

# City of Maywood Rental Registry Program

## Owner/Property Manager User Guide



Version 1.0

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## I received a letter from the Maywood Rent Adjustment Program

You received a letter from the City of Maywood's Rental Registry Program because our records show that you own at least one dwelling unit that is subject to the new registration requirement when rented.

The purpose of this user guide is to help you successfully complete registration of your property with the Rental Registry Program.

In the first year of Registration, you will be required to ensure that the information related to your property is accurate, add units to help establish the inventory, enter occupancy information for each unit, and submit the property details to the Rental Registry Program.

Once the property is registered, all changes to contact information, unit occupancies, monthly rents, etc. should be reported to the staff so the property information is always updated.

In the future registration cycles, the unit inventory would already be established, so you will only be required to submit changes (i.e., occupancy changes, changes in rent, etc.), if any, and then confirm the property details by submitting the property for registration.

The sections and steps listed below are aimed to guide you through this process, depending on the scenario that best relates to you and your situation. Refer to the Table of Contents to follow along with the guide and review the sections that relate to you.

### I am NOT the current property owner/I have sold my property. What should I do?

If you received a letter from the City of Maywood's Rental Registry Program requesting you to register your rental property and you are no longer the owner, please contact the Maywood Rental Registry Program to inform them. You may be asked for additional details/information so the records can be updated.

If you have registered your property or begun the registration process and have since sold the property, please contact the Maywood Rental Registry Program to inform them. You may be asked for additional details/information so the records can be updated.

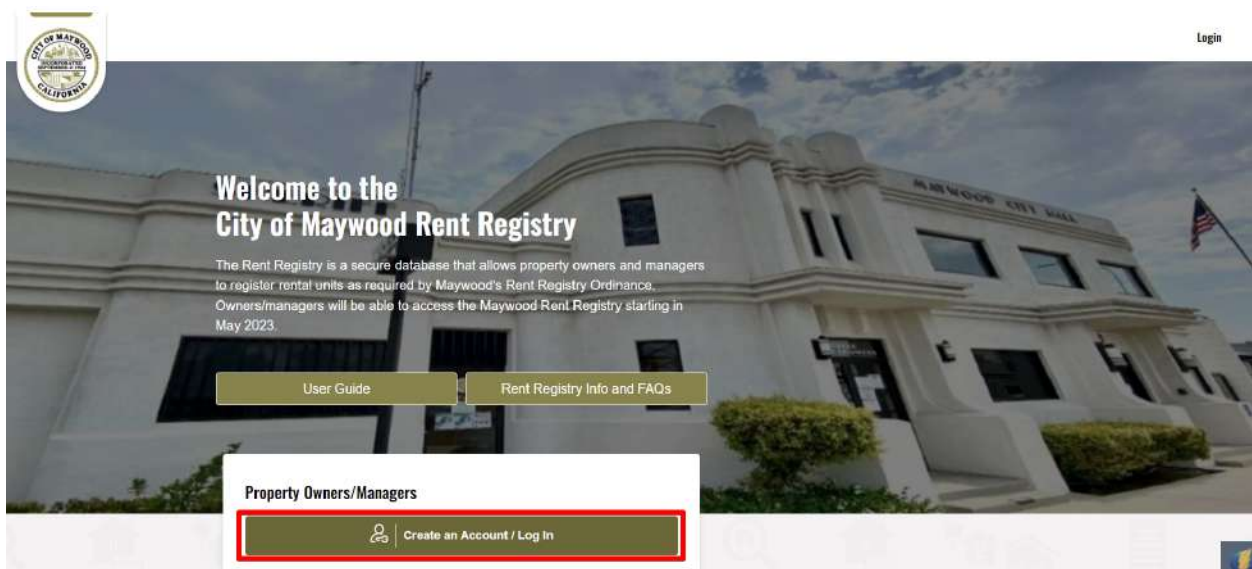
## I am the current property owner. What should I do?

If you receive a letter from the City of Maywood’s Rental Registry Program requesting you to register your rental property and you are the current owner, then you are responsible for registering the property.

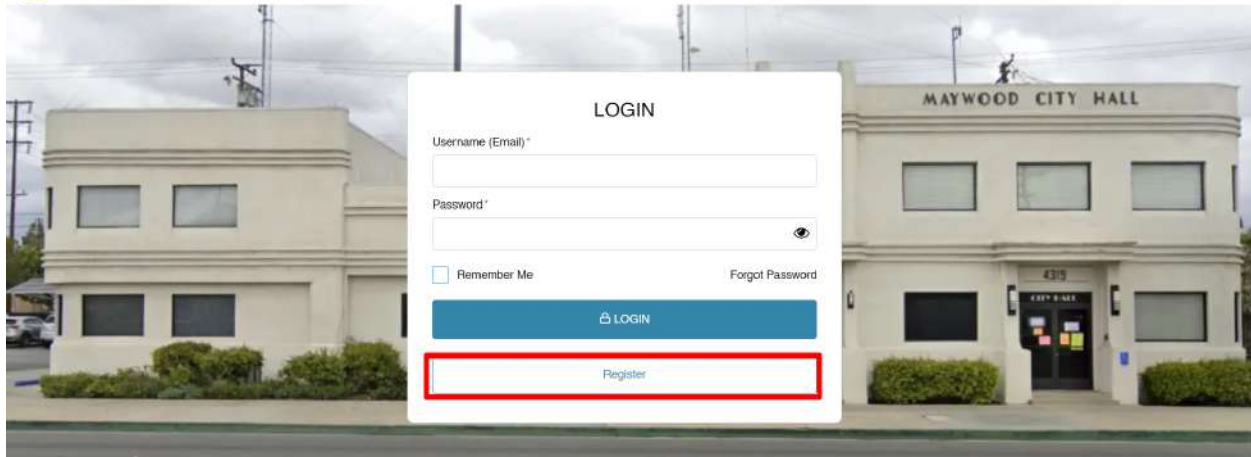
### Create a Login to the Website

To register your property, you will need to create a login for the Rental Registry Portal website. The steps to complete this process are listed below.

1. Open your web browser and go to <https://rentalregistry.cityofmaywood.org/>.
2. Click on the ‘Create an Account/Log in’ link on the bottom center of the page.

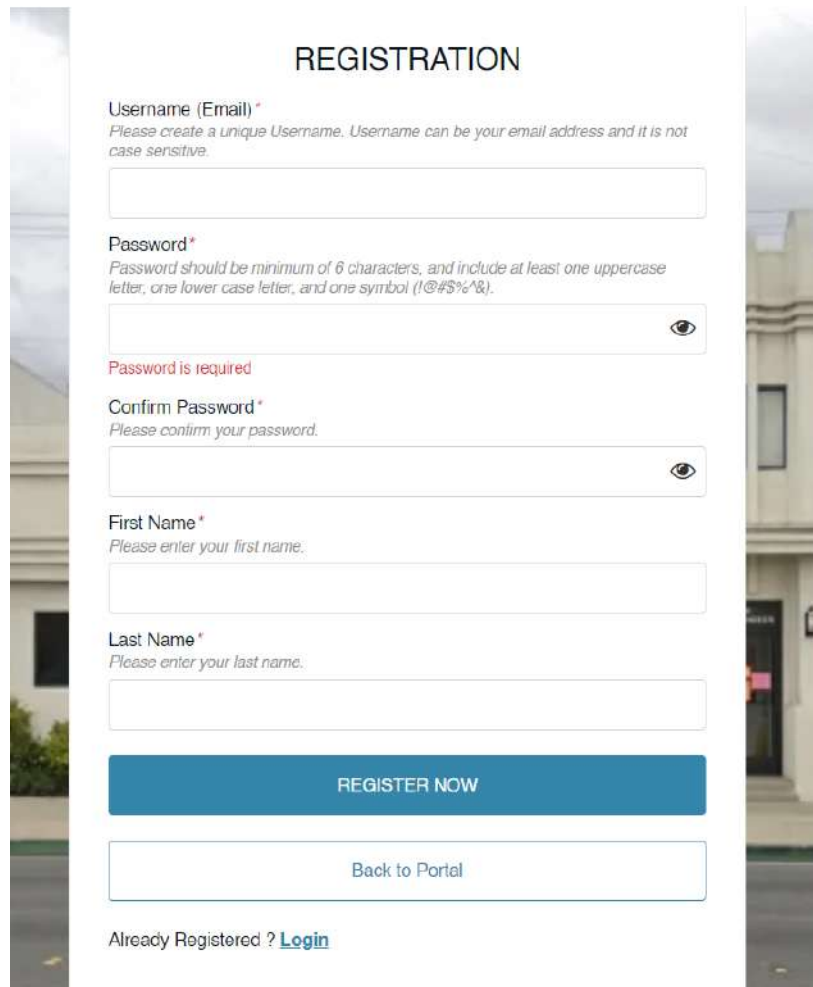


3. Click on the ‘Register’ to create a login to the Rental Registry Program website.



4. Enter the following information to create your account:

- **Username (Email Address)** – ensure you have access to this email address inbox as you will need to verify the email to complete account creation.
- **Password** - Password should be minimum of 6 characters, and include at least one uppercase letter, one lower case letter, and one symbol (!@#%^^&)
- **First Name**
- **Last Name**



The screenshot shows a registration form titled "REGISTRATION". It contains the following fields and elements:

