If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
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If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
Logging In

1. Go to the Beverly Hills “BH Rent” website at https://bhrent.beverlyhills.org where you will see the login screen.

   a. **New users**: click “Would you like to register?” link. You will be redirected to beverlyhills.org website to create an account with Beverly Hills. Once you have completed your account creation with Beverly Hills, return to the Beverly Hills BH Rent website to continue

   b. **Returning users**: Login using your username and password from last year’s registration. Your user name is an email address. If you forgot your password, click on “Forgot Password?” You will be redirected to beverlyhills.org website to reset your password. Once you have completed that process, return to login with your new password.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
2. Login using your username (email address) and password.
   a. Make sure to select “Login as Citizen”
   b. Click the “Login” button

   a. If you entered the incorrect User Name and/or Password, an error message will appear on
      the screen.
   b. If you forgot your password, click “Forgot Password?” You will be redirected to
      beverlyhills.org website to reset your password.
3. When you login for the first time, you will be shown this screen:

![Image of login screen]

4. Select who you are logging in as. You will be redirected to your Dashboard for that role.
   a. This option exists because it is possible a user can simultaneously be a Beverly Hills housing provider and tenant.
   b. This only happens the first time you login. At each subsequent login you will be taken immediately to the tenant or landlord dashboard.
   c. Both Landlord and Tenant features can be accessed when you log in. You may toggle between Landlord Services and Tenant Services at any time. Click on the link in the upper right hand side of your dashboard:

![Image of dashboard with option to switch roles]

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
Owner (Landlord) User Guide

Understanding the Owner Home Page

In this section, we describe the features of the Owner dashboard.

**Owned Properties**
The “Owned Properties” tab contains Properties you added to your profile and currently own. This is the default display when you choose the landlord profile. This is also where you can “Add a Property” to your profile. If you sell a property, you must submit a Change in Ownership Amendment (see relevant section) and you will no longer see that property in this display.

**Previously Owned Properties**
The “Previously Owned Properties” tab contains the properties that registered to your profile but no longer own. A property will appear in this tab after you submit and staff approves a “New Ownership” amendment. You will have no access to current data on properties you no longer own. Past owners of your property will have no access to the properties you currently own.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
Add a Property to Your Profile

1. From the “Owned Properties” tab, click “+ Add Property” button.

2. Enter the appropriate fields. The PIN is on the Registration Packet mailed to you by Beverly Hills.

You may enter an “alias” which can act as a nickname for your property. This is optional.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
3. Click “Verify” button.

   a. If the APN is already registered to another user, there will be an error. If you feel this is incorrect, contact Beverly Hills.

4. If you successfully enter the correct APN and PIN combination, the Site Address List associated with the APN will appear as shown below.
5. If everything looks correct, click on the Register button to add the property to your profile.

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 at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
Search for Your Property
To search for a property that you have registered, use the search bar. You may search by APN or Address.

1. To search, enter APN or Address in the search bar.
   - If entering the **APN** do **NOT** use the hyphens. You will not see results.
   - If entering the Address, the **House Number and/or Street Name**.

As you type, text appears below the search bar, showing the number of results/matches. The more you type, the number of results/matches will likely decrease as you narrow down your search. At any point, if you click on the text, it will show you that number of results.

The example above for an APN resulted in “4 result in APN”. Clicking on that will produce the results below: the 4 results which matched with the search term of “4328004” have been returned.

2. To “undo” the search results and return to your dashboard, click on the Logo in the top left corner

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
Property Details

This section describes the components of a Property’s Details. It will look at a Property which does not have any added Contact Information or Unit Information added.

1. To navigate to the property for which you want to view the details, click the three dots on the property card.

2. Click “View/Edit”.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
- You will be taken to the “Addresses” tab on Property Details.

The APN and the Primary Address will be displayed along the top of Property Details. There will also be an Action Menu, Download Unit Information icon, Refresh button, and a Back button.

- Action Menu – Lists all possible actions available to you as the property owner, including Applying for a Property Exemption and Viewing the Property History.
- Download Unit Information – After you enter unit information, you can export it into an Excel file for your reference.
- Refresh – Use if you perform an action and do not see the changes right away.
- Back – Take you to the previous page, much like a web browser.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
Property History
This section describes how to use and view Property History. A property’s history is captured when it’s certified or amendments are approved by staff.

1. To view property history, select “Show Property History” on the Action Menu.

2. The Property History pop up will appear on the screen. Select the Registration Year.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
3. You will see a list of Dates and Times when the Property History was captured along with the action that caused the history to be taken.

2. Click the record you would like to see and then click on the “View History” button.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
You will be redirected to the Property History page for the selected record. The page will contain the following information:

- Property History Date/Time and Reason
- APN Information
- Site Addresses
- Manager and Owner Contact
- Unit Information

To return to the Property Details screen, click the “Back” button.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
Overview Tab

The Overview Tab gives very basic information about the APN including the following:

- APN
- Primary Site Address
- Latitude
- Longitude
- Year Built
- Lot Size (square feet)
- Total Number of Units
- Any Associated Addresses
- Google Map of the Location

This page is mostly informative—aside from the map, it contains no functions or actions.

1. To see the Overview Tab as shown, click where it says “Overview”.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
Addresses Tab
The Addresses Tab contains the following information:

- Property Image
- Number of Units
- Contact Information (this will appear next to the Number of Units when it is Added)
- Property Registration Status
- Site Addresses
- Unit Information
- Case History

To view it, click the “Addresses” Tab circled below.

The error messages remind you that relevant information is still required before you can submit your property for registration. The registration process will be covered later in the User Guide.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
Contact Tab

In the Contact Tab contains contact information for the property. You may enter the following Contact Information:

- Owner *(required)*
- Manager *(required)*
- Other (any additional individual you would like Beverly Hills Staff to know about.)

To view and manage property contacts, click on “Contact” circled below.

As on the Addresses tab, the error messages indicate information is still required before you can submit your property for registration. The registration process will be covered later in the User Guide.

Manage Site Addresses

Some properties have multiple site addresses. Individual apartment units may have their own address, not a unit number. When you register and manage your property, the site addresses should only represent addresses where actual units exist. You do not have to enter the full range of addresses.

Here’s an example to clarify. Property X covers addresses from 100 – 150 Main Street. The addresses which actually contain units, and have unit information, include 100 Main Street, 110 Main Street, and 150 Main Street. 120 and 140 Main Street fall within this range, but they do not contain units. When Managing the Site Addresses please ensure that 100 Main Street, 110 Main Street, and 150 Main Street are present. Please exclude 120 Main Street and 140 Main Street.

You cannot manage the Site Addresses that already exit based on our inventory. They will not have an Edit or Delete icon next to them. You can manage only the Site Addresses you add (if required). Site Addresses can be managed from the Addresses tab of the Property Details page. If you need to edit a site address you did not enter, please contact staff in Rent Stabilization.

