fiscal year.

**Note:** If you forget to apply for an Exemption, you may incur additional fees for Registration as the fee is calculated based on the number of Non-Exempt Units.

The next sections of the document will describe how to apply for Unit Exemptions and Property Exemptions.
**Unit Exemptions**

Review the City of Inglewood Housing Protection Ordinance to determine if your Unit(s) qualify for a Unit Exemption. If a Unit qualifies for a Unit Exemption, Landlords are encouraged to submit a Unit Exemption for each Unit which may qualify. Staff will review each Unit Exemption that is submitted and determine if the Unit Exemption should be applied to the Unit or not. This will be apparent through the “Unit Fee Status” as seen below.

![Image of the Unit Fee Status table]

**Note:** If the Unit Fee Status for your Unit is displayed as “Exempt”, then you do NOT have to explicitly apply for an Exemption. The Exemption is automatically granted.

However, if the Unit Fee Status is displayed as “Non-Exempt”, you may apply for a Unit Exemption from the City of Inglewood Residential Registry Program's Ordinance if the Unit qualifies for one of the following reasons:

- Unit is owner-occupied.
- Unit has a commercial use and is not used as a residential rental unit.
- Unit is occupied by a Property Manager and there is a written agreement with the landlord under which the Property Manager does not pay the full amount of rent that would otherwise be paid for a comparable rental unit on the property.
- The Rent Registry has an error in the number of units on this property. This unit does not exist on the property.

Please note the following:

- Applying for a Unit Exemption does not guarantee that it will be granted.
- The appropriate documentation will need to be provided for the City of Inglewood Housing Protection Department to consider the Exemption request.
- If a Unit has an Active Unit Exemption (the City of Inglewood Housing Protection Department has not yet processed the Unit Exemption Case), then another Unit Exemption (for the same unit) cannot be submitted until the Inglewood Housing Protection Department comes to a determination on the active case.
- Unit Exemption can only be applied for when the APN Status is "Registration Open" or "Registration Denied".
- Unit Exemptions need to be applied for annually at Registration.

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330
To apply for a Unit Exemption, follow the steps listed below.

1. Navigate to the APN Details page and click on the Action Menu for the Unit which an Exemption should be submitted.
2. Select the option of "Apply for Exemption"

The "Apply for Unit Exemption" pop up will appear. At the top of the pop up, the APN, Primary Address, and Unit Name are displayed. The Landlord can verify that the correct Unit was selected for the Unit Exemption application.

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330
3. Select the Reason for the Unit Exemption application. Only one option may be selected.

Once a selection is made, additional instructions may appear on the screen to describe the type of documentation that is required to be provided for the selected Exemption reason.
4. Upload the required documentation to the Exemption application. Click on the “Browse for File” area to select a document(s) from your device to upload for the Exemption.

5. Select one or more documents from your device to upload to the Exemption case. Please double check and ensure the uploaded documents meet the requirements for the Exemption Type. Uploading inaccurate documentation may result in the denial of the Exemption.
Once a document or documents have been selected and added to the Exemption, they will be listed below the “Browse for File” area. There is also an “X” next to each which allows users to delete the document if it was added by mistake.

6. Double check the data that was entered on the Exemption application for accuracy. If everything looks accurate, the Declaration Statement and Submitter’s Informaion is required prior to submitting the case. This ensures that the data is being submitted under Penalty of Perjury.

7. Click on the “Declaration Statement” check box, enter your Full Name, enter your Title from the drop-
down list, and then click on the “SUBMIT” button to submit the Exemption application.

Once the case has been submitted the “Unit Fee Status” will be updated to "Applied for Exemption" as shown below.

<table>
<thead>
<tr>
<th>Unit Name</th>
<th>Unit Fee Status</th>
<th>Number of Bedrooms</th>
<th>Base Rent</th>
<th>Current Rent</th>
<th>Maximum Allowable Rent</th>
<th>Start Date of Tenancy</th>
<th>Date of Last Rent Increase</th>
<th>Occupant Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>UNIT 1</td>
<td>Applied for Exemption</td>
<td>1</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>Owner</td>
</tr>
<tr>
<td>UNIT 2</td>
<td>Non-Exempt</td>
<td>2</td>
<td>$2,000.00</td>
<td>$2,000.00</td>
<td>-</td>
<td>10/13/20</td>
<td>12/23/21</td>
<td>Tenant</td>
</tr>
</tbody>
</table>

The Case History table will be updated to include the new Unit Exemption case that was submitted, and the status of the case will read “Pending Review".

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330
Next Steps

The City of Inglewood Housing Protection Department will review the Unit Exemption Case along with the Reasons and Documentation provided to come to a determination on the status of the Unit. If additional information is required, it is possible that the Staff may reach out to the Landlord or Property Manager for more information.

If the Staff denies the Unit Exemption, the case will be closed with the status of Denied, and the status of the Unit will be updated back to "Non-Exempt".

If the Staff approves the Unit Exemption, the case will be closed with the status of Approved, and the status of the Unit will be updated to "Exempt".

You will receive an email when a Unit Exemption is either Approved or Denied.
**Property Exemptions**

Review the City of Inglewood Housing Protection Ordinance to determine if your APN (property) qualifies for a complete Property Exemption. If the APN qualifies for a Property Exemption, Landlords are encouraged to submit a Property Exemption. Staff will review each Property Exemption that is submitted and determine if the Exemption should be applied to the APN or not. This will be apparent through the APN's Status.

If the APN should be Exempt from the City of Inglewood Housing Protection Ordinance due to one of the following reasons, you may apply for a Property Exemption:

- Single-family owner-occupied residence in which the owner-occupant rents or leases no more than one dwelling unit including, but not limited to, an accessory dwelling unit or a junior accessory dwelling unit AND the tenant(s) have been provided written notice pursuant to Housing Protection Ordinance 21-09.
- Owner occupied duplex in which one of the units is the owner's principal place of residence, continues in occupancy, and the owner's tenancy existed **PRIOR** to the tenancy of the other unit AND the tenants have been provided written notice pursuant to Housing Protection Ordinance 21-09.
- Residential real property that is alienable separate from the title to any other dwelling unit, provided that the owner is a natural person AND the tenants have been provided written notice pursuant to Housing Protection Ordinance 21-09.
- Housing issued a certificate of occupancy for new construction within the previous 15 years.

Please note the following:

- Applying for a Property Exemption does not guarantee that it will be granted.
- Although it is not required, it is encouraged that supporting documentation is provided for the City of Inglewood Housing Protection Department to consider the Exemption request.
- If an APN has an Active Property Exemption (the City of Inglewood Housing Protection Department has not yet processed the Property Exemption Case), then another Property Exemption cannot be submitted until the City of Inglewood Housing Protection Department comes to a determination of the active case.
- Property Exemptions can only be applied for when the APN Status is "Registration Open" or "Registration Denied".
- Property Exemptions, if approved, will carry over from one Registration cycle to the next.