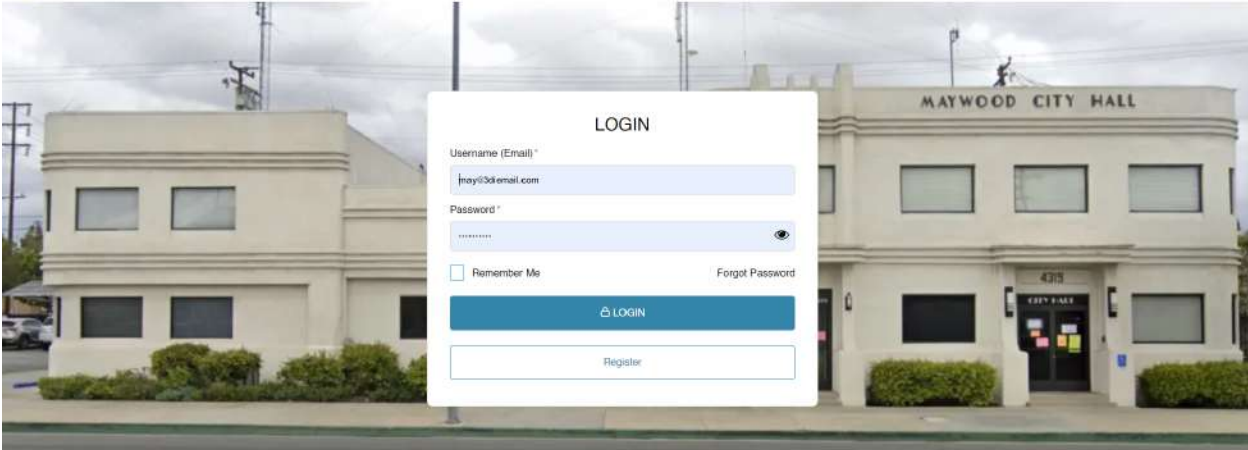
- Username (Email) \***: A text input field with a placeholder "Please create a unique Username. Username can be your email address and it is not case sensitive."
- Password \***: A text input field with a placeholder "Password should be minimum of 6 characters, and include at least one uppercase letter, one lower case letter, and one symbol (!@#%&\*)". It includes a toggle icon for password visibility.
- Confirm Password \***: A text input field with a placeholder "Please confirm your password." and a toggle icon for password visibility.
- First Name \***: A text input field with a placeholder "Please enter your first name."
- Last Name \***: A text input field with a placeholder "Please enter your last name."
- REGISTER NOW**: A prominent blue button.
- Back to Portal**: A button with a light blue border.
- Already Registered ? [Login](#)**: A link at the bottom of the form.

5. Click on the Register Now button to submit your account information.
6. The system will send an account verification email to the Username/Email Address you provided with an Activation Link. The email should arrive within a few minutes and the **activation link expires in 15 minutes**. If you do not see it in your inbox, please check your spam folder. Click on the activation link in the email to confirm your account and complete the account creation process.

### I have created a login to the rent portal. How do I see/access my property?

Now that you have created an account and activated it, you can login to the Rent Portal website. Once you login, you will be redirected to your dashboard. Your dashboard will be empty until you add your property to your profile. Follow the steps below to add your property. You will need to repeat for every property you own.

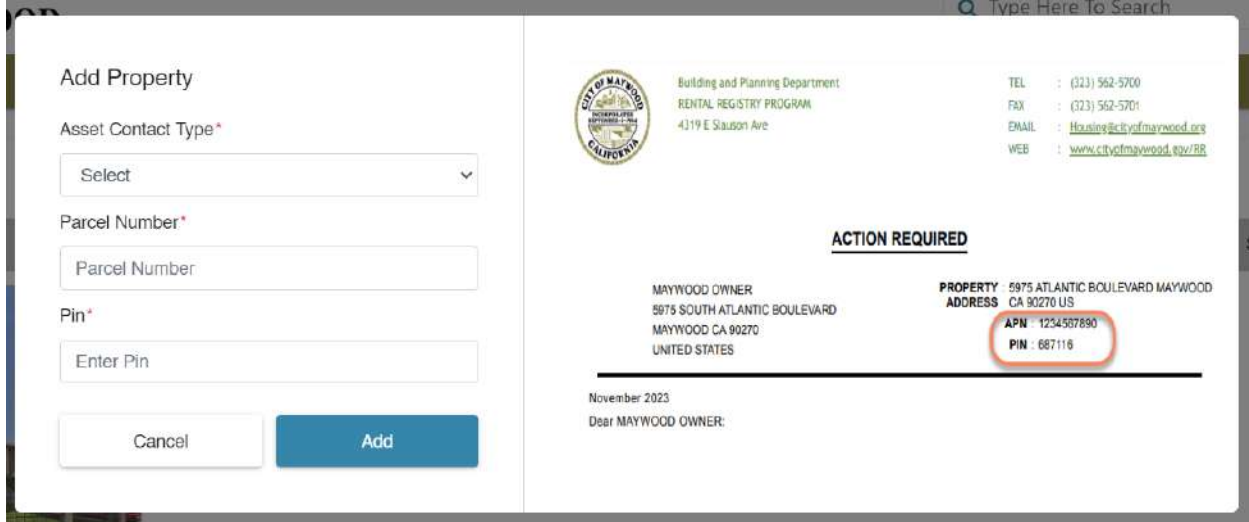
1. Click on the 'Login' link on the top right corner of the page, enter your username and password, then click on the Login button.



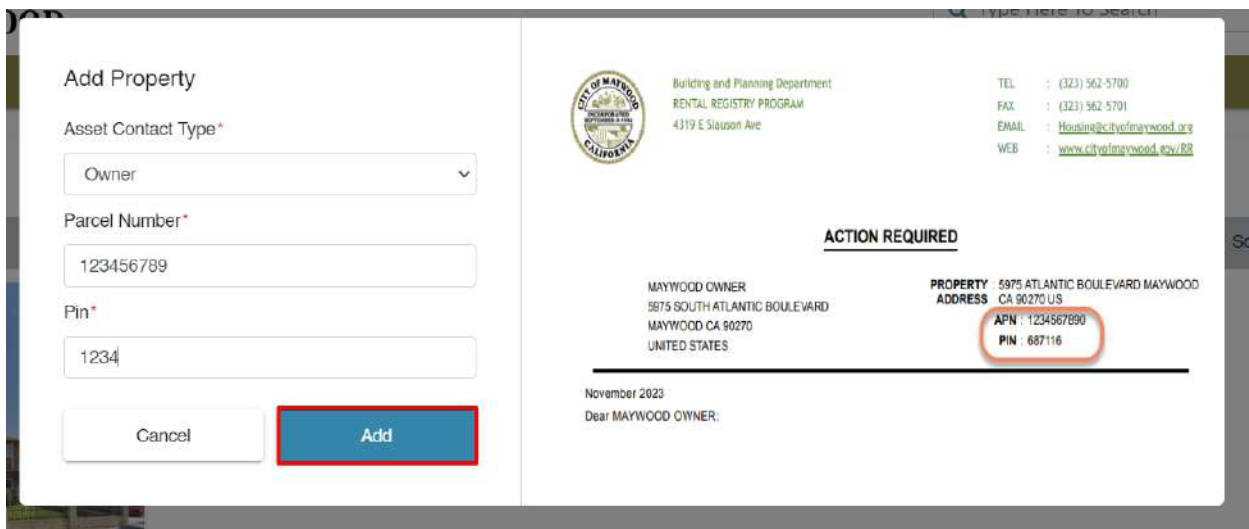
2. Retrieve the Registration Letter you received in the mail and click on the 'Add Property' button on the top right corner of your dashboard.



3. In the Add Property pop up, you will need to enter the following:
- **Asset Contact Type** – indicate if you are the Owner or the Manager of the property.
  - **Parcel Number** – you can find this in the Registration Letter
  - **Pin** - you can find this in the Registration Letter