*Note: Once you have submitted your APN for Registration, you will no longer be able to Add, Edit, or Delete your Site Addresses.*

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
Adding a Site Address
1. To add a new Site Address, click on the Add icon to add a new Site Address. To clarify, site addresses may also be unit addresses. In these cases you will have to add the site address and the unit address. But it’s not here you add unit addresses.

The following pop up window will appear.

2. Fill out the following fields. Many will have a drop down selection:
   - House Number *(required)*
   - House Fraction Number
   - Street Direction
   - Street Name *(required)*
   - Suffix *(required)*
   - City *(required)* – prefilled with Beverly Hills (cannot be changed)
   - State *(required)* – prefilled with CA and cannot be changed

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
• ZIP *(required)*

3. Click “Add” when you have entered the required fields.

After you add a site address, it appears in the Site Address section along with an Edit and Delete icon.

Additionally, if you scroll down on the page, you will see the newly added Site Address listed where you will eventually add the Unit Information.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
Edit Site Address
You can only Edit Site Addresses that you have added. If you see a Site Address listed that is incorrect, please contact Beverly Hills.

1. To edit a site address, click on the edit icon (pencil symbol).

A pop up appears. The fields are prefilled with the data you entered when you first added the Site Address.
2. Click “Update” once you have updated the site information.

The changes will be reflected in the Site Address section and the area where you can add the Unit Information.

Delete Site Address
You can only Delete Site Addresses that you have added. If you would like to delete an address you cannot manage, please contact Beverly Hills.

1. To delete a site address, click the trash can, which is the icon for delete.
A pop up will appear to confirm the choice to delete the Site Address. Before you delete, confirm you are deleting the right Site Address. Once you delete the Site Address, all Units associated with the Site Address will be deleted.

2. If you are sure you want to delete, click on the “OK” button.

The Site Address will be removed entirely from the APN.
Manage Units

This section explains how to Add, Edit, and Delete Units. Units can be managed from the Addresses tab of the Property Details page.

**Note:** Once you have registered your property with the city, you can no longer Add, Edit, or Delete your Unit Information. Instead, you must submit an Amendment to Unit Registration, a process described later.

Add a Unit

1. On the Addresses tab, scroll down to the Unit section and click on the “Add Unit” button for the respective Site Address as shown below.

   ![Add Unit Pop-up](image)

   The Add Unit pop up will appear.

   ![Add Unit Window](image)

   a. Select the correct site address by clicking on the “Select Site Address” drop down list.
   b. Enter the Unit Number. If your Site Address is the Unit Number, click the checkbox that says “Site address is used in place of unit number”. The system automatically sets the Site Address as your Unit address.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
Note: You cannot enter two units with the same value for one Site Address. For example, you cannot have two “Unit 101” for the same site address. You will see an error message when you try to add the duplicated unit.

c. Select the Occupant Type. Different fields will appear depending on what you select. The section below describes the fields required for each occupant type.

Add Owner Occupied Unit
1. Select the Occupant Type as Owner from the drop list.

2. For Owner occupant, you only need to indicate if parking is included with the rent.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
3. Click on the “Add” button to add the Unit Details.

The added unit will appear in the table below the Site Address. You will notice that the Status of the Unit is “Not Certified”. This is the default status of all newly added units.
Add Tenant / Manager Occupied Unit

1. Select Tenant or manager as Occupant Type from the drop list. Both require the same fields.

2. Enter the following fields for Tenant/Manager:
   - **Square Feet** – This is the size of the apartment unit.
   - **Move In Date (required)** – If you do not know the exact move in date, please select an approximate date. Original date the current occupant moved in. You may use the calendar to select a move in date OR you may type it into the field in the MM/DD/YYYY format and press Enter.
   - **Last Rental Increase Date (required)** – date of the last rental increase. If the occupant has not received a rental increase, please enter the Move In Date. You may use the calendar to select a move in date OR you may type it into the field in the MM/DD/YYYY format and press Enter.
   - **Monthly Rent (required)** – Base Rent Amount excluding fees and surcharges (e.g. storage). You may only enter the numerical rent amount. Do not enter the “$”.
   - **Original Rent (required)** – Base Rent Amount and should exclude fees and surcharges. You may only enter the numerical rent amount. Do not enter the “$”.
   - **Number of Bedrooms (required)** – For “single” or “studio”, please enter 0.
   - **Number of Bathrooms (required)** – Accepts whole numbers and decimal increments of .25, .50, and .75.
• **Utilities Paid by Landlord (required)** – Select the utilities included in rent. If the Landlord does not pay for any utilities, select “N/A”.

• **Included with Rent (required)** – indicate if Parking is included with the rent. If parking is not included, select the option of “N/A”.

• **Section 8 Voucher Question (required)** – Does the occupant have a Section 8 voucher? Select “Yes” or “No”.

• **Tenant – Landlord Rights and Responsibilities Guide Question (required)** – Has the owner signed the guide? Select “Yes” or “No”.

3. After filling out the fields, click “Add” to add the Unit Details.
   a. If nothing happens when you click “Add” button, scroll up to see which required fields you may have missed. A red error message should indicate this.

The added unit will appear in the table below the Site Address. Notice that the Status of the Unit is “Not Certified”. This is the default status of all newly added units.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
Add Vacant Unit

- Select the Occupant Type as Vacant from the drop list.

- Select from the available options in “Select Vacancy Reason”. Additional fields will appear depending on your selection.

  - **Vacated Voluntarily** – last occupant left voluntarily. There are no additional fields that need to be entered at this time.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
- **Vacated for No Cause Termination** – tenancy was terminated for no cause. You will need to provide additional information.

- **Rent Paid Preceding the Vacancy** *(required)* - the last rent amount paid by the occupant. You may only enter the numerical rent amount. Do not enter the “$”.

- **Change in Amenities** *(required)*

- **Vacated for Cause Termination / Eviction** – You evicted the occupant for a just-cause reason. Additional information required.

- **Select why the tenant was evicted with just cause. If you select “Other” you will need to type in a response.**

- Once you have entered the required information, click on the “Add” button to add the Unit Details.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
The added unit will appear in the table below the Site Address. You will notice that the Status of the Unit is “Not Certified”. This is the default status of all newly added units.
Edit Unit Information
You may Edit Unit information up until you submit your property for registration. If you find an error or need to change unit information before you submit your property for registration, follow the steps below to correct the error or update the change.

1. Click on the Menu (three dots) for the Unit that requires an edit.

2. Select the menu option of Edit.
The Edit Unit window pops up with Unit Information prefilled with the you entered previously.

3. Update the information, being sure to fill all required fields. Click “Update” to save the changes.

The changes will be reflected in the Unit Information section.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
Delete Unit Information
You may Delete Unit information until you submit your property for registration. If you find that a unit was added in error BEFORE you submit your property for registration, you may follow the steps below to remove the Unit.

1. Click on the Menu (three dots) for the Unit that requires an edit.

2. Select the menu option of Delete.

3. A pop up will appear to confirm the choice to delete the Unit Information. Before you confirm, double check that you are deleting the right Unit. If you are sure you want to delete, click on the “OK” button.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
When the Unit is removed it will impact the “Unit Count” and may prevent you from being able to submit your property for registration. You may need to add a new unit to replace the deleted unit. Below is a warning you may receive.