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330
To apply for a Property Exemption, follow the steps listed below.

1. Navigate to the APN Details page for the APN where a Property Exemption needs to be submitted and click on the Action Menu.
2. Select the option of “Apply for Property Exemption”.

The “Apply for Property Exemption” pop up will appear. At the top of the pop up, the APN and Primary Address are displayed. The Landlord can verify that the correct APN was selected for the Property Exemption application.
3. Select the grounds for the Property Exemption application. Only one option may be selected.

Once a selection is made, additional instructions may appear on the screen to describe the type of documentation that is required to be provided for the selected Exemption Reason.
4. **Upload the required documentation to the Exemption application.** Click on the “Browse for File” area to select a document(s) from your device to upload to the Exemption.

![Apply for Property Exemption](image)

If you are unable to upload the document here, please submit the paperwork by email or by mail and indicate the property address.

**Email:** housingprotection@cityofinglewood.org

**Mail:** Attn: Housing Protection, One W. Manchester Blvd, Suite 002, Inglewood, CA 90301

**Declaration Statement:**

- By checking this box, I declare under penalty of perjury under the laws of the State of California that the information I have provided is true and correct to the best of my knowledge and belief.

5. **Select one or more documents from your device to upload to the Property Exemption case.** Please double check and ensure the uploaded documents meet the requirements for the Property Exemption Type. Uploading inaccurate documentation may result in the denial of the Exemption.

![Selecting and Uploading Documents](image)

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330.
Once a document or documents have been selected and added to the Exemption, they will be listed below the “Browse for File” area. There is also an “X” next to each which allows users to delete the document if it was added by mistake.

6. Double check the data that was entered on the Property Exemption application for accuracy. If everything looks accurate, the Declaration Statement and Submitter’s Information is required prior to submitting the case. This ensures that the data is being submitted under Penalty of Perjury.

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330
7. Click on the “Declaration Statement” check box, enter your Full Name, enter your Title from the dropdown list, and then click on the “SUBMIT” button to submit the Property Exemption application.

The Case History table will be updated to include the new Property Exemption case that was submitted, and the status of the case will read “Pending Review”.

*Next Steps*

The City of Inglewood Housing Protection Department will review the Property Exemption Case along with the reasons and documentation to come to a determination on the status of the APN. If additional information is required, it is possible that the Staff may reach out to the Landlord or Property Manager for more information.

If the Staff denies the Property Exemption, the case will be closed with the status of Denied, and the status of the APN will remain as-is.

If the Staff approves the Property Exemption, the case will be closed with the status of Approved, and the status of the Unit will be updated to “Exempt”.

The Registered User will receive an email when the property exemption case has been either Approved or Denied.

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330
Submit for Registration
This section describes how Landlords can submit their APN for Registration once all the required information – (APN Contacts and Unit Details) – have been added. Additionally, the Landlord should have applied for all Exemption requests **PRIOR** to submitting the APN for Registration.

To submit the APN for Registration, follow the steps listed below.

1. Navigate to the APN where Registration needs to be submitted. The APN Status will read either “Registration Open” or “Registration Denied”. The City of Inglewood Housing Protection Department may deny the Registration submission if some of the data looks inaccurate or the Landlord makes a request for Staff to send it back to allow the Landlord to make some adjustments to correct the data.

2. Confirm all the required Exemptions have been applied for, the Contact Information for both Owner and Property Manager are up to date, and the Occupant Types and the Rent Amounts are accurately displayed on the Unit Tables.

3. Scroll to the bottom of the “Addresses” Tab and click on the “REVIEW AND SUBMIT” button.
The Review and Submit page will be displayed. The page will show the APN Details as they have been entered. The Owner and Property Manager Contact details, Unit Details, and Case History will be displayed for the Landlord to review the information that is going to be officially submitted to the City of Inglewood Housing Protection Department for Registration.

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If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330
4. Review the information once more. If there are any discrepancies in the data, use the "BACK" button at the top of the page to go back to the APN Details and make edits to the information.

5. If the data looks accurate, click on the "SUBMIT" button at the bottom of the page.
The Submit Registration pop up will appear.
Note: The Submit Registration Page for a Fully Regulated and Exempt APN will look different. The example below shows the Submit Registration Page for a Fully Regulated APN.

6. Click on the “Submitted Exemption Requests” checkbox to confirm that all the necessary Exemptions, both Property and Unit, have been submitted to the City of Inglewood Housing Protection Department.

7. Upload the “Business Tax Certificate” if applicable. Click on the “Browse for File” area to select a
document(s) from your device to upload for the document. **Note:** Exempt Properties will NOT be required to upload this information, nor will it be displayed in the pop up.

8. Select the document from your device to upload to the Registration Case. Please double check and ensure the uploaded documents meet the requirements for the Registration. Uploading inaccurate documentation may result in the denial of the Registration.

Once the Business Tax Certificate document has been selected and added, it will be listed below the "Browse
for File" area. There is also an “X” next to it, which allows users to delete the document if it was added by mistake.

9. If everything looks accurate, click on the "Declaration Statement" checkbox to ensure that the data is being submitted under Penalty of Perjury. Additionally, provide your Full Name and Title by selecting an option from the drop-down list.

10. To complete the submission of the APN for Registration, click on the “SUBMIT” button.
Upon successful completion of Registration, you will get a message as below.

**Registration Successfully Submitted**

APN 4020008005 is successfully registered.

OK

Once the APN has been submitted for Registration, you will be redirected to the APN Details page. Additionally, the following changes will occur:

- Property Exemptions can no longer be submitted, and the action is removed from the Action Menu.
- Unit Exemptions can no longer be submitted, and the action is removed from the Action Menu.
- Landlords will be unable to "Add/Edit" Unit Information as all changes will need to come in the form of an Amendment case.
  - If the APN undergoes a Change in Ownership, the Landlord will be required to create a case for this. This will be covered later in the document.
  - If a Unit has a Change in Occupancy, the Landlord will be required to create a case for this. This will be covered later in the document.
  - If a Tenant is being Evicted for No Fault/At Fault reason, the Landlord will be required to create an Eviction case for this. This will be covered later in the document.

**Mismatch in Total Units during Registration**
The Total Units for the APN is derived from the Inventory and sometimes the data present in Total Number of

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330
Units might not be accurate. During Registration, the Landlord may report additional units which would result in the mismatch of the actual number of units added vs what is displayed in the APN Details Page.

Just below the Property Image, there is a section which describes the Total Units that is expected to be on the Property. However, this information may not always be accurate, so as the Landlord updates the Unit Details on the property, there may be a discrepancy between the Total Units from the Inventory with the Total Units that are actually on the property.

**Total Units** of the APN are listed. If the number of Units that are added to the APN does not match the Total Units, there will be an error icon displayed as shown below. If you see this, contact City of Inglewood Housing Department Staff and report the discrepancy before Registering.