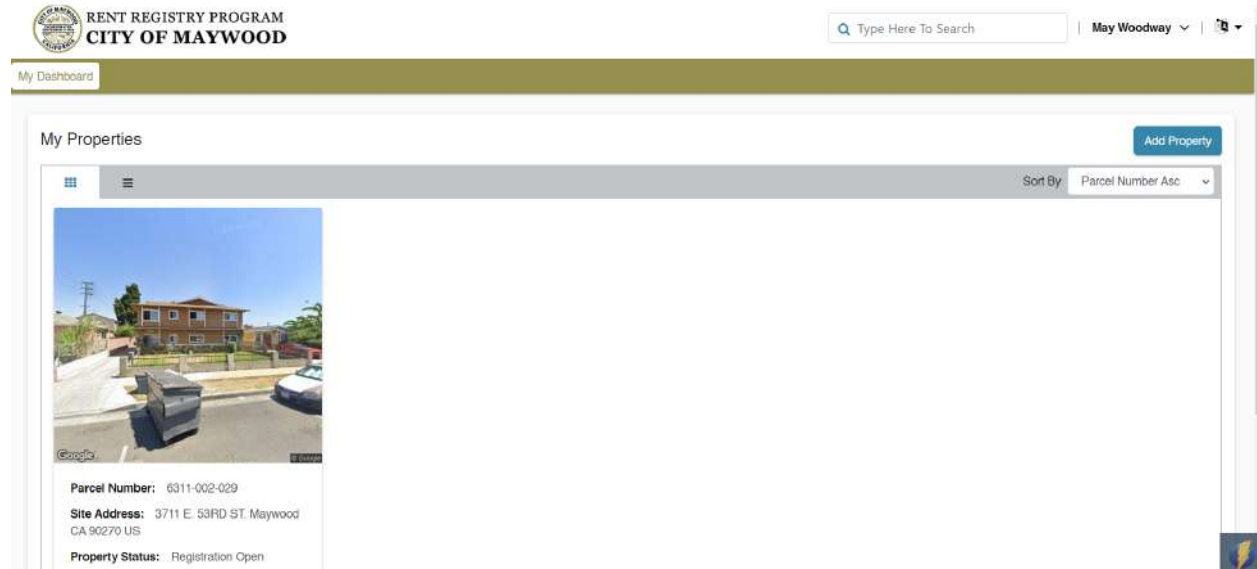


4. Enter the necessary information and click on the 'Add' button.



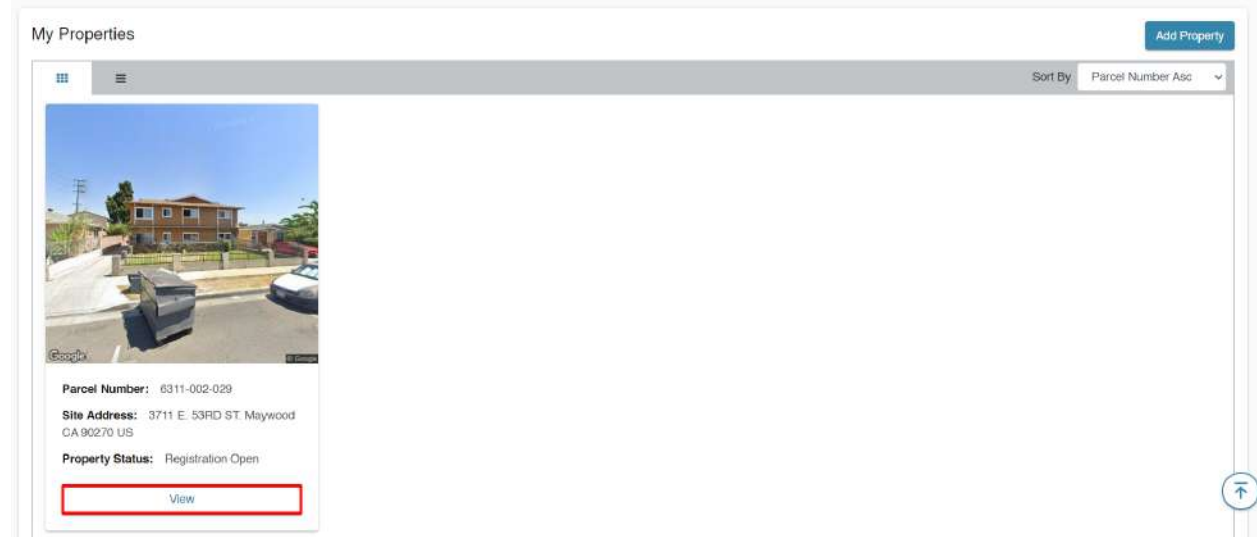
5. Your property will appear on your dashboard as shown below. Repeat these steps for each property that you are required to register.





## I have added my property to my profile. How do I register?

Now that you have added your property to your profile, you need to complete the Registration process. To begin, click on the View button to begin the registration process.



The property details page will open. The page is broken down into different sections, where each section displays different information as part of the registration process.

**Overview**

Parcel Number : 6311-002-029 | Site Address : 3711 E. 53RD ST. Maywood CA 90270 US | Year Built : 1963 | Assessor Total Unit Count : 8 | Total Units Added : 0

Property Status : Registration Open ← Back

**INSTRUCTIONS TO REGISTER YOUR PROPERTY**

**Step 1: Update Contact Information.** Scroll down to "Contacts" and click "Add Contact" to add necessary contacts (Primary Owner and Property Manager). You must add BOTH a Primary Owner and Property Manager contact. If there is no property manager, then you can indicate that the Property Manager contact information is the same as for the owner. After you have added both contacts, use "Contact Preferences" button to designate who should receive future rent registry communications.

**Step 2: Add Units.** Scroll down to "Unit Inventory" and click on "Add Unit" (top right) and add ALL residential units to the unit inventory. After adding units to inventory, you may claim individual unit(s) exempt by clicking on each unit's yellow "Action" button.

**Step 3: Claim Exemption(s).** Once all units are added, use each unit's yellow "Action" button to claim an exemption for individual units (e.g., "Owner-occupied"). Note: If you believe your entire property is exempt from rent registration requirements, then use the blue property "Action" button to submit a property-wide exemption.

**Step 4: Submit for Registration:** After you have added all units and/or claimed any exemptions, use the blue property "Action" button at the top right corner of the page to submit property for registration.

## Step 1: Update Contact Information

The first step to property registration is to add/update the property contacts. It is required that each property contains at least 1 Owner contact and at least 1 Property Manager.

1. Scroll down to the Contacts area. You will be able to manage the property contacts from this section. If you see the red text "Primary Owner and Property Manager, Contact Information is Incomplete" as shown in the image below, you will need to add the missing contact type.

\*Primary Owner and Property Manager Contact Information is Incomplete.\*

Click on green "Add Contacts" button to add necessary contacts (Primary Owner and Property Manager). **You must add BOTH a Primary Owner and Property Manager contact in order to submit your property for registration.** If there is no property manager, then you can indicate that the Property Manager contact information is the same as for the owner. Use Action buttons next to each contact name to edit address and other contact information. After you have added **both** an Owner and Property Manager contact, use "Contact Preferences" button to designate who should receive future Rent Registry communications.

**Contacts** + Add Contact

Associated to asset as	Contact Type	Name	Address	Phone Number	Email	Is Primary	Actions

2. Click on the Add Contact button to add the missing contact type.

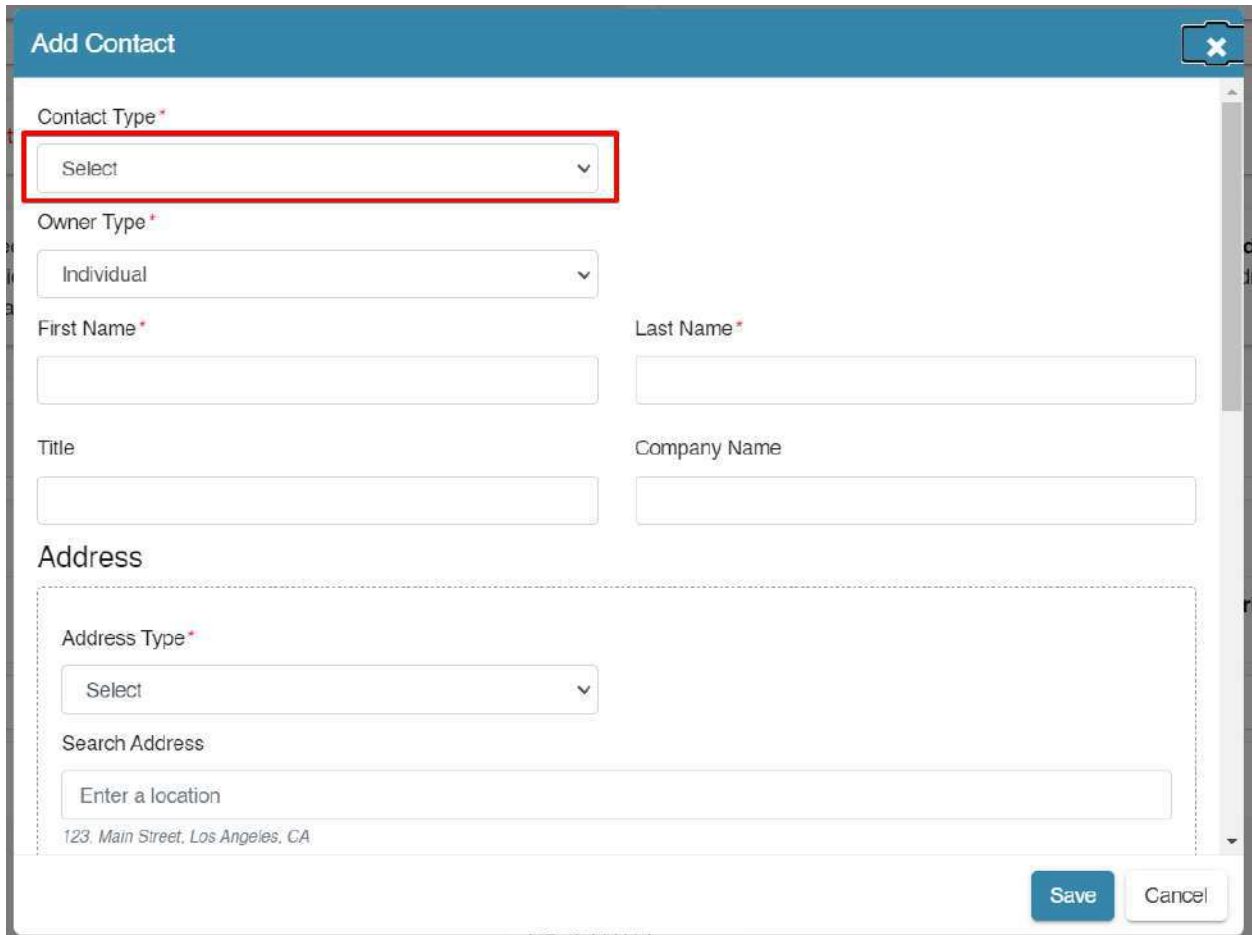
\*Primary Owner and Property Manager Contact Information is Incomplete.\*

Click on green "Add Contacts" button to add necessary contacts (Primary Owner and Property Manager). **You must add BOTH a Primary Owner and Property Manager contact in order to submit your property for registration.** If there is no property manager, then you can indicate that the Property Manager contact information is the same as for the owner. Use Action buttons next to each contact name to edit address and other contact information. After you have added **both** an Owner and Property Manager contact, use "Contact Preferences" button to designate who should receive future Rent Registry communications.

**Contacts** + Add Contact

Associated to asset as	Contact Type	Name	Address	Phone Number	Email	Is Primary	Actions

3. The Add Contact pop up will appear. Select the **Contact Type** from the dropdown list. If your property already has an “Owner” contact added, then you will need to add a “Property Manager”.



**Add Contact**

Contact Type\*  
 Select

Owner Type\*  
 Individual

First Name\*

Last Name\*

Title

Company Name

**Address**

Address Type\*  
 Select

Search Address

123, Main Street, Los Angeles, CA

Save Cancel

4. Add the required information in the pop up and then Save the contact. You are required to provide the First Name, Last Name, Mailing Address, Email Address, and Phone Number.

**Add Contact**
✕

State \*  
CA

Country \*  
United States

Fullerton

Zip \*  
92831

**Contact Details**

Communication Type \*  
Email

Email \*  
test@mail.com

Primary

---

Communication Type \*  
Phone

Country Code  
1

Phone \*  
(555) 555-5555

Extension

Primary

[+ Add Contact Details](#)

Save Cancel

5. The contacts table will be updated. If the “Owner” contact is missing any information in the grid (Mailing Address, Email, or Phone), click on the 3-dot Action menu as shown below to edit the contact details.