Manage Contacts

The Beverly Hills Rent Stabilization Ordinance requires Property Owners to provide Owner and Manager Contact Information. This section describes how to Add, Edit, and Delete contacts. Contacts can be managed from the Contacts tab of the Property Details page.

**Note:** Once you have registered your property, you can no longer Add, Edit, or Delete Contact Information. You must submit an Amendment through the website, a process described later.

Adding a Contact

To add a Contact, follow the steps listed below. We will describe what is required to enter an Owner Contact, a Manager Contact, and an “Other” Contact.

1. To add a contact, click “Contacts” for the Property and then click “Add Contact”.
The Add Contact pop up will appear.

2. From the “Contact Type” drop list, select the Contact Type that you would like to add.

Add Owner Contact
1. Select the Contact Type as Owner from the drop list.
2. Enter all the required fields for this contact type. The following is the list of fields for Owner Contact:
   - **First Name** *(required)* – The first name of the property owner or the designated representative of the ownership entity.
   - **Last Name** *(required)* – The last name of the property owner or the designated representative of the ownership entity.
   - **Telephone Number** *(required)* – Phone number for the name given above.
   - **Email Address** *(required)* – Email address of the name given above.
   - **Home Address** *(required)* – Home address of the owner.
     - Line 1, City, State, and ZIP are required. If you have a Unit Number, please be sure to include it
   - **Mailing Address** *(required)* – The address at which you would like all official city correspondence to go.
     - Line 1, City, State, and ZIP are required. If you have a Unit Number, please be sure to include it
     *If the Mailing Address is the same as the Home Address, you may click on the “Same as Home Address checkbox. The system will prefill the address for you.*
   - **Owner Type** *(required)* – you may select a value from the drop-down list.
   - **Title** *(required)*
   - **Business Name** – If you are operating under a business name, please provide it.
   - **Business License and Expiration** *(required)* – at least one business license number is required. *If you do not have a business license number, please enter “*".*
3. Add a Business License by clicking on the “Add License Number” button.

The Add License Details pop up will appear.
4. Enter the License Number and Expiration.
   - The License Number can have a maximum of 8 alphanumeric characters. An error message will be displayed if the input text is incorrect.
   - To enter the Expiration Date, click on the text area, a calendar will appear. You may use the calendar to select a move in date OR you may type it into the field in the MM/DD/YYYY format and press Enter.

5. Click on the “Add” button to add the Business License Number and Expiration.
Once you have added the Business License Number and Expiration, you will see it on the Add Owner Contact pop up. You may add additional Business Licenses by clicking on the “Add License Number” button and following the same steps.

- To Edit or Delete the added Business License Number and/or Expiration, click on the Action Menu for the License Number that requires a change.

- Click on the desired action to take on the Business License Number.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
Note: You must have a Business License Number to be able to Save the Owner Contact Information. If you do not have a business license number, please enter “2018Regi”

6. Click “Add” once you enter all required fields.
   - If you click on the “Add” button and nothing happens, scroll up in the pop up to see which required fields you may have missed. A red error message should indicate this.

The added Contact will appear on the screen.

Note: Once you have added an Owner Contact, you will not be able to remove it. You may make edits freely up until the point where you submit your APN for Registration.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
Add Manager Contact

1. Select the Contact Type as Manager from the drop list.

2. Enter all the required fields.

   If the Property Manager Contact is the same as the Owner Contact, click on the “Same as Owner” checkbox. The system will prefill the details for you and you will be unable to make any edits to the data unless you uncheck the checkbox and enter all the details manually.

   The following is the list of fields for Manager Contact:

   - **First Name** *(required)* – The first name of the person you’d like to designate as the official manager. Whether it’s the on-site or off site manager is up to you. They will likely be receiving updates/communications from Beverly Hills staff.

   - **Last Name** *(required)* – The last name of the person you’d like to designate as the official manager. Whether it’s the on-site or off site manager is up to you. They will likely be receiving updates/communications from Beverly Hills staff.

   - **Telephone Number** *(required)* – Phone number to reach the Manager.

   - **Email Address** *(required)* – Email address of manager.

   - **Home Address** *(required)* – Line 1, City, State, and ZIP are required. If you have a Unit Number, please be sure to include it.

   - **Mailing Address** *(required)* – Where the Beverly Hills staff can send correspondence. Line 1, City, State, and ZIP are required. If you have a Unit Number, please be sure to include it.

   *If the Mailing Address is the same as the Home Address, you may click on the “Same as Home Address checkbox. The system will prefill the address for you.*

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
3. Once you have entered all the required fields for the Manager Contact, click “Add”.
   a. If nothing happens, look for fields you may have missed. A red error message should indicate this.

   ![Contact Details](image)

   The added Contact will appear on the screen.

   ![Manager Details](image)

   **Note:** Once you have registered your property, you cannot edit contact information without going filing an amendment. This process is discussed later.
Add an ‘Other’ Contact
You may add additional contact information. It is optional. But if you do choose to add someone the same fields are mandatory.

1. Select the Contact Type as Other from the drop list.

![Contact Details](image)

2. Enter all the required fields for this contact type. The following is the list of fields for an ‘Other’ Contact:
   - **First Name** *(required)*
   - **Last Name** *(required)*
   - **Telephone Number** *(required)*
   - **Email Address** *(required)*
   - **Relationship** *(required)*

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
3. Click “Add” once you have entered all the required fields.
   - If you click on the “Add” button and nothing happens, look around in the pop up to see which required fields you may have missed. A red error message should indicate this.

The added Contact will appear on the screen.

Edit a Contact
You may not edit contact information after you register your property. The following steps are only possible before you submit your property for registration.

1. Click on the Menu (three dots) for the Contact that requires an edit.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
2. Select the menu option of Edit.

“Contact Details” will appear with Information prefilled with data you entered when first adding the Contact.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
3. Click “Update” once you make the desired changes.

The changes will be reflected on the Contact record.
Cases

Cases are created when an action is undertaken in the registry. Cases are associated with properties. There are seven types of cases discussed in this manual:

- **Registration** – This case is automatically created for you. It helps city staff track your registration.
- **Amendments** – Housing providers create these cases when they want to update or change information they entered during registration.
- **Property Exemptions** – Housing providers create these cases when they want to apply for an exemption to their property.
- **Unit Exemptions** – Housing providers create this case when they want to apply for an exemption for an individual unit.
- **Unit Certification** – Housing providers and tenants create this case when they request a copy of the certified rent certificate.
- **Appeal of the Registered Rent** – Tenants create this case when they appeal the rent registered with the city by the housing provider.
- **Appeal of the Certified Rent** – Tenants create these cases when they appeal rent that has been certified.

You can view all of a property's cases in the “Case History” section on the “Addresses” Tab at the bottom of the “Property Details.”
Submit My Property for Registration

All housing providers receive a Rent Stabilization notice in the mail informing them of the need to register their properties with the City of Beverly Hills. You are required to register within 30 days of receipt of this notice.