You will not be stopped from submitting your property for Registration if there is a mismatch between the Total Units displayed on the Property with the actual number of Units that are added to the APN.

If you do submit the property while the mismatch is present, then the Property Status will be updated to “Unit Discrepancy”. This will alert the City of Inglewood Housing protection Department of the discrepancy.

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330
and they may reach out to you for more information and to discuss the next steps.

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330
My APN is Submitted for Registration. Now What?
This section will describe what happens after the APN is submitted for Registration from both the Staff’s perspective and the Landlord’s perspective.

Staff Actions
Once you submit your APN for Registration, the City of Inglewood Housing Protection Staff will need to review the information that you provided. It will be up to the Staff to perform the following tasks:

1. Review All Exemption Requests that were submitted: Staff will need to either “Approve” or “Deny” the Property and/or Unit Exemptions that were submitted alongside Registration. If the Property Exemption is approved, there is no further action the Landlord needs to take for the APN.

2. Deny the Registration: If there are any obvious errors with the data that was provided, the Staff may deny the Registration so the Landlord can make the necessary adjustments and resubmit the APN. If this occurs, the APN Status will change to Registration Denied, and the Action Menus will revert to the options available during “Registration Open” status.

3. Process the APN for Payment: Once the Exemptions have been processed and there are no errors with the data, the Staff will update the APN to collect the Registration Fees (waived for the Inaugural year if registered timely). The APN Status will change to Payment Pending and the Landlord will be able to process a payment online.

Landlord Actions
Depending on the actions of the Staff and on the APN status, there may be additional actions required to be taken by Landlords after Registration has been submitted. This section will describe those actions.

1. No additional action: If a Property Exemption was submitted and approved, the APN status will move to “Property Exempt” and the Landlord will not need to take any further action.

2. Update APN and Resubmit for Registration: If the Staff denies the registration of your APN, then the APN status will move to “Registration Denied” and the Landlord will need to make updates and resubmit the property.

3. Process the APN for Payment: In the inaugural year of Registration, Landlords will not need to submit a payment for the registration of their property if registration is completed by the deadline. However, if Registration is not submitted on time OR it is no longer the inaugural year, then Landlords would be expected to submit a Payment for the Registration Fees. In this case, the APN status will move to “Payment Pending” and the Landlord would be expected to complete payment, which can be done...
online.

4. **Print the Registration Certificate**: In the inaugural year of Registration, Landlords will not need to submit a payment for the registration of their property if registration is completed by the deadline. In this case, the APN status will move to "Registration completed - Payment Not Required". Staff may also move the APN into this status for various reasons in the following Registration years. If you are required to submit payment for your property and have done so, the APN status will move to "Registration Completed - Payment Received". When the APN is in either of these statuses, you will need to download and print the Registration Certificate.

To do so, click on the “PROPERTY ACTIONS” and click on the “Download Registration Certificate” link in order to download the Registration Certificate, as shown below.

![Download Registration Certificate](image)

5. **Report any changes of Ownership, Tenancies, Rent Increases, Evictions, and Buyouts to the City of Inglewood Housing Protection Staff**: If the contact information for the Owner or Property Manager changes, please edit and update the contact information. For any other changes/updates to the Property and/or Units themselves, you will need to submit Cases and Amendments to report these to the City of Inglewood Housing Protection Staff. Refer to the sections below for more information.

**Note**: If the Landlord registers their property on or before Mar 31, 2022, then the Registration Fee will be waived ONLY in the inaugural year (January 2022), as referenced above.
Report New Tenancy Amendment

It is important to report New Tenancies to the Housing Protection Department (HPD) of the City of Inglewood to ensure that the Housing Protection Department has accurate tenancy and rent information to monitor and enforce the Ordinance of the Program. This can be done through a “Report New Tenancy Amendment”. This section describes the process of reporting tenancy changes to the Housing Protection Department.

Please note the following:

- If the owner has submitted a New Tenancy Amendment for a unit, the HPD must first process the request before an owner can submit a New Tenancy Amendment for the same unit.
- When a New Tenancy Amendment is created, the changes submitted in the Amendment will NOT be reflected on the APN Details page until the HPD has reviewed and accepted the changes.

Follow the steps listed below when a new tenancy needs to be reported.

1. Navigate to the Addresses Tab of the APN where a new tenancy has been established.

2. Click on the “ACTION” button for the Unit where there is a new tenancy established. The action menu for the Unit will appear. Select the option of “Report New Tenancy”.

Depending on the current Occupant Type, the Action Menu options will differ from Unit to Unit.

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330
The Report New Tenancy pop up will appear. At the top of the pop up, the APN, Primary Address, and Unit Address are displayed. The Landlord can verify that the correct Unit was selected for the Tenancy changes.

<table>
<thead>
<tr>
<th>Report New Tenancy</th>
</tr>
</thead>
<tbody>
<tr>
<td>APN: 40100200010</td>
</tr>
<tr>
<td>UNIT NAME: APT 01</td>
</tr>
</tbody>
</table>

What is the reason for the change in tenancy?

Reason of Change *

This Field is Required.

What is the new tenant occupant type?

Occupant Type *

Declaration Statement:

- By checking this box, I declare under penalty of perjury under the laws of the State of California that the information I have provided in this form is true and correct to the best of my knowledge and belief. Any attachments included here are either original documents or true and correct copies of the original documents.

Submitter's Information

3. Select the "Reason for the Change in Tenancy" by selecting an option from the drop-down list.
The dropdown lists several reasons why a new tenancy may be established as shown below. Only one option can be selected.

4. Select the new “Occupant Type” for the Unit. Once a selection is made, the required fields for the Occupant Type will appear.
5. Enter the required fields for the selected Occupant Type. You can reference the section titled “Enter Unit Details” in this document for a complete list of required fields by occupant type.
6. Double check the data that was entered on the New Tenancy application for accuracy. If everything looks accurate, the Declaration Statement and Submitter’s Information is required prior to submitting the case. This ensures that the data is being submitted under Penalty of Perjury.

7. Click on the "Declaration Statement" check box, enter your Full Name, enter your Title from the drop-down list, and then click on the “SUBMIT” button to Report New Tenancy.
The Case History table will be updated to include the New Tenant Amendment case that was submitted, and the status of the case will read "Pending Review".