6. Select the “Edit” action.

Contacts <span style="float: right;">+ Add Contact</span>							
Associated to asset as	Contact Type	Name	Address	Phone Number	Email	Is Primary	Actions
Owner	Individual	May Woodway	123 Main Street Los Angeles CA 90012 US	(555) 555-5555	may@3diemail.com	Yes	⋮

7. The 'Edit Contact' pop up will appear. Many of the required fields may be missing (i.e., Ownership share %, Phone, Email, etc.). Enter the required information and then Save the contact.

8. The contacts table will be updated. Next, click on the action menu to see the 'set as primary' button to set the primary contact. You may already see preset values for this on your contacts. You can edit/modify this at any time. Primary contacts will receive written correspondence from RRP.

Contacts + Add Contact

Search...

Associated to asset as	Contact Type	Name	Address	Phone Number	Email	Is Primary	Actions
Owner	Individual	May Woodway	123 Main Street Los Angeles CA 90012 US	(555) 555-5555	may@3diemail.com	Yes	Edit Delete
Property Manager	Individual	John Doe	[REDACTED]	(555) 555-5555	test@email.com	No	Set as Primary

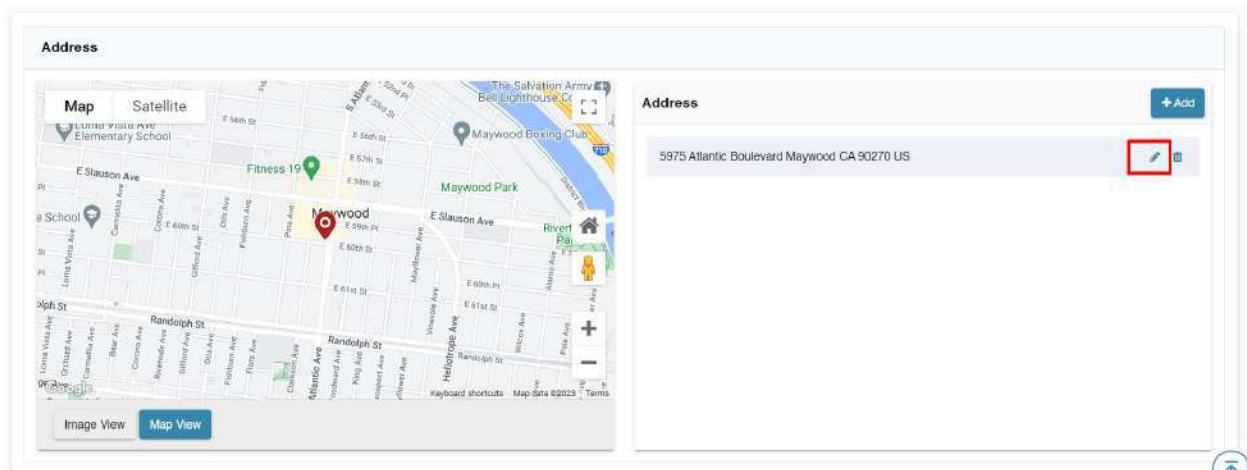
10 items per page 1-2 of 2 items

### Step 2: Property Site Address(es)

Your property will have only the primary site address (primary address for mailing) added to it. Some properties are large and may contain more than one site address. Please review the Address(es) associated with your property and follow the steps listed below if changes are required.

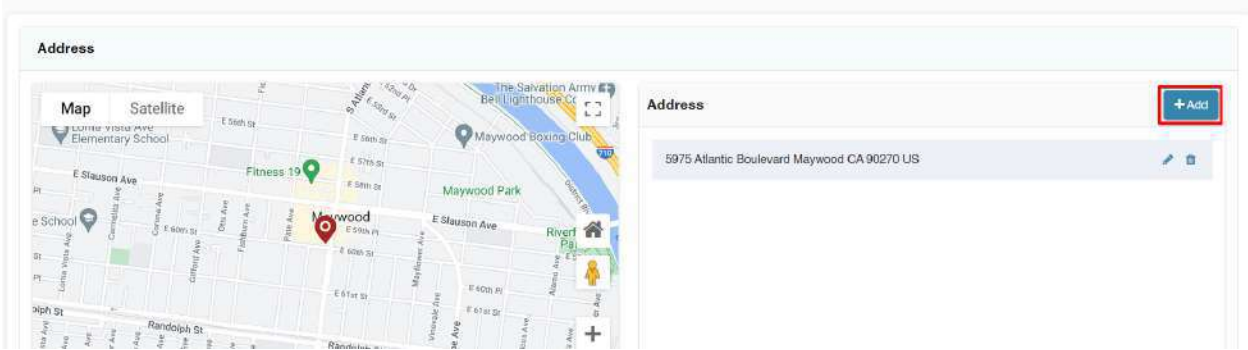
**\*Note:** the site address(es) will also be used as the unit’s mailing address. You will be required to select the mailing address associated with each unit. Please ensure this data is accurate.

1. Scroll to the Address area. You will be able to manage the site addresses from this section. The Address listed on the property is the primary site address. Check to see if this looks correct. If it does not look accurate, click on the Edit icon next to the address to modify it, as shown below.



2. The ‘Edit Site Address’ pop up will appear. Modify the necessary information and save your changes.

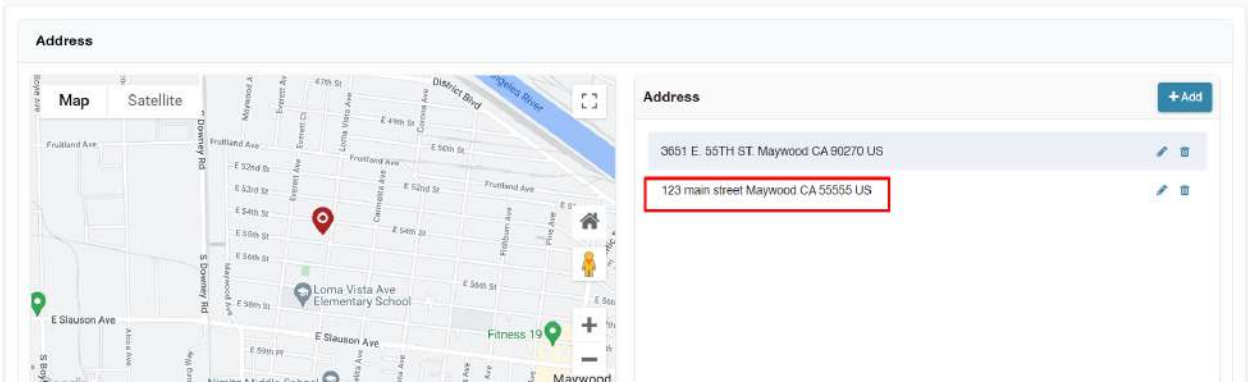
3. If a new site address needs to be added, click on the “Add” button.



4. The ‘Add Site Address’ pop up will appear. Enter the required information (Address Line 1, City, Zip) and save your changes.



5. The Addresses section will be updated with the newly added site address. Repeat as needed until all the site addresses associated with your property are added.



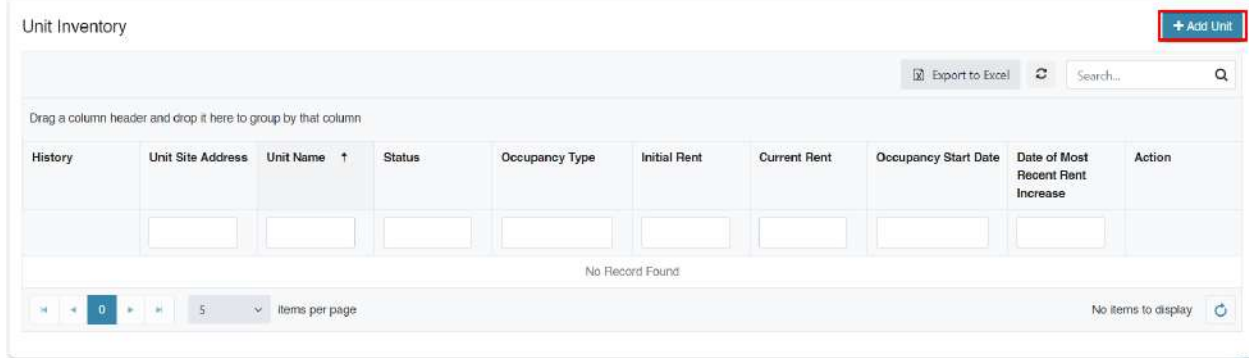
**Step 3: Add Unit(s)**

You now need to add units to your property so you can provide details regarding the occupancies of these units. Adding units is an activity that you will only need to complete in the first year of registration. Once the inventory of units is established on your property, you will only need to provide updates to the occupancies and rents of those units moving forward. Follow the steps listed below to add unit(s) to your property.

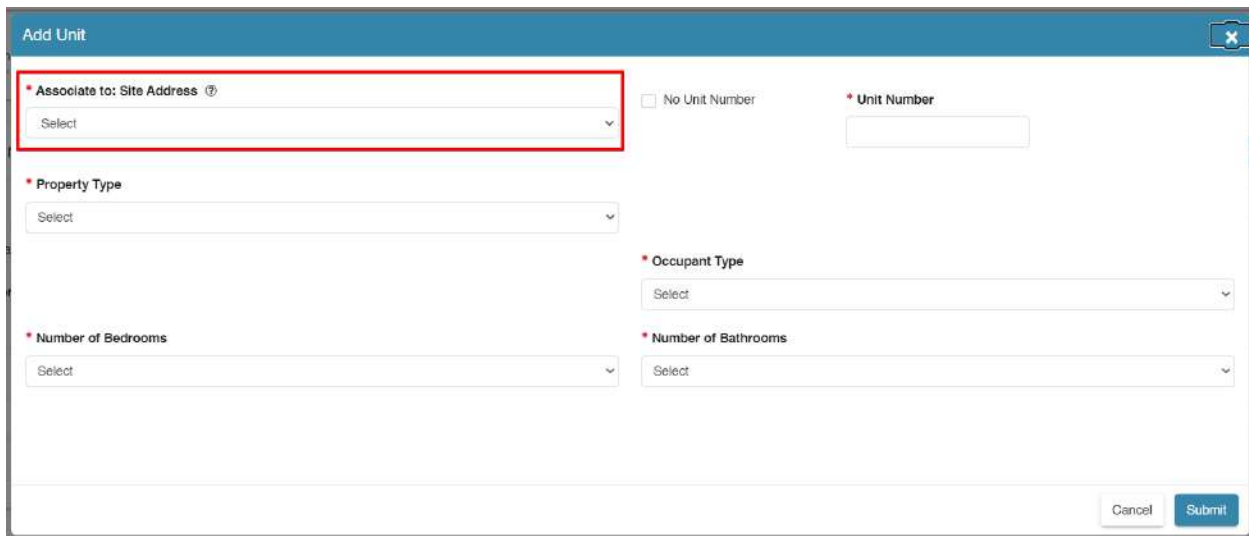
**\*Note:** not every unit field will be explained in this guide. If you have specific questions, contact the Maywood Rental Registry Program.