Here we describe the registration process including what you may see on the screen, and how to follow through with the submission process.

Registering an APN for the First Time
New Owners must add a property to their profile before they can begin entering data. This process is described in detail in the Add Property section.

Once you add a property to your profile and access Property Details for the first time, you will see error messages on the Addresses Tab for the following:

- Unit Count does not match
- Please add an Owner Contact
- Please add a Manager Contact

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
These errors describe the required information that is required for your property to be eligible for submission. As you enter the data, these messages will disappear.

Re-Registering an APN from Previous Year
Returning Owners need to re-register properties that were submitted in the previous registration period. The process is somewhat simpler. When you access the Property Details, all the information from the previous year will be prefilled. You will NOT see any error messages as all the required fields should be entered from the previous year and will be carried over for your convenience. It is your responsibility to assess if any changes/edits are required before submitting your APN for Registration.

Registering for All Users
Before you can fill in data for submission, Beverly Hills staff must confirm that you have received notice to register your property. The Property Status helps Beverly Hills Staff track the progress of registration. You can view your status on the Owner Landing Page, under the “Owned Properties” tab and on the Property Details page as shown below.

Below are statuses and their explanations:

- **Open** - Previous registration cycle has closed, and we are opening this year’s cycle. You may make edits to your Property but you will not be able to submit registration. If you’d like to submit your registration, please notify staff you are ready.

- **Incomplete** – You are missing required information or information is inconsistent. Most of the time it means your property’s unit count does not match, you are missing an Owner or Manager Contact, staff has reviewed your submittal and determined it incomplete. In these cases there will be flags on your Property Details page telling you what information is missing. If no flags are shown, staff has not received confirmation that you have received the registration packet. In the last case please contact staff.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
• **Ready to Submit** – The number of units you added to your property matches the number of units in city data, the property has at least one (1) Contact for Owner and Manager, and the staff has determined your property is eligible for registration.

• **Submitted** – You have provided all required information and submitted your property for Registration. Staff is currently reviewing your registration for accuracy and completeness.

• **Registered** – Staff has reviewed your registration submission and determined it’s accurate and complete.

• **Certified** – Staff mailed unit notifications to tenants, at least 15 days have passed, and no appeals were filed.

• **Exempt** – Property has determined to be Exempt from current registration year. No further action would be required unless otherwise noted by Staff.

When your property status is **Ready to Submit**, you can submit it for registration. These are the steps to follow to submit your property.

1. Go to the “Addresses” Tab in Property Details.

2. If the status is **Ready to Submit**, you can submit it.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
Scroll to the bottom of the “Address” tab and click “Review and Submit”. “Review and Submit” only appears when all required information is entered, and staff is ready to receive your registration.
3. Verify accuracy of data on the next page, the “Review and Submit” page. Pay special attention to:
   - Owner Contact
   - Manager Contact
   - Unit Information.

If you find an error that you need to correct, use the “Back” button that is located towards the top of the screen. You may make edits and click on the “Review and Submit” button again to come back.
4. Once you confirm the data is correct, scroll to the bottom of the page and click on the “Submit” button.
5. The Declaration Statement pop up will appear. Enter your Full Name, Title, select the checkbox indicating that you are submitting the information under the Penalty of Perjury, and click “Submit”.

Note: if you are not ready to submit your APN, use the “Cancel” button to return to the “Review and Submit” screen.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
When you submit your registration, that status of your property has been updated to “Submitted” and the Submitted Date will be captured.

My Property was Submitted for Registration. Now What?

Once you submit your Property for Registration, the Beverly Hills Staff will review the information you provided and will either accept or decline your submittal.

1. If they accept it, staff will **Register your Property.** You will receive an email confirmation and the status of your property will change to “Registered”. Beverly Hills Staff will notify Tenants of the registered rent. Tenants will have an opportunity to appeal registered rent amount if they feel it is inaccurate. If this occurs, you will be notified by Beverly Hills Staff.

OR

2. Staff may also **Decline your Registration.** You will receive an email with comments from staff explaining why your submission was declined. The Property Status will change back to **Ready to Submit.** You will need to make the requested updates and submit your Property again for Registration.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
Additionally, if there are any changes to your Property Information you will need to submit an Amendment. The Amendment processes will be described in greater detail later in this guide. Amendments are required for any of the following changes to the rent registration:

- Registration of a new tenant after a vacancy
- Change in Unit Occupancy
- Change in Manager Contact Information or Management
- Change in Owner Contact Information or Ownership

If at any time you have questions, contact Beverly Hills.

**Amendments**

To update or change property information after you have registered, you need to submit an Amendment. Amendments are required for the following:

- Change in Unit Information or Unit Occupancy
- Change in Manager Contact Information or Management
- Change in Owner Contact Information or Ownership

You may only submit one amendment at a time for each Amendment type (Unit Details, Manager Contact, and/or Owner Contact). If you submit an Amendment to change Manager Contact Information, you cannot submit a new Amendment for the Manager Contact until the original Amendment is either approved or rejected by staff. If you try to submit a second Amendment before the original is closed, you will receive an error message.

Amendment changes will NOT be reflected on the Property Details until the Beverly Hills Staff has approved the amendment.

- If the **Staff Approves** the changes, the Amendment status will be “**Approved**” and the changes will be reflected on the Property. You will be notified via email that your Amendment was Approved.

- If the **Staff Rejects** the changes, the Amendment status will be “**Rejected**”. The changes will be discarded and you will be notified via email that your Amendment was denied, along with comments describing why it was rejected. If after reviewing staff comments you still need to submit an Amendment, you will need to submit a totally new Amendment request.

Additionally, after an Amendment case has been created, a record of it will appear on the **Case History** section of the Property Details page as shown below.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
You may click on the Case ID from the Case History Table to view the Case Details. The Case Details will show the Original Information of the Unit and the submission of the Amended Information.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
Report a Change in Unit Information

If there is a change to a Unit’s Details, you can apply to “Update Unit Information” to update information entered at the time of registration. The only information housing providers are required to update is when a new tenant moves in. Housing providers are not required to update their registration when a tenant vacates the property. This is covered in a later section and is its own amendment.

1. From the Addresses tab, navigate to the Unit where a change is required.
2. Click the three dots that take you to the unit menu.
3. Select “Update Unit Information”.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
4. The Update Unit Information pop up will appear. All the Unit Information will be prefilled. Make updates to the necessary fields and ensure that all the required fields are entered.

Note: the Occupant Type cannot be changed. This is only for updates to the Unit Information. If you have a new Tenant or Occupant, you must submit a “Change in Occupancy” Amendment.

5. Scroll to the bottom and check the box to indicate you are submitting the amended information.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
6. Click “Submit” to submit your Amendment request to Beverly Hills Staff for review.