Refer to the tables below to understand the required fields by Occupant Type during a “Report New Tenancy” Amendment as they differ slightly since only the Rent for each Unit and Start Date of Tenancy needs to be established.
## Tenant Occupant

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
<th>Requirement for Fully Regulated APNs</th>
<th>Requirement for Exempt APNs</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Start Date of Tenancy</strong></td>
<td>When was the Tenancy established?</td>
<td>Required</td>
<td>Required</td>
</tr>
<tr>
<td><strong>Base Rent</strong></td>
<td>What was the Rent for the Unit on June 10, 2021? If there was no rent collected on that date, enter the Initial Rent amount of the Unit for the first established Tenancy following June 10, 2021.</td>
<td>Required</td>
<td>Required</td>
</tr>
<tr>
<td><strong>Current Rent</strong></td>
<td>What is the current rent that the Tenant is paying?</td>
<td>Field is Not Editable</td>
<td>Required</td>
</tr>
<tr>
<td><strong>Date of Last Rent Increase</strong></td>
<td>The system will prefill this with the Start Date of Tenancy.</td>
<td>Field is Not Editable</td>
<td>Field is Not Editable</td>
</tr>
<tr>
<td><strong>Housing Services Included in the Base Rent</strong></td>
<td>Select all the Housing Services that are included with the Rent for the Unit</td>
<td>Required</td>
<td>Not Applicable</td>
</tr>
<tr>
<td><strong>Occupants Include</strong></td>
<td>Select all the applicable occupants included</td>
<td>Required</td>
<td>Required</td>
</tr>
<tr>
<td><strong>Tenant First and Last Name</strong></td>
<td>Enter the Tenant’s Name. If there is more than one Tenant, you can provide all Tenant Names. *Tenants that are 18 or older</td>
<td>Required</td>
<td>Not Applicable</td>
</tr>
<tr>
<td><strong>Tenant Preferred Language</strong></td>
<td>Enter the Tenant’s Preferred Language if known.</td>
<td>Optional</td>
<td>Not Applicable</td>
</tr>
<tr>
<td><strong>Tenant Phone</strong></td>
<td>Enter the Tenant’s Phone. If there is more than 1 Phone, you may select the Primary.</td>
<td>Optional</td>
<td>Not Applicable</td>
</tr>
<tr>
<td><strong>Tenant Email</strong></td>
<td>Enter the Tenant’s Email. If there is more than 1 Email, you may select the Primary.</td>
<td>Optional</td>
<td>Not Applicable</td>
</tr>
</tbody>
</table>
### Manager & Owner Occupant

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
<th>Requirement for Fully Regulated APNs</th>
<th>Requirement for Exempt APNs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start Date of Tenancy</td>
<td>When was the Tenancy established?</td>
<td>Required</td>
<td>Required</td>
</tr>
</tbody>
</table>

### Section 8 Tenant Occupant

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
<th>Requirement for Fully Regulated APNs</th>
<th>Requirement for Exempt APNs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start Date of Tenancy</td>
<td>When was the Tenancy established?</td>
<td>Required</td>
<td>Required</td>
</tr>
<tr>
<td>Current Rent</td>
<td>What is the current rent that the Tenant is paying?</td>
<td>Required</td>
<td>Required</td>
</tr>
<tr>
<td>Date of Last Rent Increase</td>
<td>The system will prefill this with the Start Date of Tenancy.</td>
<td>Field is Not Editable</td>
<td>Field is Not Editable</td>
</tr>
</tbody>
</table>

*Next Steps*

The City of Inglewood Housing Protection Department will review the New Tenant Amendment Case along with the Tenancy History to ensure the reported rent is lawful and that the information looks accurate. If additional information is required, it is possible that the Staff may reach out to the Landlord or Property Manager for more information.

If the Staff denies the New Tenant Amendment, the case will be closed with the status of **Denied**, and the Unit Occupancy and details will remain as-is, and the reported changes will be discarded. The Landlord will be able to submit another New Tenant Amendment for the Unit.

If the Staff accepts the New Tenant Amendment, the case will be closed with the status of **Accepted**, and the Unit Occupancy and details will be updated. The Landlord will be able to submit another New Tenant Amendment for the Unit.

### Report New Ownership of your APN

This section describes the process of reporting the Change of Ownership of an APN. If you have sold your
property, it is your responsibility to inform the City of Inglewood Housing Protection Department so that you are no longer responsible for the Registration and Fees for the property.

If you received a letter from the City of Inglewood Housing Protection Department requesting you to use the new Online Residential Registry system and you currently do not own the property, please contact the City of Inglewood Housing Protection Department at (310) 412-4330 and inform them that you are no longer the Owner of this APN (property). You will not need to add the APN to your dashboard and claim responsibility.

However, if you have already submitted Registration at least once for the APN and then you longer own the property, follow the steps listed below to learn how to report the change in Ownership to the City of Inglewood Housing Protection Department online.

Please note the following:

- Applying for a New Ownership Amendment does not guarantee it will be approved. The City of Inglewood Housing Protection Department will need to first verify the sale before the Amendment can be approved.
- If the APN has an Active New Ownership Amendment Case (the City of Inglewood Housing Protection Department has not yet processed the New Ownership Amendment Case), then another New Ownership Amendment cannot be submitted until the City of Inglewood Housing Protection Department comes to a determination of the active case.

*If you have ANY changes in occupancy for ANY Unit, you must Report New Tenancy to the City of Inglewood Housing Protection Department AND get the changes APPROVED BEFORE you can submit a New Ownership Amendment. The reason for this is the New Ownership process requires you to report the current rent for EACH Unit. If the Tenancy has not been updated, then you will be providing inaccurate information to the City. If you do not follow this process, the Staff will be forced to deny the New Ownership Amendment and you will need to submit new amendment after the New Tenancy has been reported and approved.

Follow the steps listed below when a New Ownership Amendment needs to be reported for the APN.

1. There are 2 places in the system from which you can initiate a New Ownership Amendment. Both will
be described below.

a. From the Addresses Tab, click on the Property Action menu and select the “Report New Property Ownership” option.

b. From the Contacts Tab, click on the Owner Contact Card “Action Menu” and select the “Report New Property Ownership” option.

2. Enter the “Date of Ownership Transfer”. **This is required.** When you click on the field to enter the value, the calendar picker will appear. You can elect to use the calendar to select a date OR you may manually type it in using the MM/DD/YYYY format.

3. If the New Owner’s Name and Contact Information is known, enter those values as well. This is optional, but it will aide the City of Inglewood Housing Protection Department to verify the Ownership change much more quickly.
4. Once the information has been entered, click on the “NEXT” button. If any required fields are missing, an error message will be displayed on the screen.

5. The Unit Info screen will display the Unit Table for all the Site Addresses associated with the APN. If the current rent for any unit has changed, please update the listed rent amount. Only Units where Rent is currently reported will be editable.

6. Click on the Current Rent column to make the edits. You may notice the Base Rent will also be updated for the Unit.
Once you have entered the Rent Amounts, double check the data to ensure its accuracy. If everything looks accurate, the Declaration Statement and Submitter’s Information is required prior to submitting the case. This ensures that the data is being submitted under Penalty of Perjury.

7. Click on the Declaration Statement check box, enter your Full Name, enter your Title from the drop-down list, and then click on the “SUBMIT” button to submit the New Ownership Amendment application.

The Case History table will be updated to include the New Ownership Amendment case that was submitted, and the status of the case will read “Pending Review”.

*Next Steps*

The City of Inglewood Housing Protection Department will review the New Ownership Amendment Case and reach out to the new Owner to confirm the sale. If additional information is required, it is possible that the Staff may reach out to the Original Landlord for more information.