1. Scroll down to the Unit Inventory area. Click on the “Add Unit” button to begin adding a unit to your property.





2. Select the Unit's Site Address from the dropdown as shown below. This dropdown will contain all the added property site addresses. If you realize an address is missing, you can close this window and add it in the 'Address' section of the property page. The selected address should be part of the unit's mailing address.



3. Next, we need to know the name of the unit. This, too, should be part of the unit's mailing address. If the unit does not have a specified name, click the 'No Unit Number' checkbox. This would indicate that the unit mailing address is the same as the site address.

4. Enter the required fields listed in the pop up to continue adding the unit to your property. Note that some field selections may require you to provide more information. The required fields will contain a red asterisk (\*) next to them. The form cannot be saved until all required fields are entered. Once all the required information is entered, click on the “Submit” button.

5. The Unit Inventory table will be updated. Each unit that gets added will have its own action menu displayed in yellow. If you made any error in the entry, you could use the yellow action menu to select the ‘Edit’ option and correct the details. Repeat these steps to add all the units on your property.

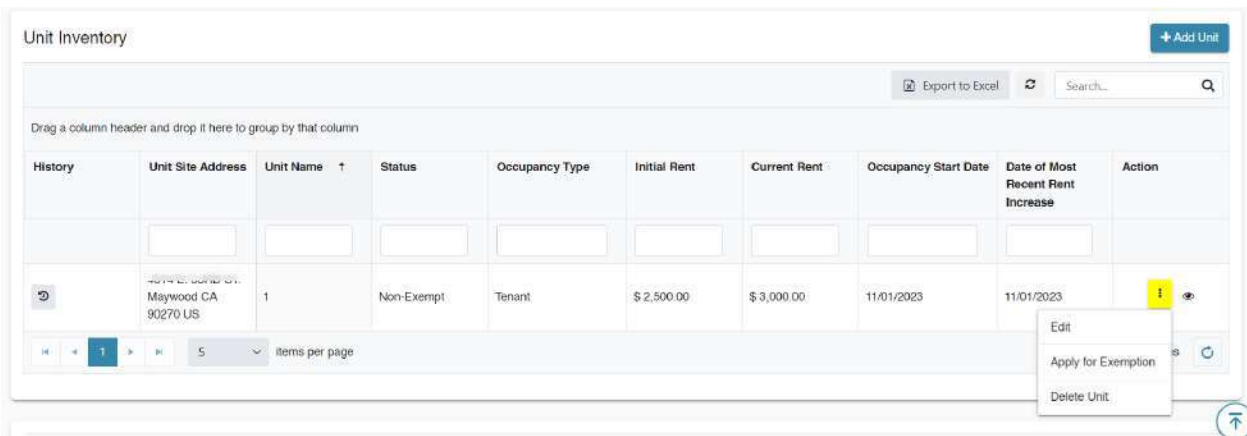


### Step 5: Submit Unit Exemption(s)

It is possible that one or more of your units may qualify for an Exemption from the program. You can reference the ordinance to see if you qualify. If you believe one (or more) of your Units should be exempt, you can follow the steps listed below to submit your request for Staff to review. If you do not have any exemptions to claim, you can skip to the next section.

**\*Note:** not every unit field will be explained in this guide. If you have specific questions, contact the Maywood Rental Registry Program.

1. Scroll down to the Unit Inventory area. Each unit listed has a yellow action menu. Click on the action menu for the unit which you believe qualifies for an exemption.



2. Select 'Apply for Exemption'.
3. The unit exemption application form will appear. Select the Exemption reason. You may be required to provide documentation to support your claim. Failure to provide adequate documentation may result in the denial of your claim. Enter the required fields and then submit your application.

**Apply for Exemption**

**Instructions**  
 Certain units are exempt from the Rental Registration Program Fee and the rent registration requirement. Please complete and submit this form for any unit at the property that qualifies as an exempt unit for the fiscal year based on the reasons listed below. If you have any questions on whether your unit is exempt, please contact Maywood's Housing email at Housing@cityofmaywood.org.

**\* Select Reason for Unit Exemption**

- Any dwelling unit that has a certificate of occupancy or equivalent permit issued after February 1, 1995. For this purpose, certificate of occupancy or equivalent permit, is the certificate first issued before the property is used for any residential purpose.
- Accommodations in a hotel, motel, inn, tourist home, or rooming and boarding house or other facilities, for which the City has received or is entitled to receive payment of transient occupancy tax pursuant to Article 3 of Chapter 5 of the Maywood Municipal Code.
- A dwelling unit that the Landlord or the Landlord's immediate family occupies as their principal place of residence at the beginning of the Tenancy so long as the Landlord or the Landlord's immediate family continues in occupancy.
- Any dwelling unit restricted by deed, regulatory for which the Landlord receives federal, state or local housing subsidies, but excluding any dwelling unit for which a Landlord receives federal housing assistance vouchers issued under Section 8 of the United States Housing Act of 1937.
- Any dwelling unit for which rental rates are separately governed by deed restriction, regulatory restriction, a contract or other recorded document with or required by a governmental or non-profit entity, for use as affordable housing pursuant to Health and Safety Code Section 50093.
- Any dwelling unit this is alienable separate from the title to any other dwelling unit, including single family residences, condominiums and townhomes, but excluding mobile homes offered for rent by the owner of the mobilehome, or is a subdivided interest in a subdivision, as specified in California Business and Professions Code Section 11004.5 (b), (d), or (f).

**Comments**

**Submitter's Info**

**\* Full Name**

**\* Title**

Cancel **Submit**

4. The Unit status will change to “Applied for Exemption” upon successful submission. You can repeat these steps as needed if you have any more exemption claims to submit for review.

**Unit Inventory** + Add Unit

Export to Excel

Drag a column header and drop it here to group by that column

History	Unit Site Address	Unit Name ↑	Status	Occupancy Type	Initial Rent	Current Rent	Occupancy Start Date	Date of Most Recent Rent Increase	Action
	407 E. JONES ST. Maywood CA 90270 US	1	Applied for Exemption	Tenant	\$ 2,500.00	\$ 3,000.00	11/01/2023	11/01/2023	<span style="background-color: yellow;">!</span>

1-1 of 1 Items

### Step 6: Submit Property for Registration

Before you submit your property for Registration, double check the following:

- Property Contacts are accurate (Contacts section)
- All Units are added (Unit Inventory Section)
  - Unit Mailing Addresses are accurate.
  - Unit Details provided are accurate.
  - Unit Exemptions are applied for, as needed (My Cases section or the Unit’s Status)

If the information looks accurate, follow the steps listed below to complete your property registration for the fiscal year.

1. Scroll to the top of the property page. Click on the blue “Action” button.

Overview

Parcel Number : 6312-008-012 | Site Address : 4014 E. 53RD ST. Maywood CA 90270 US | Year Built : 1952 | Assessor Total Unit Count : 2 | Total Units Added : 2

Property Status : Preparing for Registration

← Back **Action**

2. Select the option for “Submit Rent Registration”.

Overview

Parcel Number : 6312-008-012 | Site Address : 4014 E. 53RD ST. Maywood CA 90270 US | Year Built : 1952 | Assessor Total Unit Count : 2 | Total Units Added : 2

Property Status : Registration Open

← Back **Action**

**INSTRUCTIONS TO REGISTER YOUR PROPERTY**

**Step 1: Update Contact Information.** Scroll down to “Contacts” and click “Add Contact” to add necessary contacts (Primary Owner and Property Manager). You must add BOTH a Primary Owner & Property Manager. If there is no property manager, then you can indicate that the Property Manager contact information is the same as for the owner. After you have added both contacts, use “Contact Preferences” button to update future rent registry communications.

**Step 2: Add Units.** Scroll down to “Unit Inventory” and click on “Add Unit” (top right) and add ALL residential units to the unit inventory. After adding units to inventory, you may claim individual unit(s) exemptions by clicking the yellow “Action” button.

**Step 3: Claim Exemption(s)** Once all units are added, use each unit’s yellow “Action” button to claim an exemption for individual units (e.g., “Owner-occupied”).  
Note: If you believe your entire property is exempt from rent registration requirements, then use the blue property “Action” button to submit a property-wide exemption.

**Step 4: Submit for Registration:** After you have added all units and/or claimed any exemptions, use the blue property “Action” button at the top right corner of the page to submit property for registration.

Apply for Property Exemption  
**Submit Rent Registration**  
Show PIN  
Generate new PIN  
Download Registration Letter  
New Property Ownership  
Edit APN  
View Property History

3. Read the text in the ‘Submit Rent Registration’ pop up. You will be asked to confirm that all exemptions are applied for and that you are submitting the information to the best of your knowledge under the penalty of perjury.

**Submit Rent Registration**

Please Note: You must submit an exemption request for the property or for each unit that you believe is not subject to the program. The annual program is based on your registration statement and you cannot apply for an exemption after registration is submitted.