A new case for the Amendment will be created and the default status for Amendments is “Pending Review”. A record of the Amendment Case will appear in the Case History Table.
Report a Change in Unit Occupancy
When a unit is re-rented following a vacancy, you must report this to the City within 30 days. If there is a change in Unit Occupancy, report the change by applying for a “Change in Occupancy” amendment. This will allow you to enter the type of new occupant (or vacancy) for the unit and enter the details surrounding the occupant type.

1. From the Addresses tab, navigate to the Unit where a change is required.
2. Click on the menu for the unit as shown below.

3. Select the menu option of “Change in Occupancy”.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
The Update Unit Occupancy pop up will appear.

4. Select the New Occupant Type that will be occupying the Unit. If the Unit has been vacated, select “Vacant”.

5. Enter all the Occupant Type specific data. If required, refer to the Adding a Unit section for the details for each Occupant Type.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
6. Scroll towards the bottom of the pop up. There will be a section for you to provide the **Occupancy History for the Unit** as shown below.

![Image of Occupancy History for Unit](image)

7. Enter the Vacancy Reason from the drop list. Depending on the selections you make, additional fields may appear. Refer to [Add Vacant Unit](#) for additional details on the Vacancy selections and fields.

![Image of Add Vacant Unit](image)

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
8. The Previous Occupant Type will be preselected for you. If it is inaccurate, make the appropriate selection from the drop list.

9. Enter the Exact Date that the Unit was Vacated. When you click on the text area, a calendar will appear. You may use the calendar to select a move in date OR you may type it into the field in the MM/DD/YYYY format and press Enter.
10. Once you have made all necessary changes, scroll down to the bottom of the pop up and select the checkbox indicating that you are submitting the amended information under the Penalty of Perjury, and click “Submit”. Your Amendment request now has to be reviewed by Beverly Hill staff.

A new case for the Amendment will be created and the default status for Amendments is “Pending Review”. A record of the Amendment Case will appear in the Case History Table.
Report a Change to the Manager’s Contact Information
You are required to report a change to the Property Manager’s Contact Information to Beverly Hills within 30 days of those change. You can do this by applying for an Amendment to “Update Manager Information”.

1. From the Contacts tab, navigate to the Manager’s Contact Card. Click on the menu for the Manager Contact as shown below.
2. Select the menu option of “Update Manager”.

3. The Update Manager Contact Information pop up will appear. All the Manager’s Information will be prefilled. Update to reflect current information, and ensure that all the required fields are entered.

Note: the Contact Type cannot be changed. This is only for updates to the Manager’s Contact Information. If you have a new Manager entirely, submit a “New Manager” Amendment.
4. Once you have made the necessary changes, scroll to the bottom of the pop up to select the checkbox indicating that you are submitting the amended information under the Penalty of Perjury. Click on the Save button to submit your Amendment request to Beverly Hills Staff for review.

A new case for the Amendment will be created and the default status for Amendments is “Pending Review”. A record of the Amendment Case will appear in the Case History Table.
Report a New Manager for My Property
You are required to report a new Property Manager to Beverly Hills within 30 days.

1. Go to the Contacts tab and navigate to the Manager’s Contact Card. Click on the menu for the Manager Contact as shown below.

2. Select the menu option of “New Manager”.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
3. Enter required Manager Contact information in the following pop up window. Refer to Add Manager Contact section for details about required fields.

Note: the Contact Type cannot be changed. This is only for the Manager’s Contact Information.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
4. Once you have entered the required information, scroll down to select the checkbox indicating that you are submitting the amended information under the Penalty of Perjury. Click on the Save button. This creates an Amendment request to Beverly Hills Staff for review.

A new case for the Amendment will be created and the default status for Amendments is “Pending Review”. A record of the Amendment Case will appear in the Case History Table.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
Report a Change in the Owner’s Contact Information
You must report a change to the Property Owner’s Contact Information to the city of Beverly Hills within 30 days of the change.

1. To do this, from the Contacts tab, navigate to the Owner’s Contact Card. Click on the menu for the Owner Contact as shown below.

2. Select the menu option of “Update Owner”.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
1. The Owner’s Information in the following pop up menu will be prefilled. Update the necessary fields and ensure all required fields are filled.

Note: the Contact Type cannot be changed. This is only for updates to the Owner’s Contact Information. If the property is under new Ownership entirely, submit a “New Owner” Amendment.
2. Once you have made all the necessary updates, scroll down to the checkbox indicating that you are submitting the amended information under the Penalty of Perjury. Click on the Save button to submit your Amendment request to Beverly Hills Staff for review.

A new case for the Amendment will be created and the default status for Amendments is “Pending Review”. A record of the Amendment Case will appear in the Case History Table.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
Ownership Change Amendment (report a change in ownership)
You must report a change to Property Ownership to the city of Beverly Hills within 30 days of close of escrow. You can do this by applying for an Amendment for “New Owner”.

1. From the Contacts tab, navigate to the Owner’s Contact Card. Click on the menu for the Owner Contact as shown below.

2. Select the menu option of “New Owner”.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
3. The Contact Details pop up will appear. Enter the required fields. The data we are collecting is for the NEW Owner. The following is the list of fields you need to provide for the New Owner so that the Beverly Hills staff can get in touch with the new owner:

- **Date of Ownership Transfer** *(required)* – Date the property changed hands. When you click on the text area, a calendar will appear. You may use the calendar to select a move in date OR you may type it into the field in the MM/DD/YYYY format and press Enter.
- **First Name** *(required)* – The first name of the property owner or the designated representative of the ownership entity.
- **Last Name** *(required)* – this should represent the New Owner’s last name
- **Telephone Number** – Phone number for the name given above.
- **Email Address** – Email address of the name given above.
- **Home Address**
- **Mailing Address** *(required)* – If the Mailing Address is the same as the Home Address, click on the checkbox.
- **Owner Type** – you may select the New Owner’s Type value from the drop-down list
- **Title**
- **Business Name** – this is optional. If the New Owner is operating under a business name, please provide it

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
4. After you enter the required information, scroll down and click the checkbox indicating that you are submitting the amended information under the Penalty of Perjury. Click on the Save button to submit your Amendment request to Beverly Hills Staff for review.

A new case for the Amendment will be created and the default status for Amendments is “Pending Review”. A record of the Amendment Case will appear in the Case History Table.

**Next Steps**

When Beverly Hills staff approves the Amendment by confirming its information with the New Owner, the old owner will only see the property under “Previously Owned Properties”. Property owners can only see property case histories during the time they owned the property. The old owner is not responsible for registering the property (unless they acquire it again).

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
Apply for a Property Exemption

At any time, owners may apply for property exemptions for properties associated with their account. The following qualifies properties for exemption:

1. Certificate of Occupancy issued after February 1, 1995 (Costa Hawkins)
2. Condominium
3. Government Agency owned or operated unit
4. Majority of Land Outside of Beverly Hills
5. Nonprofit Cooperative owned/controlled by majority of the residents
6. Occupancy by owner or specified relative
7. Single Family Residence and one guest house
8. Unit in a building where all units were removed lawfully from the rental market (Ellis Act)
9. Unit that is rented for thirty consecutive days or less in a hotel, motel, inn, or rooming house
10. Other Reason

1. To apply for a Property Exemption, select “Apply for Exemption” from the Action menu on “Property Details”.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
2. When the “Apply for Property Exemption” pop-up appears, select one or more reasons why your property qualifies for an Exemption. You must provide a reason if you select “Other”.