The City of Inglewood Housing Protection Department Staff is required to process all cases on the APN PRIOR
to approving the New Owner Amendment.

If the Staff denies the New Ownership Amendment, the case will be closed with the status of Denied, and the status of the APN will remain as is. The original Landlord will remain the responsible party for the APN and its Registration and Fees.

If the Staff approves the New Ownership Amendment, the case will be closed with the status of Approved. Additionally, you will no longer see this property on your dashboard under the “Owned Properties” tab; it will appear under the “Past Properties” view. You will no longer be responsible for the Registration of this Property unless you acquire the property again in the future.
Termination of Tenancy (Request Eviction)
This section describes the process of reporting an Eviction of the Tenant(s) for At Fault/No Fault reasons to the City of Inglewood Housing Protection Department. There are several reasons why a Tenancy may need to be terminated whether it is at the fault of the Tenant or not. Under the City of Inglewood Housing Protection Ordinance, the following grounds are acceptable to terminate a tenancy:

**AT-FAULT TERMINATIONS:** (At Fault is in reference to the Tenant’s actions)

1. Failure to pay rent
2. Violation of a material term of the lease agreement
3. Criminal activity and Illegal Purpose
4. Committing waste as described in Code of Civil Procedure section 1161(4)
5. Refusal to allow the Owner to enter the Rental Unit
6. The employee, agent, or licensee’s failure to vacate the Rental Unit after their termination of employment
7. A Tenant’s failure to timely deliver possession of the Rental Unit

**NO-FAULT TERMINATIONS:** (No Fault is in reference to the Landlord’s actions/choices)

8. Intent to occupy the Rental Unit by the Owner or a Close Relative
9. Withdrawal of the Rental Unit from the rental market (Ellis Act)
10. Government agency or court order
11. Intent to demolish

Please note the following:

- Applying for a Request for Eviction/Termination of Termination Case does not guarantee that it will be approved.
- If a Unit has an Eviction Request Case (the City of Inglewood Housing Protection Department has not yet processed the Eviction Request/Termination of Termination Case), then another request for Eviction cannot be submitted until the City of Inglewood Housing Protection Department comes to a determination of the active case.
Follow the steps listed below when an Eviction needs to be reported.

1. Navigate to the Addresses Tab of the APN where an Eviction request is being reported.
2. Click on the “ACTION” button for the Unit where there is an Eviction Request to be processed. The Action Menu for the Unit will appear. Depending on the current Occupant Type, the Action Menu options will differ from Unit to Unit.

For Units occupied by either a Tenant, Affordable Housing Tenant, or a Section 8 Tenant, the "Record an Eviction" will be available from the Action menu from the Unit Details page as shown below.

3. Select the option of “Record an Eviction”.

Record an Eviction pop up will appear. At the top of the pop up, the APN, Primary Address, and Unit Address are displayed. The Landlord can verify that the correct Unit was selected for the Eviction changes.
4. The first page of the pop up has instructions for filing along with important information. Be sure to read this in its entirety. Once you have read this, click on the "NEXT" button to begin filling in the form.

5. Enter the "Date the Termination of Tenancy Notice was Served to the Tenant". When you click on the field to enter the value, the calendar picker will appear. Use the calendar to select a date.
6. Enter the “Effective Date to vacate the Unit”. When you click on the field to enter the value, the calendar picker will appear. Use the calendar to select a date.
7. Select the “Grounds for Termination of Tenancy” from the dropdown list. This is required.

8. Indicate how the Eviction Notice was served to the Tenant. More than one method can be selected. If another method was used, select “Other” and enter the method in the text field as shown below.

9. If the selected “Grounds of Termination of Tenancy” is for a No-Fault Eviction, then the Relocation Assistance section will appear as shown below.
**Rules for the Relocation Assistance:**

The Owner shall provide a Base Relocation Assistance amount equal to three times the monthly Rent in effect when the Owner issued the notice to terminate the tenancy. For purposes of this calculation, only the portion of rent paid by the Tenant(s) will be used. If one or more minor(s) reside in the Rental Unit, the Base Relocation Assistance shall be increased by $2,000.

In addition to the Base Relocation Assistance, the Owner shall pay an Additional Relocation Assistance for any Tenant whose status makes them eligible for such Assistance as follows:

**Additional Relocation Assistance:**

- Adult residing between 2 to 4 years prior to notice $2,000
- Adult residing between 5 to 10 years prior to notice $3,000
- Adult residing 11 or more years prior to notice $5,000
- Disabled Adult OR Senior $7,500

The Owner shall pay only the highest Additional Relocation Assistance for which any one Tenant of that Rental Unit qualifies.

10. Depending upon the selection for the “Grounds of Termination of Tenancy” made, additional instructions may appear on the screen to describe the type of documentation that is required to be provided for the selected Termination Grounds.
11. Upload the required documentation to the Eviction application. Click on the “Browse for File” area to select a document(s) from your device to upload to the Eviction case.

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330
12. Select one or more documents from your device to upload to the Eviction case. Please double check and ensure the uploaded documents meet the requirements for the selected Grounds for the Termination.

Once a document or documents have been selected and added to the Eviction Case, they will be listed below the “Browse for File” area. There is also an “X” next to each which allows users to delete the document if it was added by mistake.

Double check the data that was entered on the Eviction application for accuracy. If everything looks accurate, the Declaration Statement and Submitter’s Information is required prior to submitting the case. This ensures that the data is being submitted under Penalty of Perjury.

13. Click on the Declaration Statement check box, enter your Full Name, enter your Title from the drop-
down list, and then click on the “SUBMIT” button to submit the Eviction case.

The Case History table will be updated to include the new Eviction case that was submitted, and the status of the case will read “Pending Review”.

*Next Steps*

The City of Inglewood Housing Protection Department will review the Eviction Request Case along with the documentation to come to a determination on how to proceed. If additional information is required, it is possible that the Staff may reach out to the Landlord or Property Manager for more information. Additionally, it is possible that the Staff may request some updates to be made to the submission of the Eviction Request Case. If this occurs, the City of Inglewood Housing Protection Department will update the status of the Eviction Request Case to “Pending Landlord Resubmission” and will contact the Landlord to instruct them to resubmit the case by a pre-set Deadline. If the Landlord fails to resubmit the case by the given deadline, it is possible that the Eviction Request will be withdrawn.

If the Landlord is instructed to resubmit the Eviction Request, follow the steps listed below to understand how
to resubmit the case.

1. Navigate to the APN Details for the APN where the Eviction Request Case needs to be resubmitted and scroll to the Case History table.

<table>
<thead>
<tr>
<th>Case History</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case Id</td>
</tr>
<tr>
<td>-------------</td>
</tr>
<tr>
<td>ER2020-21-322539</td>
</tr>
</tbody>
</table>

2. Click on the record to view the Case Details page. The Eviction Request Case which requires resubmission will have the status of “Pending Landlord Resubmission” as shown below.