**Submitted Exemption Request**

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

**Unit Exemption(s)** | **Property Exemption(s)**

1 | 1

Please return to the home screen to submit an exemption request. For information on how to apply for an exemption, please review the user guide.

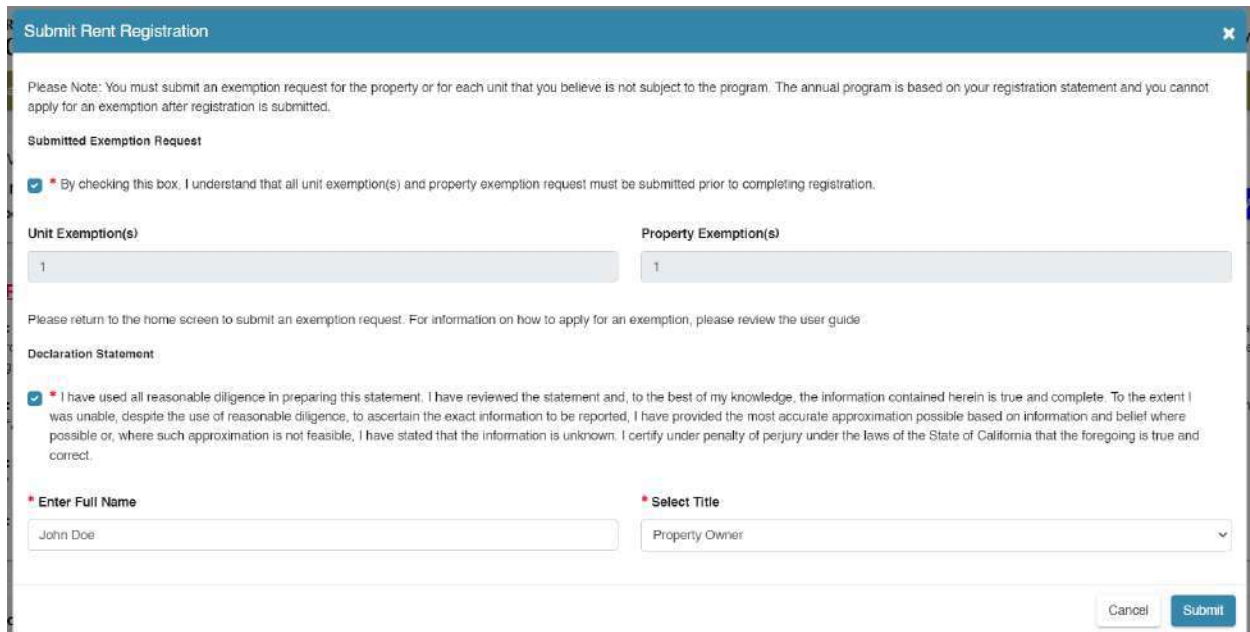
**Declaration Statement**

\* I have used all reasonable diligence in preparing this statement. I have reviewed the statement and, to the best of my knowledge, the information contained herein is true and complete. To the extent I was unable, despite the use of reasonable diligence, to ascertain the exact information to be reported, I have provided the most accurate approximation possible based on information and belief where possible or, where such approximation is not feasible, I have stated that the information is unknown. I certify under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

\* Enter Full Name | \* Select Title

Cancel **Submit**

4. Click on “Submit” to complete the registration of your property.



**Submit Rent Registration**

Please Note: You must submit an exemption request for the property or for each unit that you believe is not subject to the program. The annual program is based on your registration statement and you cannot apply for an exemption after registration is submitted.

**Submitted Exemption Request**

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

**Unit Exemption(s)**  **Property Exemption(s)**

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

**Declaration Statement**

\* I have used all reasonable diligence in preparing this statement. I have reviewed the statement and, to the best of my knowledge, the information contained herein is true and complete. To the extent I was unable, despite the use of reasonable diligence, to ascertain the exact information to be reported, I have provided the most accurate approximation possible based on information and belief where possible or, where such approximation is not feasible, I have stated that the information is unknown. I certify under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

\* **Enter Full Name**  \* **Select Title**

5. Your property status will be updated accordingly. You can click on ‘My Dashboard’ at the top left of the page to return to your dashboard to view/register your other properties. Repeat these steps for any other properties you may be required to register.


## I have added my property to my profile, but I should be completely Exempt from the registry. What should I do?

Now that you have added your property to your profile, you need to complete the Registration process. If you believe your property is Exempt from the program, you will still need to take action to inform the Rent Program. To begin, from your dashboard, click on the property’s View button to begin the registration process.

My Dashboard


My Properties Add Property

Sort By: Parcel Number Asc



**Parcel Number:** 6311-002-029  
**Site Address:** 3711 E. 53RD ST. Maywood  
CA 90270 US  
**Property Status:** Unit Discrepancy

[View](#)



**Parcel Number:** 6313-020-021  
**Site Address:** 4410 E. 53RD ST. Maywood  
CA 90270 US  
**Property Status:** Registration Open

[View](#)



**Parcel Number:** 6313-020-021  
**Site Address:** 4410 E. 53RD ST. Maywood  
CA 90270 US  
**Property Status:** Registration Open

[View](#)

The property details page will open. The page is broken down into different sections, where each section houses different information as part of the registration process.





Overview

Parcel Number : 6313-020-021 | Site Address : 4410 E. 53RD ST. Maywood CA 90270 US | Year Built : 1941 | Assessor Total Unit Count : 1 | Total Units Added : 0  
 Property Status : Registration Open

Back

INSTRUCTIONS TO REGISTER YOUR PROPERTY

**Step 1: Update Contact Information.** Scroll down to "Contacts" and click "Add Contact" to add necessary contacts (Primary Owner and Property Manager). You must add BOTH a Primary Owner and Property Manager contact. If there is no property manager, then you can indicate that the Property Manager contact information is the same as for the owner. After you have added both contacts, use "Contact Preferences" button to designate who should receive future rent registry communications.

**Step 2: Add Units.** Scroll down to "Unit Inventory" and click on "Add Unit" (top right) and add ALL residential units to the unit inventory. After adding units to inventory, you may claim individual unit(s) exempt by clicking on each unit's yellow "Action" button.

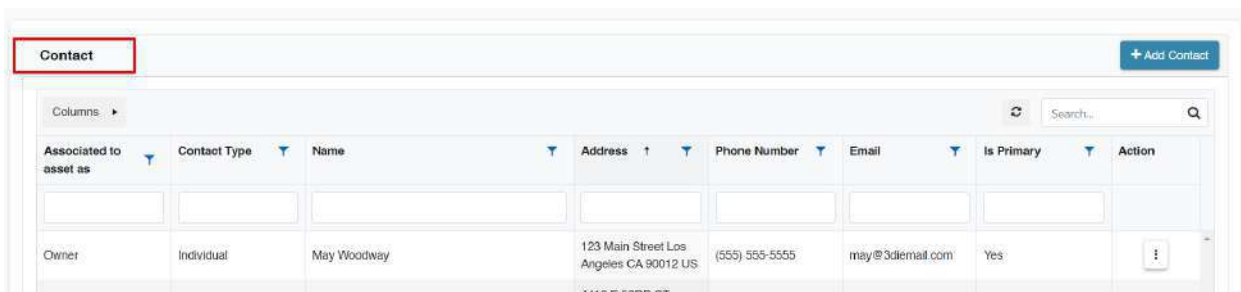
**Step 3: Claim Exemption(s)** Once all units are added, use each unit's yellow "Action" button to claim an exemption for individual units (e.g., "Owner-occupied").  
 Note: If you believe your entire property is exempt from rent registration requirements, then use the blue property "Action" button to submit a property-wide exemption.

**Step 4: Submit for Registration:** After you have added all units and/or claimed any exemptions, use the blue property "Action" button at the top right corner of the page to submit property for registration.

### Step 1: Update Contact Information

The first step to claim your property exemption with the Rent Board is to add/update the property contacts. It is required that each property contains at least 1 Owner contact and at least 1 Property Manager before any applications can be submitted.

1. Scroll down to the Contacts area. You will be able to manage the property contacts from this section. If you see the red text "Primary Owner and Property Manager, Contact Information is Incomplete" as shown in the image below, you will need to add the missing contact type.

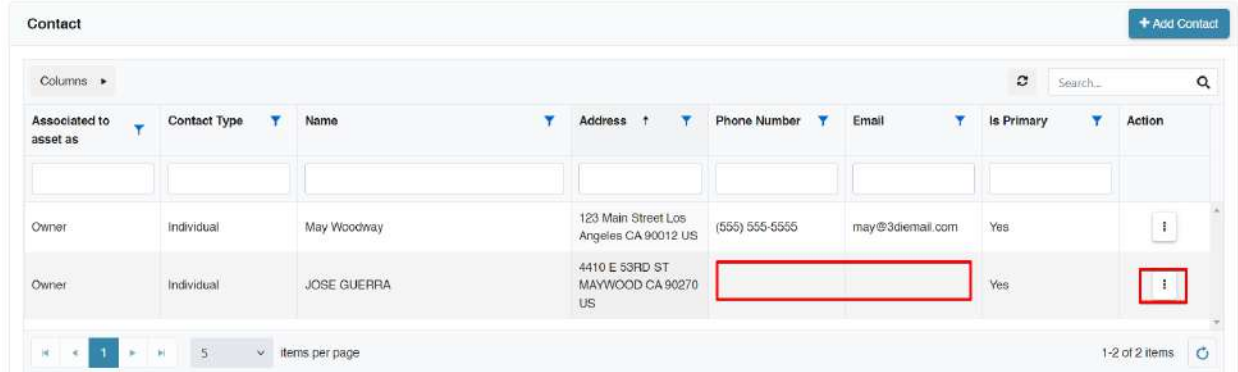


2. Click on the Add Contact button to add the missing contact type.
3. The Add Contact pop up will appear. Select the **Contact Type** from the dropdown list. If your property already has an "Owner" added, then you will need to add a "Property Manager".