![Select Reason(s) for Property Exemption](image)

3. Provide comments to support your case (optional).

![Enter comments](image)

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
4. Upload documents to support your case (optional).

   a. To upload a document, click on the “Browse for File” button.
   b. Browse for the document you want to upload
   c. The Document Name will be listed on the screen.
   d. If you make a mistake, replace the file by repeating the steps above or click on the Red “X” at the end of the File Name so that it’s not included with the submission.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
2. After you enter the required information, scroll down. Check the box to declare under penalty of perjury.

3. When you click “Submit”, a new Property Exemption case is created with a status of “Open”. You will receive an email confirmation of the submission of your Property Exemption Case.

**Next Steps**

Beverly Hills Staff reviews the Property Exemption Case and either Grants or Denies the Exemption.

- If denied, the Property Exemption case status changes to **Denied**. You will receive an email with comments explaining why. If your exemption is denied you are required to register.

- If staff approves your Exemption, the status changes to either **Permanent Exemption Granted** or **Temporary Exemption Granted** and you will receive an email notification. You are not required to register that property.
Apply for a Unit Exemption

You may apply for a Unit Exemption at any time if your unit fits any of the following descriptions:

- Certificate of Occupancy issued after 2/1/1995 (4-6-1)
- Government Units (4-5-102E)
- Unit is in Non Profit Cooperatives (4-5-102D)
- Unit is not Primary Residence

1. To apply for a Unit Exemption, go to the Address tab in Property Details.

2. Click the Menu (three dots) for the Unit you want to exempt. Apply for an Exemption by selecting “Apply for an Exemption”.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
3. Select one or more reasons why you believe your Unit qualifies for an Exemption.

4. Enter Comments to support your case (optional).

5. Upload any files to support your case (optional).
   a. Click “Browse for File” and can select the document you want to upload.
b. Select the document and you will see the Document Name listed on the screen.

c. To replace the file, repeat the steps above.

d. To delete the file and remove it from being included with your submission, click on the Red “X” at the end of the File Name.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
6. Scroll down and declare you are submitting the Unit Exemption under the Penalty of Perjury by checking the box. Click “Submit” for staff review.

A new “Unit Exemption” case is created with the status “Open”. The Unit status is be updated to “Applied for Exemption”. You will receive an email confirmation.

A record of the Unit Exemption Case will appear in the Case History Table as shown below.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
**Next Steps**

Beverly Hills Staff reviews and either Grants or Denies the Unit Exemption.

- If Staff denies the Unit Exemption, you will receive an email with an explanation. The case closes and the status changes to *Denied*. The unit status is also updated. This Unit may still need to be Certified by Staff.
- If staff approves the exemption, you will receive an email and the case will be closed with the status of *Granted*. The status of the Unit will be updated to “Exempt”.

**Request a Unit’s Certificate of Registration of the Permissible Rent Level**

Owners and tenants may request a certified unit’s Certificate of the Permissible Rent. Tenants and owners may appeal the rent amount. Certificates are NOT available for Units with the statuses “Not Certified”, “Exempt”, or “Certification Not Required”.

1. To request a certificate, go to the Addresses tab in “Property Details”.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
2. At the far right, click the Menu (three dots). Select “Apply Certified Rent Appeal”. This option is not available for uncertified units.
4. You are redirected to the “Appeal the Certified Permissible Rent Amount” screen. The APN and unit are automatically filled out, but you must complete the other required fields. This information indicates where the Certificate will be sent. This screen includes the following fields:

- **First Name** *(required)* – the person requesting the Certificate’s first name.
- **Last Name** *(required)* – the person who is requesting the Certificate’s last name.
- **Mailing Address Line 1** *(required)* – the address where the Certificate should be sent.
- **Mailing Address Line 2** *(optional)* – the unit where the Certificate should be sent.
- **City** *(required)* – the mailing address’s city.
- **State** *(required)* – the mailing address’s state.
- **ZIP** *(required)* – the mailing address’s zip code.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
5. Entered the required fields and click “Submit”. A new case for the Certified Rent Appeal is created with the status “Certificate Requested”. A record of the Certified Rent Appeal Case now appears in the Case History Table.

Next Steps

Beverly Hill Staff must send the Certificate to the landlord and tenant within five days. When staff mails the certificate, the status updates to “Certificate Mailed”. Similar to the registered rent amount, you may appeal the certified rent amount. The following section explains how to appeal certified rent.

Appeal the Certified Permissible Rent Amount for a Unit

You may appeal the Certified Permissible Rent Amount ONLY AFTER you received the certificate via mail. After you receive the Certificate, you can either do nothing OR submit an appeal within 15 days. After 15 days you must request another certificate before appealing the rent amount.

Take No Action

If you take no action, after 15–days the system automatically updates the status of your Certified Rent Appeal Case to “Appeal Deadline Expired”. If you want to appeal after the 15 days you must request a new certificate and appeal within the new deadline date.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
Submit an Appeal
You must appeal the rent amount within 15 days of requesting a certificate.

1. Navigate to the unit under “Property Details” and go to the Addresses tab.

2. Scroll to “Case History” and click on the Case ID for the Certified Rent Appeal case you want to appeal. Make sure the correct unit is listed under “Created on Entity”.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
You will be redirected to the case details page where the status of the case should be “Certificate Mailed”. If this is not the status, you will be unable to submit an Appeal.

3. To proceed with submitting an appeal, click on the “Submit an Appeal” button.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
You will be redirected to the Appeal the Certified Permissible Rent Amount page where you enter appeal details.

4. Enter the required fields for the Appeal. The following is the list of fields:

- **I appeal the certified permissible rent reported for the rental unit** (required) – this should be the Rent Amount listed on the Certificate. You do not need to enter “$”.
- **I declare that the entered rent amount is the amount of rent paid at the time of the issuance of the Certificate for this rental unit** (required) – this should be the Rent Amount that was paid at the time the Certificate was issued. You do not need to enter “$”.
- **Tenant First Name** (required) – Enter the First Name of the Tenant that lives at the Unit.
- **Tenant Last Name** (required) – Enter the Last Name of the Tenant that lives at the Unit.
- **Tenant Telephone Number** (required) – Enter the Telephone Number of the Tenant that lives at the Unit.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
• **Tenant Email Address** (required) – Enter the Email Address of the Tenant that lives at the Unit.

• **Tenant Move In Date** (required) – Enter the Date that the Tenant moved in to the Unit. When you click on the text area, a calendar will appear. You may use the calendar to select a move in date OR you may type it into the field in the MM/DD/YYYY format and press Enter.
  - *If you do not know the exact move in date, please select an approximate date.*

• **Last Rental Increase Date** (required)* – this should be the date the last rental increase took effect. When you click on the text area, a calendar will appear. You may use the calendar to select a move in date OR you may type it into the field in the MM/DD/YYYY format and press Enter.
  *If the occupant has not yet had a rental increase, please enter the Move In Date.