<table>
<thead>
<tr>
<th>Case History</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case Id</td>
</tr>
<tr>
<td>-------------</td>
</tr>
<tr>
<td>ER2021-22-322735</td>
</tr>
</tbody>
</table>

The Case Details will open in a pop up. You may click on the “View Full Screen” icon if you choose.
3. Click on the “RESUBMIT” button to resubmit the case.
Record an Eviction pop up will appear and will display the Instructions screen.

4. Click on the "NEXT" button to view the case fields.
5. The data from the original submission of the Eviction Request will be prefilled. Edit the fields where Staff has requested changes to be made. Keep in mind that all required fields must be entered.

The document(s) will need to be uploaded again and the Declaration Statement will need to be accepted.
again to ensure the resubmission is happening under the Penalty of Perjury.

6. Upload the necessary documentation.

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330.
7. Accept the Declaration Statement by clicking on the checkbox.

8. To complete the Resubmission of the Eviction Request, click on the “SUBMIT” button.
The Case Details page will be updated to reflect the changes that were submitted to the City of Inglewood Housing Protection Department. The Case Status will be "Pending Review".

<table>
<thead>
<tr>
<th>Case Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>ARN: 4200088003</td>
</tr>
<tr>
<td>Primary Address: 123 W. ANZA AVE, INGLEWOOD, CA 90301</td>
</tr>
<tr>
<td>Unit Name: UNIT 2, 123 W. ANZA AVE, INGLEWOOD, CA 90301</td>
</tr>
<tr>
<td>No of Units: 2</td>
</tr>
<tr>
<td>Case Type: Eviction Request</td>
</tr>
</tbody>
</table>

The City of Inglewood Housing Protection Department will review the Eviction Request Case along with the documentation to come to a determination on how to proceed. If additional information is required, it is possible that the Staff may reach out to the Landlord or Property Manager for more information.

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330
Buyout Agreement
This section describes the process of reporting a Buyout Agreement to the City of Inglewood Housing Protection Department. A Buyout Agreement is a written agreement between a Landlord and a Tenant, by which a Tenant agrees to vacate a rental unit, typically in consideration for monetary payment, notwithstanding that there may be no grounds for a Landlord to terminate a tenancy.

Please note the following:

- Applying for a Buyout Agreement Case does not guarantee that it will be approved.
- If a Unit has a Buyout Agreement Case (the City of Inglewood Housing Protection Department has not yet processed the Buyout Agreement Case), then another request for a Buyout Agreement cannot be submitted until the City of Inglewood Housing Protection Department comes to a determination of the active case.
- Before making an offer of a Buyout Agreement to a Tenant, the Landlord must disclose to the Tenant the Tenant’s rights concerning a Buyout Agreement by serving the Tenant with a written copy of the Buyout Agreement Disclosure form.

Follow the steps listed below when a Buyout Agreement needs to be reported.

1. Navigate to the Addresses Tab of the APN where a Buyout Agreement is being reported.
2. Click on the "ACTION" button for the Unit where there is a Buyout Agreement to process. The action menu for the Unit will appear. Depending on the current Occupant Type, the action menu options will differ from Unit to Unit.

For Units occupied by either a Tenant, Affordable Housing Tenant, or a Section 8 Tenant, “Buyout Agreement” will be available from the Action menu from the Unit Details page as shown below.

3. Select the option of “Buyout Agreement”.

The Buyout Agreement pop up will appear. At the top of the pop up, the APN, Primary Address, and Unit

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330
Name are displayed so the Landlord can confirm the correct unit was selected.

4. The first page of the pop up has instructions for filing along with important information. The Buyout Agreement FAQ's and Instructions are available in the first page of the Buyout Agreement form. Be sure to read this in its entirety. Once you have read this, click on the "NEXT" button to begin filling in the form.

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330
5. Enter the Landlord Name.

6. Enter the Date of Tenant Move Out. When you click on the field to enter the value, the calendar picker will appear. Use the calendar to select a date.
7. The Unit Address will be pre-populated and displayed. This is not editable. Please verify if the Unit’s Name that is reference is accurate. If it is not, click on Cancel and initiate the Buyout Agreement request for the appropriate Unit. If it is correct, move to the next step.

8. Upload the required documentation. Click on the “Browse for File” area to select a document(s) from your device to upload to the Buyout Agreement.
9. Select the required documents from your device to upload to the Buyout Agreement case. Please double check and ensure the uploaded documents meet the requirements for the Buyout Agreement.

Once a document or documents have been selected and added to the Buyout Agreement, they will be listed below the “Browse for File” area. There is also an “X” next to each which allows users to delete the document if it was added by mistake.
Double check the data that was entered on the Buyout Agreement application for accuracy. If everything looks accurate, the Declaration Statement and Submitter’s Information is required prior to submitting the case. This ensures that the data is being submitted under Penalty of Perjury.

10. Click on the Declaration Statement check box, enter your Full Name, enter your Title from the drop-down list, enter your Phone Number and then click on the “SUBMIT” button to submit the Buyout Agreement case.
The Case History table will be updated to include the new Buyout Agreement case that was submitted, and the status of the case will read “Pending Review”.

*Next Steps*

The City of Inglewood Housing Protecon Department will review the Buyout Agreement Case along with the documentation submitted to come to a determination on how to proceed. If additional information is required, it is possible that the Staff may reach out to the Landlord or Property Manager for more information.

Additionally, it is possible that the Staff may request some updates to be made to the submission of the Buyout Agreement Case. If this occurs, the City of Inglewood Housing Protecon Department will update the status of the Buyout Agreement Case to “Pending Landlord Action” and will contact the Landlord to instruct them to submit any missing documents before the pre-set Deadline. If the Landlord fails to submit the necessary documents by the given deadline, it is possible that the Buyout Agreement case will be withdrawn.
Below Market Rent Increase

This section describes the process of reporting a Below Market Rent Increase Request to the City of Inglewood Housing Protection Department. A landlord may use this form to file a Below Market Rent Increase Request for rents that are less than 80% of the Fair Market Rents (FMR) value upon approval of the Deputy Director of the Housing Protection Department.

The Deputy Director may only approve rent increases for a 12-month period.

Please note the following:

- Applying for a Below Market Rent Increase Case does not guarantee that it will be approved.
- If a Unit has a Below Market Rent Increase Request (the City of Inglewood Housing Protection Department has not yet processed the Below Market Rent Increase Request Case), then another request for Below Market Rent Increase cannot be submitted until the City of Inglewood Housing Protection Department comes to a determination of the active case.

Follow the steps listed below when applying for a Below Market Rent Increase.

1. Navigate to the Addresses Tab of the APN where a Below Market Rent Increase is being reported.
2. Click on the "ACTION" button for the Unit where there is a Below Market Rent Increase to process. The action menu for the Unit will appear. Depending on the current Occupant Type, the action menu options will differ from Unit to Unit.
   