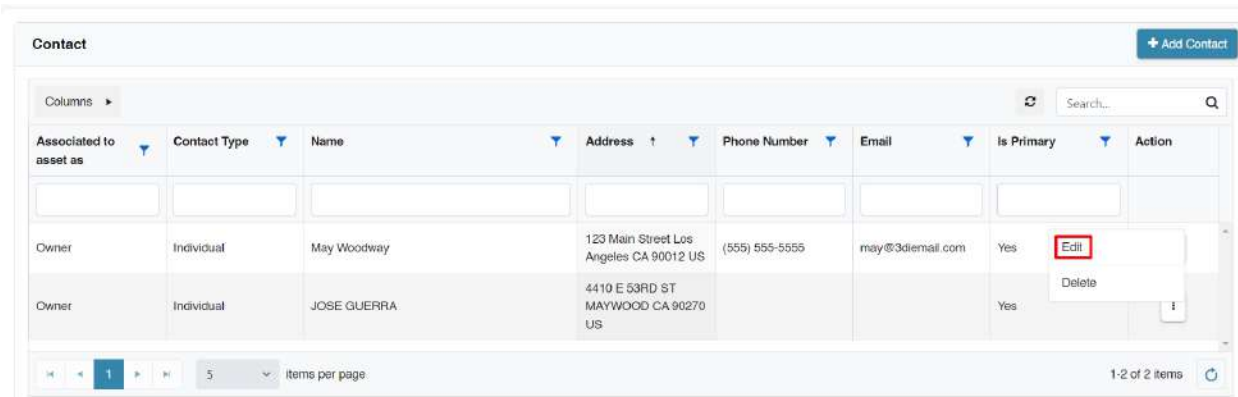


4. Add the required information in the pop up and then Save the contact. You are required to provide the First Name, Last Name, Mailing Address, Email Address, and Phone Number.

5. The contacts table will be updated. If the “Owner” contact is missing any information in the grid (Mailing Address, Email, or Phone), click on the 3-dot Action menu as shown below to edit the contact details.

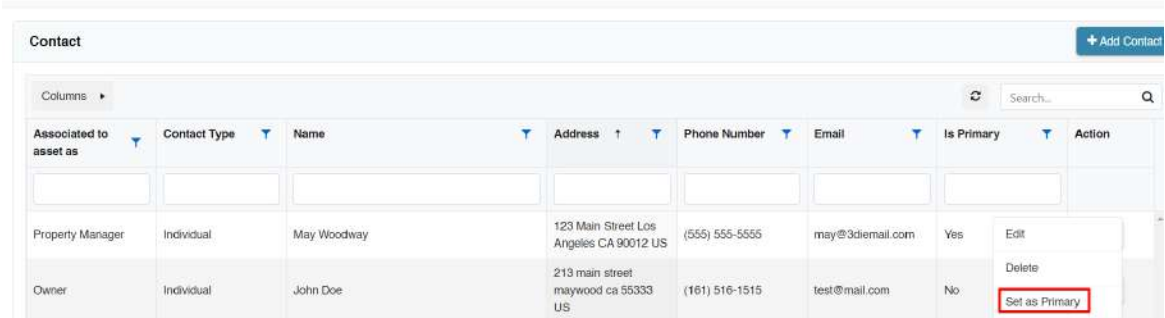


6. Select the “Edit” action.



7. The ‘Edit Contact’ pop up will appear. Many of the required fields may be missing (i.e., Ownership %, Phone, Email, etc.). Enter the required information and then Save the contact.

8. The contacts table will be updated. Next, click on the action menu to set primary. The primary contact will be the one who receives correspondence from the Rental Registry Program.





9. The Contacts table will be updated. If there are additional Property Manager(s) or Property Owner(s) associated with the property, you can add them using the “Add Contact” button.

## Step 2: Determine Exemption Eligibility

There are different reasons why you believe your property may qualify for an Exemption. You can read through the Ordinance to see which, if any, exemption reasons may apply to you and your property.

Technically, if your property does qualify for an exemption and it is granted by the Rental Registry Program, you are not required to add any units to your property. However, it is not guaranteed that your property exemption will be granted. It may also not be a permanent exemption.

Some property exemptions are temporary, which means in future, you will be required to provide unit and tenancy information for the rental units on your property. If you believe that your exemption may be temporary, you can elect to add units before submitting the Exemption application for Staff review.

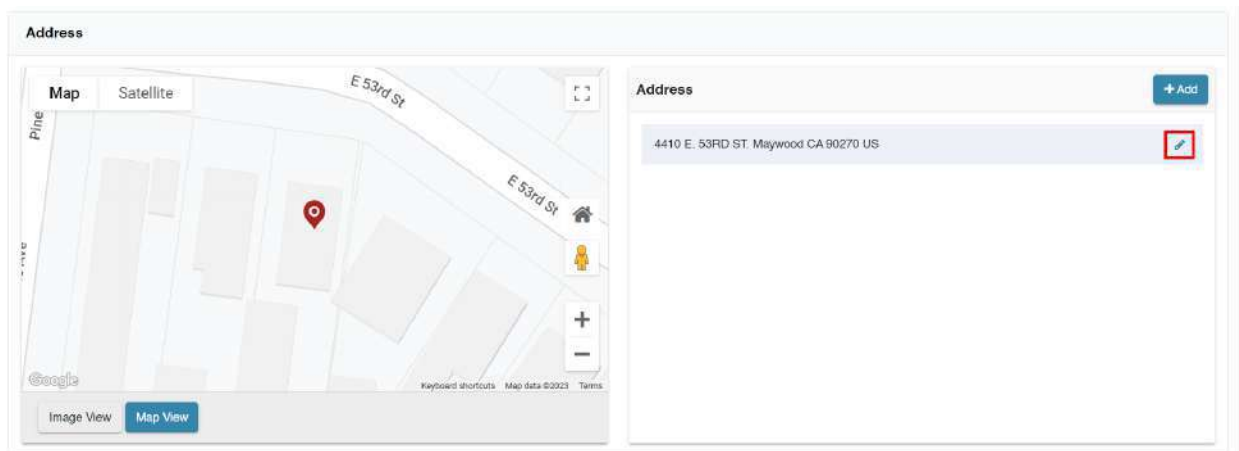
Follow the steps in this section if you would like to add units to your property before submitting a Property Exemption application. If not, you can skip ahead to Step 3.

### Step 2A: Property Site Address(es)

Your property will have only the primary site address (primary address for mailing) added to it. Some properties are large and may contain more than one site address. Please review the Address(es) associated with your property and follow the steps listed below if changes are required.

**\*Note:** the site address(es) will also be used as the unit’s mailing address. You will be required to select the mailing address associated with each unit. Please ensure this data is accurate.

1. Scroll to the Address area. You will be able to manage the site addresses from this section. The Address listed on the property is the primary site address. Check to see if this looks correct. If it does not look accurate, click on the Edit icon next to the address to modify it, as shown below.



2. The 'Edit Site Address' pop up will appear. Modify the necessary information and save your changes.

3. If a new site address needs to be added, click on the "Add" button.

## City of Maywood Owner/Manager User Guide

4. The 'Add Site Address' pop up will appear. Enter the required information (Address Line 1, City, Zip) and save your changes.

**Add Site Address**

Address 1\*  
Address 2

City\*  
Maywood

Zip\*  
State\*  
CA

Country\*  
United States

Primary

**Save** Cancel

5. The Addresses section will be updated with the newly added site address. Repeat as needed until all the site addresses associated with your property are added.