• **Last Rental Increase Amount** (required) – this should be the difference in the rent. For example, if your rent was $1,000 and was increased to $1,050, then you should enter “$50”. You may only enter the numerical rent amount. Do not enter the “$”.

• **Property Owner First Name** (required) – Enter the First Name of the Owner.

• **Property Owner Last Name** (required) – Enter the Last Name of the Owner.

• **Property Owner Email Address** (required) – Enter the Email Address of the Owner.

• **Property Owner Mailing Address Line 1** (required) – Enter the Owner’s Mailing Address.

• **Property Owner Mailing Address Line 2** (optional) – Enter the Owner’s Mailing Address. If there is a Unit Number associated, please be sure to include it.

• **Property Owner’s Mailing City** (required) – Enter the City of the Mailing Address.

• **Property Owner’s Mailing State** (required) – Enter the State of the Mailing Address.

• **Property Owner’s Mailing ZIP** (required) – Enter the ZIP of the Mailing Address.

• **Property Owner Telephone Number** (required) – Enter the Telephone Number of the Owner.

5. **Upload documentation to support your case (optional).**
a. Click “Browse for File” button.
b. Select a document from your computer. The Document Name listed on the screen.

c. Repeating steps a and b will replace the file listed.
d. Click the red “x” to delete the file so it’s not included with your submission.

6. Once you enter the required information, scroll down and check the box indicating you submit the Appeal under Penalty of Perjury.
4. Click on the Submit button to submit the Appeal case for Beverly Hills Staff for review.

You will return to the Case Details page where you will see the status of the case is updated to read “Appeal Submitted”. The details that you submitted for your Appeal will also appear on the screen.

At this time, Beverly Hills Staff will review the case and contact you to follow up.
Tenant Guide

Understanding the Tenant Home Page

In this section, we will describe the features of the Tenant dashboard.

- **Search** – if you are a tenant who also owns registered Beverly Hills rental properties, you may search for Properties in your profile. Tenant users who do not have registered properties will be unable to utilize the search feature.

- **Switch to Landlord Services** - if you are a tenant who also owns registered Beverly Hills rental properties, use this button to toggle between tenant and landlord dashboards. Manage and register properties on the Landlord Services screen on your Profile.

- **Appeal the Rent Amount reported by your Landlord** – use this feature to submit an appeal if you disagree with the Rent Amount reported by your landlord.

- **Request a Certificate of Registration of the Permissible Rent Level** – use this feature to request a Certificate with the certified rent amount.

- **My Cases** – Cases refer to Appeals and requested Certificates. Click on a cases in this section to view the details.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
Tenant Appeal the Rent Amount Reported to the City by the Landlord for Their Unit

When a landlord registers a property, Beverly Hills Staff mails a Notice to each tenant, informing them of the registered rent amount. Review the rent amount that was reported by your landlord to ensure that it is accurate. No action is required but if the registered rent amount is incorrect you may appeal it. You have 15 days from the date of the Notice to submit an appeal. You will not be able to appeal after 15 days. If you would still like to appeal, request a Certificate of Registration of the Permissible Rent Level. Beverly Hills Staff will mail you and the landlord a copy. You have 15 days from the date of the Certificate mailing to appeal the Certified Rent. We will cover this in the next section of the user guide.

To appeal the Rent Amount Reported to the City by your Landlord, follow the steps listed below.

1. Click on the “Appeal the Rent Amount reported by your Landlord” button

The Appeal Page loads.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
2. Enter the APN and Tenant PIN which is located on your Notice.

If the APN and PIN combination that was entered is incorrect, an error message will appear at the bottom of the screen.

If the combination is correct, you will see Site Addresses listed below the APN and PIN.

3. Click on “Find Site Address” button.
4. Select the Site Address associated with your unit. Units will be displayed.

5. Select your Unit Address.

6. Click on the “Verify Validity of Unit” button.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
The system will determine if your Unit is eligible for a Registered Rent Appeal. If the deadline to appeal has passed and you can no longer submit an appeal, you can still do so by Requesting the Certificate of the Permissible Rent Amount (discussed in next chapter).

If your Unit is eligible for this Appeal Type, you will see additional fields appear on the screen below the Addresses.
7. Enter the required fields for the Appeal. The following is the list of fields:

- **I appeal the certified permissible rent reported for the rental unit** (required) – this should be the Rent Amount listed on the Notice that was sent by Beverly Hills. You do not need to enter “$”.

- **I declare that the entered rent amount is the amount of rent paid at the time of the issuance of the Certificate for this rental unit** (required) – this should be the Rent Amount that you paid at the time the Certificate was issued. You do not need to enter “$”.

- **Tenant First Name** (required) – Enter your First Name.
- **Tenant Last Name** (required) – Enter your Last Name.
- **Tenant Telephone Number** (required) – Enter the best Telephone Number to reach you.
- **Tenant Email Address** (required) – Enter your Email Address.
- **Tenant Move In Date** (required) – Enter the Date that you moved in to the Unit. When you click on the text area, a calendar will appear. You may use the calendar to select a move in date OR you may type it into the field in the MM/DD/YYYY format and press Enter.
  - *If you do not know the exact move in date, please select an approximate date.*
- **Last Rental Increase Date** (required)* – this should be the date that your last rental increase took effect. When you click on the text area, a calendar will appear. You may use the calendar to select a move in date OR you may type it into the field in the MM/DD/YYYY format and press Enter.
  - *If the occupant has not yet had a rental increase, please enter the Move In Date.*
- **Last Rental Increase Amount** (required) – this should be the difference in the rent. For example, if your rent was $1,000 and was increased to $1,050, then you should enter “$50”. You may only enter the numerical rent amount. Do not enter the “$”.
- **Property Owner First Name** (optional) – Enter the First Name of the Owner.
- **Property Owner Last Name** (optional) – Enter the Last Name of the Owner.
- **Property Owner Email Address** (optional) – Enter the Email Address of the Owner.
- **Property Owner Mailing Address Line 1** (optional) – Enter the Owner’s Mailing Address.
- **Property Owner Mailing Address Line 2** (optional) – Enter the Owner’s Mailing Address. If there is a Unit Number associated, please be sure to include it.
- **Property Owner’s Mailing City** (optional) – Enter the City of the Mailing Address.
- **Property Owner’s Mailing State** (optional) – Enter the State of the Mailing Address.
- **Property Owner’s Mailing ZIP** (optional) – Enter the ZIP of the Mailing Address.
- **Property Owner Telephone Number** (optional) – Enter the Telephone Number of the Owner.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
8. Upload a File with documentation to support your case (optional).

   a. Click “Browse for File”.
   b. Navigate to the file you want to upload and select it.
   c. You will see the Document Name listed on the screen.