   For Tenant occupied units, "Below Market Rent Increase" will be available from the Action menu from the Unit Details page as shown below.

3. Select the option of “Below Market Rent Increase”.

The Below Market Rent Increase Agreement pop up will appear. At the top of the pop up, the APN, Primary
Address, and Unit Name are displayed.

4. The first page of the pop up has instructions for filing along with important information. The Below Market Rent Increase form is available to download on the Instruction Page of the form. Current allowable rent increase figures are also available to view by clicking on the “Current Allowable Rent Increase Figures” link. Be sure to read this in its entirety. Once you have read this, click on the "NEXT" button to begin filling in the form.
5. Enter the "Landlord Name".

The Number of Bedrooms, Date of Last Rent Increase, and Current Rent values will be prefilled from the Unit's Details. These are not editable. However, if they are incorrect, you may need to first process an Amendment before moving forward with the Below Market Rent Increase.
6. Enter the “Increase Effective Date”. Click on the Calendar icon next to the field to view and select a value from the calendar picker.

7. Enter the “New Rent for the Tenant”.

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330.
8. Upload the required documentation. Click on the “Browse for File” area to select a document(s) from your device to upload to the Below Market Rent Increase case.

9. Select one or more documents from your device to upload to the Below Market Rent Increase case. Please double check and ensure the uploaded documents meet the requirements for the Below Market Rent Increase case.
Once a document or documents have been selected and added to the Below Market Rent Increase case, they will be listed below the "Browse for File" area. There is also an “X” next to each which allows users to delete the document if it was added by mistake.

10. Double check the data that was entered on the Below Market Rent Increase application for accuracy. If everything looks accurate, the Declaration Statement and Submitter’s Information is required prior to submitting the case. This ensures that the data is being submitted under Penalty of Perjury.
11. Carefully read and click on the Declaration Statement check boxes, select your Title from the dropdown list, enter your Phone Number, and then click on the “SUBMIT” button to submit the Below Market Rent Increase case.

The Case History table will be updated to include the new Below Market Rent Increase case that was
submitted, and the status of the case will read “Pending Review”. 

*Next Steps*

The City of Inglewood Housing Protection Department will review the Below Market Rent Increase Case along with the documentation provided to decide on how to proceed. If additional information is required, it is possible that the Staff may reach out to the Landlord or Property Manager for more information.

Additionally, it is possible that the Staff may request some updates to be made to the submission of the Below Market Rent Increase Case. If this occurs, the City of Inglewood Housing Protection Department will update the status of the Below Market Rent Increase Case to “Pending Landlord Action” and will contact the Landlord to instruct them to submit any missing documents by a pre-set Deadline. If the Landlord fails to submit the documents by the given deadline, it is possible that the Below Market Rent Increase case will be withdrawn.

The Landlord will receive an Approval or Denial email upon receipt of the completed Below Market Rent Increase Request Form.

Once the Below Market Rent Increase request has been approved, the Landlord must report the new rental amount and effective date for each rental unit and upload the Housing Protection Approval Letter along with the Rent Increase Change of Terms Notice served on the Tenant(s) in the Registry System by requesting a “Rent Increase for Rental Units” case type. This case type will be covered in the next section of the user guide.
Rent Increase for Rental units

This section describes the process of reporting a Rent Increase for Rental Units to the City of Inglewood Housing Protection Department. A Landlord of any Residential Rental Property shall not, over the course of any 12-month period, increase the rent for a Rental Unit on such property as follows:

* By more than 3% OR the percentage change in the cost of living (measured by the CPI), whichever is greater for property containing five (5) or more rental units.
* By more than 5% PLUS the percentage change in the cost of living (measured by the CPI), OR 10%, whichever is lower for property containing four or fewer rental units.

Please note the following:

- Applying for a Rent Increase for Rental Units Case does not guarantee it will be approved.
- If a Unit has a Rent Increase for Rental Units case (the City of Inglewood Housing Protection Department has not yet processed the Rent Increase Case), then another request for Rent Increase for Rental Units cannot be submitted until the City of Inglewood Housing Protection Department comes to a determination of the active case.

Follow the steps listed below when a Rent Increase needs to be reported.

1. Navigate to the Addresses Tab of the APN where a Rent Increase is being reported.
2. Click on the “ACTION” button for the Unit where there is a Rent Increase for Rental Units to be processed. The action menu for the Unit will appear. Depending on the current Occupant Type, the action menu options will differ from Unit to Unit.

For Tenant occupied units, “Rent Increase for Rental Units” will be available from the Action menu from the Unit Details page as shown below.

3. Select the option of “Rent Increase for Rental Units”.

The Rent Increase Intake for Rental Units pop up will appear. At the top of the pop up, the APN, Primary
Address, and Unit Name are displayed.

4. The first page of the pop up has instructions for filing along with important information. Be sure to read this in its entirety. Once you have read this, click on the “NEXT” button to begin filling in the form.

Clicking on the Next button will take you to the Rent Increase Intake form. Many of the fields related to the
Occupancy and Rent details for the Unit will be prefilled with the data from the Unit itself. These fields are not editable. These fields include Occupant Type, Number of Bedrooms, Start Date of Tenancy, Current Rent, Date of Last Rent Increase, Base Rent, and Housing Services included with Rent. Refer to the screenshots below.

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330.
5. Enter the "Increase Effective Date". Click on the Calendar icon next to the field to view and select a value from the calendar picker.

6. Enter the New Rent for the Tenant. If the Rent Increase is NOT related to an approved Below Market Rent Increase, then please enter the New Rent for the Tenant; otherwise enter "0. In this example, we will proceed with a Rent Increase that is not related to a Below Market Rent Increase.
7. Enter the Approved Below Market Rent for the Tenant. If you are applying for a Rent Increase based on an Approved Below Market Rent Request, then please enter the approved Below Market Rent; otherwise enter "0". In this example, we will proceed with a Rent Increase that is not related to a Below Market Rent Increase.

8. Upload the required documentation. Click on the "Browse for File" area to select a document(s)
9. **Select one or more documents from your device to upload to the Rent Increase for Rental Units case.** Please double check and ensure the uploaded documents meet the requirements for the Rent Increase for Rental Units case.

Once a document or documents have been selected and added to the Rent Increase for Rental Units case,
they will be listed below the “Browse for File” area. There is also an “X” next to each which allows users to delete the document if it was added by mistake.

10. Double check the data that was entered on the Rent Increase for Rental Units application for accuracy. If everything looks accurate, the Declaration Statement and Submitter’s Information is required prior to submitting the case. This ensures that the data is being submitted under Penalty of Perjury.

11. Carefully read and click on the Declaration Statement check boxes, enter your Name, select your Title from the dropdown list, enter your Phone Number, and then click on the "SUBMIT" button to submit the Below Market Rent Increase case.
The Case History table will be updated to include the new Rent Increase for Rental Units case that was submitted, and the status of the case will read “Pending Review”. You will receive an email upon submission.