**Address**

Map Satellite

E 53rd St  
E 53rd St  
Pine

4410 E. 53RD ST. Maywood CA 90270 US

**123 maywood way Maywood CA 55555 US**

+ Add

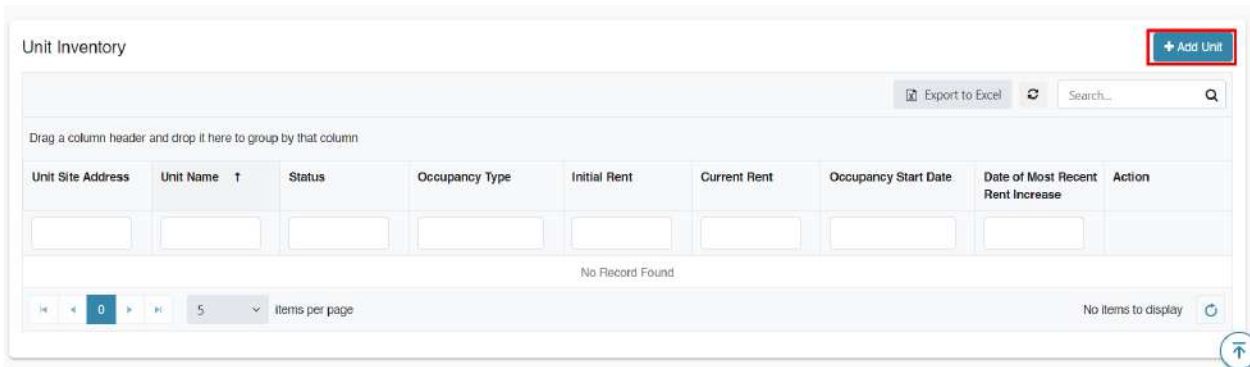
Image View Map View

### Step 2B: Add Unit(s)

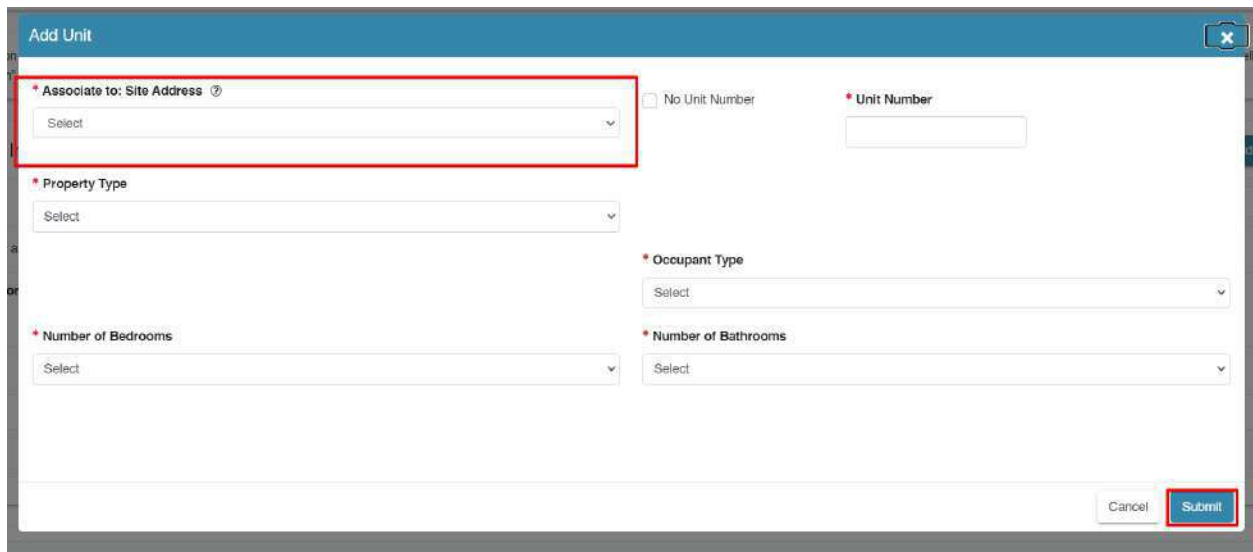
You now can add units to your property and provide details regarding the occupancies of these units. Adding units is an activity that you will only need to complete once. Once the inventory of units is established on your property, you will only need to provide updates to the occupancies and rents of those units moving forward. Follow the steps listed below to add unit(s) to your property.

**\*Note:** not every unit field will be explained in this guide. If you have specific questions, contact the Maywood Rent Program.

1. Scroll down to the Unit Inventory area. Click on the “Add Unit” button to begin adding a unit to your property.



2. Select the Unit’s Site Address from the dropdown as shown below. This dropdown will contain all of the added property site addresses. If you realize an address is missing, you can close this window and add it in the ‘Address’ section of the property page. The selected address should be part of the unit’s mailing address.



- Next, we need to know the name of the unit. This, too, should be part of the unit’s mailing address. If the unit does not have a specified name, click the ‘No Unit Number’ checkbox. This would indicate that the site address doubles as the unit address.

The screenshot shows the 'Add Unit' form with the following fields and their states:

- \* Associate to: Site Address**: A dropdown menu with 'Select' chosen.
- No Unit Number**: A checkbox that is currently unchecked, highlighted with a red box.
- \* Unit Number**: An input field with a red box around it, indicating it is a required field.
- \* Property Type**: A dropdown menu with 'Select' chosen.
- \* Occupant Type**: A dropdown menu with 'Select' chosen.
- \* Number of Bedrooms**: A dropdown menu with 'Select' chosen.
- \* Number of Bathrooms**: A dropdown menu with 'Select' chosen.

Buttons for 'Cancel' and 'Submit' are visible at the bottom right.

- Enter the required fields listed in the pop up to continue adding the unit to your property. Note that some field selections may require you to provide more information. The required fields will contain a red asterisk (\*) next to them. The form cannot be saved until all required fields are entered. Once all the required information is entered, click on the “Submit” button.

The screenshot shows the 'Add Unit' form with the following fields and their states:

- \* Associate to: Site Address**: A dropdown menu with '4410 E. 53RD ST. Maywood CA 90270 US-Parcels' chosen.
- No Unit Number**: A checkbox that is currently unchecked.
- \* Unit Number**: An input field with '1' entered.
- \* Property Type**: A dropdown menu with 'Condominium' chosen.
- Year Property Built (as reflected in Los Angeles county records)**: A text input field with '1941' entered.
- \* Was this unit created the same year as the property built?**: Radio buttons for 'Yes' (selected), 'No', and 'Unknown'.
- \* Number of Bedrooms**: A dropdown menu with '1' chosen.
- \* Number of Bathrooms**: A dropdown menu with '1' chosen.
- \* Date of Owner Move In**: A date input field with 'MM/DD/YYYY' and a calendar icon.

Buttons for 'Cancel' and 'Submit' are visible at the bottom right, with the 'Submit' button highlighted by a red box.



## City of Maywood Owner/Manager User Guide

- The Unit Inventory table will be updated. Each unit that gets added will have its own action menu displayed in yellow. If you made any error in the entry, you could use the yellow action menu to select the 'Edit' option and correct the details. Repeat these steps to add all the units on your property.

Unit Site Address	Unit Name	Status	Occupancy Type	Initial Rent	Current Rent	Occupancy Start Date	Date of Most Recent Rent Increase	Action
4410 E. 53RD ST. Maywood CA 90270 US	1	Non-Exempt	Tenant	\$ 2,500.00	\$ 2,500.00	10/29/2023	11/01/2023	

### Step 3: Submit a Property Exemption Application

It is possible that your property may qualify for an Exemption from the program. Follow the steps listed below to submit your request for Staff to review.

**\*Note:** not every unit field will be explained in this guide. If you have specific questions, contact the Maywood Rent Program.

- Scroll to the top of the property page. Click on the blue "Action" button.

**RENTAL REGISTRY PROGRAM  
CITY OF MAYWOOD**

My Dashboard

Overview

Parcel Number : 6313-020-021 | Site Address : 4410 E. 53RD ST. Maywood CA 90270 US | Year Built : 1941 | Assessor Total Unit Count : 1 | Total Units Added : 1

Property Status : Registration Open

**INSTRUCTIONS TO REGISTER YOUR PROPERTY**

**Step 1: Update Contact Information.** Scroll down to "Contacts" and click "Add Contact" to add necessary contacts (Primary Owner and Property Manager). You must add BOTH a Primary Owner and Property Manager contact. If there is no property manager, then you can indicate that the Property Manager contact information is the same as for the owner. After you have added both contacts, use "Contact Preferences" button to designate who should receive future rent registry communications.

**Step 2: Add Units.** Scroll down to "Unit Inventory" and click on "Add Unit" (top right) and add ALL residential units to the unit inventory. After adding units to inventory, you may claim individual unit(s) exempt by clicking on each unit's yellow "Action" button.

**Step 3: Claim Exemption(s)** Once all units are added, use each unit's yellow "Action" button to claim an exemption for individual units (e.g., "Owner-occupied").  
Note: If you believe your entire property is exempt from rent registration requirements, then use the blue property "Action" button to submit a property-wide exemption.

- Select 'Apply for Property Exemption'.

## My Dashboard

### Overview

Parcel Number : 6313-020-021 | Site Address : 4410 E. 53RD ST. Maywood CA 90270 US | Year Built : 1941 | Assessor Total Unit Count : 1 | Total Units Added : 1  
Property Status : Registration Open

← Back Action

Apply for Property Exemption

Submit Rent Registration

### INSTRUCTIONS TO REGISTER YOUR PROPERTY

**Step 1: Update Contact Information.** Scroll down to "Contacts" and click "Add Contact" to add necessary contacts (Primary Owner and Property Manager). You must add BOTH a Primary Owner and Property Manager contact. If there is no property manager, then you can indicate that the Property Manager contact information is the same as for the owner. After you have added both contacts, use "Contact Preferences" button to designate who should receive future rent registry communications.

**Step 2: Add Units.** Scroll down to "Unit Inventory" and click on "Add Unit" (top right) and add ALL residential units to the unit inventory. After adding units to inventory, you may claim individual unit(s) exempt by clicking on each unit's yellow "Action" button.

**Step 3: Claim Exemption(s).** Once all units are added, use each unit's yellow "Action" button to claim an exemption for individual units (e.g., "Owner-occupied").  
Note: If you believe your entire property is exempt from rent registration requirements, then use the blue property "Action" button to submit a property-wide exemption.

**Step 4: Submit for Registration.** After you have added all units and/or claimed any exemptions, use the blue property "Action" button at the top right corner of the page to submit property for registration.

- The property exemption application form will appear. Select the Exemption reason. You may be required to provide documentation to support your claim. Failure to provide adequate documentation may result in the denial of your claim. Enter the required fields and then submit your application.

**Apply for Property Exemption**

\* Please select the qualifying grounds for the property exemption

Select

Comments

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 Info

\* Full Name

\* Title

Select

Cancel Submit

- To confirm that your application was submitted successfully, scroll down to the "My Cases" section. You will see the Property Exemption Case in the 'Pending Review' status. You can check back periodically to see if it is approved or denied.

Case Number	Created On Entity	Case Type	Created On	Updated Date	Status
PE2025-23100183	APN: 6313-020-021	Property Exemption	11/06/2023 12:28 PM	11/06/2023 12:28 PM	Pending Review
	APN: 6313-020-021	Rental Registry Program	10/27/2023 04:16 AM	11/06/2023 12:04 PM	Registration Open



If your Property Exemption application is approved, your property status will read “Property Exempt” as shown below. Your registration for the current fiscal year will be complete.



## What Does My Property Status Mean?

Your property status can tell you about the registration status of your property. Review the statuses and their meanings below:

Property Status	Meaning
<b>Registration Open</b>	The registration period is open, and you need to provide updated information about your property and submit it for registration.  You may have submitted a property exemption and are waiting for staff to review; your property may be in this status until your application is processed. Check the status of your Property Exemption case to ensure it is not denied. If so, you will be required to register.
<b>Registration Denied</b>	Your registration was submitted, but Staff denied it due to some errors. You will need to review your inputs, make necessary edits, and re-submit the property.
<b>Unit Discrepancy</b>	Your property has been submitted for registration, and the number of units you have added to the property does not match with the assessor’s records. Your property is flagged for Staff to review. You do not need to take action. Staff will reach out if there are any questions.
<b>Pending Staff Review</b>	Your property has been submitted for registration and there are exemption applications that still need to be reviewed by the Staff. You do not need to take action. Staff will reach out if there are any questions.
<b>Registration Complete</b>	Your property has been submitted for registration and no further action is required.