   - Repeat the steps above to replace the file. The newly selected Document will replace the one listed.
   - To delete the file and remove it from being included with your submission, click on the Red “X” at the end of the File Name.
9. Once you have entered all the required information, select the checkbox to indicate you are submitting the Appeal under Penalty of Perjury

10. Click on the Submit button to submit the Appeal case for Beverly Hills Staff for review.

If nothing happens, make sure that you did not miss any of the required fields which will be highlighted in red.
After you have successfully submitted your Appeal, you will be redirected to your dashboard. You will see the newly created Appeal case on your dashboard as shown below.

To view the case details, you may click on the Case ID for the case. You will be redirected to the case details.
Tenant Request the Certificate of Registration of the Permissible Rent Level for Their Unit

Tenants may request the Certificate of the Permissible Rent Level once it has been Certified. Absent an appeal, your Unit will be Certified roughly 10 days to 2 weeks after you receive the Rent Notice from Beverly Hills. Reasons for requesting a Certificate may include desire to submit an Appeal after 15 days it was mailed to you (it expired). Or you may simply want the Certificate for your records. To request the Certificate of the Permissible Rent Level for your Unit, follow the steps listed below.

1. Click on the “Request a Certificate of Registration of the Permissible Rent Level”.

The Appeal Page will load.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
2. Enter the APN and Tenant PIN from the Registration Notice mailed to you by Beverly Hills. If you do not have the Registration Notice and do not have the Tenant PIN, please contact Beverly Hills.

![Image of the registration process]

3. Click on the “Find Site Address” button.

If the APN and Pin combination that was entered is incorrect, an error message will appear at the bottom of the screen.

If the combination is correct, you will see Site Addresses listed below the APN and Pin.

![Image of site addresses]

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
4. Select the Site Address that is associated with your unit. When you select a Site Address, the associated Units will be displayed.

5. Select your Unit.
6. Click on the “Verify Validity of Unit” button. The system determines if your Unit is Certified and therefore you’re eligible for a Certificate.

If your Unit is eligible to receive a Certificate, additional fields will appear below the Addresses for you to fill out.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
7. Enter the required fields to request a Certificate. This information represents where and to whom Beverly Hills staff sends the Certificate. The following are the fields:

- **First Name** (required) – the person requesting the Certificate.
- **Last Name** (required) – the person requesting the Certificate.
- **Mailing Address Line 1** (required) and **2** (optional) – the address where the Certificate should be sent. If you have a Unit Number, please be sure to include it.
- **City** (required) – the address where the Certificate should be sent.
- **State** (required) – the address where the Certificate should be sent.
- **ZIP** (required) – the address where the Certificate should be sent.

8. Once you have entered all the required fields, click on the “Submit” button.

The system creates a new case for the Certified Rent Appeal with the status of “Certificate Requested”. A record of the Certified Rent Appeal Case will appear in the “My Cases” Table as shown below.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
*Next Steps*

The Beverly Hill Staff will send the Certificate to the Address listed on the case. Once the Certificate has been mailed, the case status will be updated to “Certificate Mailed”.

If the Rent Amount on the Certificate is incorrect, you may submit an Appeal. Review the next section to learn how to proceed with an Appeal.

**Tenant Appeal the Certified Permissible Rent Amount for Their Unit**

You may ONLY appeal the Certified Permissible Rent Amount AFTER you request a Certificate and staff mails it to you. When you receive the Certificate, you can take no action OR submit an appeal within 15 days of the Mailing Date of the Certificate.

**Take No Action**

If you take no action, after the 15-days the system updates the status of your Certified Rent Appeal Case to “Appeal Deadline Expired”. At this point, you can no longer submit an appeal. You must request a new certificate and submit an appeal by the deadline date.

**Submit an Appeal**

Follow the steps below to appeal Certified Rent.

1. Under “My Cases”, click on the Certified Rent Appeal case for the Unit you would like to Appeal.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
The system will redirect you to the case details page. The case status should be “Certificate Mailed”. If not, you will be unable to submit an Appeal.

2. Click “Submit an Appeal”.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
The system redirects you to the Appeal the Certified Permissible Rent Amount page where you enter appeal details.

7. Enter the required fields for the Appeal. Enter information for the following fields:
   - **I appeal the certified permissible rent reported for the rental unit** (required) – the Rent Amount listed on the Certificate. Do not enter “$”.
   - **I declare that the entered rent amount is the amount of rent paid at the time of the issuance of the Certificate for this rental unit** (required) – the Rent Amount that was paid at the time the Certificate was issued. Do not need to enter “$”.
   - **Tenant First Name** (required) – First Name of the unit’s tenant.
   - **Tenant Last Name** (required) – Last Name of the unit’s tenant.
   - **Tenant Telephone Number** (required) – Telephone Number of the unit’s tenant.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
• **Tenant Email Address** (required) – Email Address of the unit’s tenant.
• **Tenant Move In Date** (required) – Date the Tenant moved in. A calendar appears when you click on the text area. Select or type a move in date (MM/DD/YYYY format). Press Enter.
  o *If you do not know the exact move in date, please select an approximate date.*
• **Last Rental Increase Date** (required)* – Date of the last rental increase. A calendar appears when you click on the text area. Select or type a move in date (MM/DD/YYYY format). Press Enter.
  *Enter Move In Date if the occupant has not had a rental increase.*
• **Last Rental Increase Amount** (required) – The rent difference (not total). For example, if $1,000 rent was increased to $1,050, enter “50”. Do not enter the “$”.
• **Property Owner First Name** (required) – Enter the First Name of the Owner.
• **Property Owner Last Name** (required) – Enter the Last Name of the Owner.
• **Property Owner Email Address** (required) – Enter the Email Address of the Owner.
• **Property Owner Mailing Address Line 1** (required) – Enter the Owner’s Mailing Address.
• **Property Owner Mailing Address Line 2** (optional) – Enter the Owner’s Mailing Address. If there is a Unit Number associated, please be sure to include it.
• **Property Owner’s Mailing City** (required) – Enter the City of the Mailing Address.
• **Property Owner’s Mailing State** (required) – Enter the State of the Mailing Address.
• **Property Owner’s Mailing ZIP** (required) – Enter the ZIP of the Mailing Address.
• **Property Owner Telephone Number** (required) – Enter the Telephone Number of the Owner.
8. Upload a File with documentation to support your case. This is optional.

   a. Click on “Browse for File” to upload a document.
   b. Select a document that you want to upload.
   c. The Document Name listed on the screen.
   d. To replace the file, repeat the steps above. The newly selected Document will replace the one listed.
   e. To delete the file and remove it from being included with your submission, click on the Red “X” at the end of the File Name.
9. Scroll down to the pop up. Check the box to indicate you are submitting the Appeal under the Penalty of Perjury.

5. Click on the Submit button to submit the Appeal case for Beverly Hills Staff for review.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.
You will return to the Case Details page. The status of the case will be updated to “Appeal Submitted”. The details that you submitted for your Appeal will also appear on the screen.

At this time, Beverly Hills Staff will review the case and contact you to follow up.

If you have any questions at any time, call Beverly Hills Rent Stabilization at (310) 285 – 1031.