*NexT Steps*

The City of Inglewood Housing Protection Department will review the Rent Increase for Rental Units Case along with the documentation provided to decide on how to proceed. If additional information is required, it is possible that the Staff may reach out to the Landlord and Property Manager for more information.

Additionally, it is possible that the Staff may request some updates to be made to the submission of the Rent Increase for Rental Units Case. If this occurs, the City of Inglewood Housing Protection Department will update the status of the Rent Increase for Rental Units Case to "Pending Landlord Action" and will contact the Landlord to instruct them to submit any missing documents by a pre-set Deadline. If the Landlord fails to submit the documents by the given deadline, it is possible that the Rent Increase for Rental Units case will be withdrawn.

Frequently Asked Questions
This section will outline some questions and scenarios that Landlords may find themselves in along with tips
on how to proceed.

1. I did not receive the verification email while creating an account. What do I do?
   a. Contact the City of Inglewood Housing Protection Department at (310) 412-4330 and let them know you are having issues with the Activation Email when registering for an account. Be ready to provide them with the Email you used to create an account with.

2. I clicked on the account verification link in the email that was sent to me, but my account did not get verified. What do I do?
   a. Contact the City of Inglewood Housing Protection Department at (310) 412-4330 and let them know you are having issues with the Account Verification Email. Be ready to provide them with the Email you used to create an account with.

3. I forgot my password and tried to reset my password, but I didn’t receive the email. What do I do?
   a. Contact the City of Inglewood Housing Protection Department at (310) 412-4330 and let them know you are having issues resetting your password through the Forgot Password feature. Be ready to provide them with the Email you used to create an account with.

4. I can’t find my APN’s Pin, or my Pin isn’t working. What do I do?
   a. Double check that you entered the APN and Pin correctly. Check to ensure to spaces or dashes were not added to the entry.
   b. Contact the City of Inglewood Housing Protection Department at (310) 412-4330 and let them know you are having issues with your APN’s Pin. Be ready to provide them with the APN where you are having trouble. Staff may provide you with a new Pin.

5. The Unit Fee Status for my Units is incorrect. What do I do?
   a. Do not begin entering any data on the APN and contact the City of Inglewood Housing Protection Department at (310) 412-4330. Provide your APN and explain to them why you believe that your APN is misclassified. They may ask additional questions to confirm. If the classification is incorrect, they will update this. Refresh your APN (click on the Refresh button OR navigate to your dashboard and then return to the APN) before proceeding to update the data.

6. I no longer own this APN but the City of Inglewood Housing Protection Department mailed me a notice indicating that I need to Register the APN. What do I do?
   a. Contact the City of Inglewood Housing Protection Department at (310) 412-4330, provide them with your APN, and let them know you are no longer the Owner of the APN. They may ask for more information. You do not need to add the APN to your Dashboard unless instructed to do so.

7. My APN shows an inaccurate Total Unit Count. What do I do?
   a. Contact the City of Inglewood Housing Protection Department at (310) 412-4330, provide them with your APN, and let them know the Total Unit count is incorrect. If a new Unit needs to be added to rectify the count, provide them with the Unit Name and Total Bedrooms. Staff can add a new Unit on your behalf. If a Unit needs to be removed to rectify the count, provide the Staff with the Unit Name of the Unit which needs to be removed.

8. My APN does not accurately list the Site Addresses. What do I do?
   a. Contact the City of Inglewood Housing Protection Department at (310) 412-4330, provide them with your APN, and let them know there are issues with the Site Addresses. Explain the issue (need a Site Address added, edited, or removed) and indicate if any Units need to be
added/removed from the Site Address. Alternatively, you can also update the site address from the APN Details Page by clicking on the +Add Site Address button in the Address tab.

9. One of the Unit Names is inaccurate. What do I do?
   a. Contact the City of Inglewood Housing Protection Department at (310) 412-4330, provide them with your APN, and describe the issue with the Unit Name. The Staff will be able to edit the Unit Name. Alternatively, you can also update the Unit Name from the APN Details Page by Edit button in the Action menu against the Unit name.

10. I am missing a Unit on my APN. What do I do?
    a. Contact the City of Inglewood Housing Protection Department at (310) 412-4330, provide them with your APN, and explain a Unit is missing from the APN. Provide Staff with the following information: Which Site Address the Unit belongs under, the Unit Name, Number of Bedrooms, and Occupant Type. The Staff will be able to add the Unit on your behalf, but it is your responsibility to confirm the accuracy of the information before submitting for Registration. Alternatively, you can also update the Unit Name from the APN Details Page by Edit button in the Action menu against the Unit name.

11. There is an extra Unit on my APN. What do I do?
    a. Contact the City of Inglewood Housing Protection Department at (310) 412-4330, provide them with your APN, and explain the Unit does not belong on the APN. Alternatively, you can also update the Unit Name from the APN Details Page by Edit button in the Action menu against the Unit name.
    b. Or you may submit a Unit Exemption for the Unit and select the option “The rent registry has an error in the number of units on this property. This unit does not exist on the property.”

12. The Number of Bedrooms for a Unit has changed since I first Registered. What do I do?
    a. Contact the City of Inglewood Housing Protection Department at (310) 412-4330, provide them with your APN, provide them with the Unit Name and Site Address where the update is required, and let them know how many bedrooms the Unit now has. Alternatively, you can also update the Unit Name from the APN Details Page by Edit button in the Action menu against the Unit name.

13. The Owner and/or Property Manager Contact information has changed. What do I do?
    a. Navigate to the Contacts Tab and use the “Action Menu” on the Contact Card to Edit the information. Make the necessary updates and Save the changes. Refer to the section titled “Edit Existing APN Contact” of this document for more details.

14. My APN should be Exempt from the Rent Program. What do I do?
    a. Enter the Contact Information for the Owner and Property manager, enter the information on each Unit, and then submit a Property Exemption Case. Refer to the section titled “Property Exemptions” of this document for more details.

15. One or more of my Units should be Exempt from the Rent Program. What do I do?
    a. Enter the APN Contact Information and information on each Unit and then submit a Unit Exemption Case for each Unit which needs an Exemption. Refer to the section titled “Unit Exemptions” of this document for more details.

16. How do I submit my APN for Registration?

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330.
a. Follow the user guide to understand the requirements to submit an APN for Registration. Refer to the section titled "How do I Register my APN?" of this document for more details.

17. How will I be notified for the status updates?
   a. You will receive email notification to your registered email address from City of Inglewood Housing Protection Department for any status updates to your property.

18. I submitted my APN for Registration, but I sold the APN and no longer own the Property. What do I do?
   a. You will need to submit a New Property Ownership with the City of Inglewood Residential Registry system. Refer to the section titled "Report New Ownership of your APN" in this document.

If you have any questions, call the City of Inglewood Housing Protection Department at (310) 412-4330.