

## **LAHD Customer Portal Frequently Asked Questions**

**Q. Why should I register instead of using the front page to pay my bills?**

**A.** The advantage of registering a property under your account allows you to request exemptions, update the billing address, manage multiple properties, and receive email notifications about your property.

**Q. Where can I find my APN or Statement number?**

**A.** You can find this information on the top right of your bill.

**Q. I forgot my username and/or password, how can I retrieve it?**

**A.** The User ID is your registered email ID and you can refer to the registration activation email sent during sign-up. To retrieve your password, click the “Home” tab on the Customer Portal. Under “Sign In”, you can click “Forgot Password” to reset your password.

**Q. How do I receive my Rent Stabilization Ordinance (RSO) Certificate?**

**A.** After logging on to your Customer Portal account, you can download, print, or email your RSO Certificate. You can find these options under the ‘RSO Certificate’ heading on the left side of the account webpage.

**Q. I need help registering an account, filing a Temporary Exemption, making a payment as a Registered User, making a payment using Fast Pay, and/or updating my Billing Address. Where can I find instructions?**

**A.** Visit the ‘Online Tutorials’ tab of this website to access helpful video tutorials on YouTube that will show you how to complete these tasks step-by-step. If you are using a mobile device, you can access ‘Online Tutorials’ from the menu bar at the top right of the page. If you are still having difficulties, contact our Helpline for assistance at (877) 614-6873.

**Q. How do I submit an Appeal?**

**A.** Before submitting an Appeal, make sure the regular fees have been paid (with the exception of invoices held in collections). Click on the ‘Additional Services’ drop-down and select, ‘Apply for a Fee Waiver.’ Select the invoice(s) you would like to appeal and click ‘Next.’ Select the Criteria, enter the Justification, then submit the Appeal. A letter will be sent once a determination has been made.

**Q. How do I create an account for my Agent or Management Company?**

**A.** Request that your Agent or Management Company register a new account to their email. You can then share your properties with them through ‘Manage User.’ For instructions on how to share your properties, visit this link to the ‘Registering an Account’ YouTube tutorial video: <https://youtube/76N53LthrKE?t=246>.

**Q. How do I update my Billing Address?**

**A.** On the homepage of your account, click ‘View/Edit Billing’ Address. A new page will load where you can click ‘Edit’ next to the Billing Address. Clicking ‘Edit’ will allow you to update your Billing address, phone number, and email (this will not change your registered email).

**Q. How do I change the registered email on my Customer Portal account?**

**A.** You are unable to change the registered email on your account. However, you can register a new account with your preferred email. If you have multiple properties to add to your new account, you can share them from your old account through 'Manage User'. If you use this feature, there is no need to add them one-by-one. For instructions on how to share your properties, visit this link to the 'Registering an Account' YouTube tutorial video: <https://youtube/76N53LthrE?t=246>.

**Q. I received a bill in the mail, but am unable to see the fees due on my account, how can I view them?**

**A.** You can remove and re-add the property using your bill's Statement number. Remove the property by clicking the 'Additional Services' drop-down. Add the property again by clicking 'Add Property' at the top left of the page. If the fees do not appear, contact us for assistance.

**Q. I need additional help. How can I contact you?**

**A.** Please contact us by email at [lahd.billing@lacity.org](mailto:lahd.billing@lacity.org) or by calling our Billing and Collections Section Helpline at (877) 614-6873. They are open Monday through Friday, 9 AM to 4 PM.

**Q. What are the circumstances for which The Los Angeles Municipal Code grants the Los Angeles Housing Department (Department) the authority to cancel penalties?**

**A.** The following are the four circumstances in which LAHD can cancel penalties per The Los Angeles Municipal Code:

1. **Debilitating illness and/or death of the *property owner*:** a. For illness, documented proof from their doctor is required to substantiate your claim. b. For death, a copy of the death certificate is required and the deceased must be an owner on title.
2. **Change of ownership:** The new landlord must register the property within forty-five (45) days of the sale date. A copy of the Grant Deed must be submitted.
3. **Change of Exemption Status:** Rental units must be registered within (10) days from the date the units became rented. A copy of the rental agreement must be submitted.
4. **Department error** (must have substantial justification equating to a specific error, for consideration).

**Q. What happens if my circumstance does not fall under one of the four listed above?**

**A.** The Department will deny Administrative Appeals that are unresponsive to the above noted criteria

**Q. Will my payment history be taken into consideration?**

**A.** The Department will deny a request to cancel a penalty based on an owner's payment history for the Rent Stabilization Ordinance (RSO), Systematic Code Enforcement Program (SCEP) and/or Housing Code fees. The LAMC does not grant the LAHD the authority to consider a property owner's (owner) payment history, whether positive or negative, in determining whether or not to cancel a penalty.

**Q. Will the USPS postage meter date (postmark) on a payment envelope be considered as the received date?**

**A.** The Department will deny a request to cancel a penalty based on a USPS postmark date that is after the payment due date. The applicable LAMC states that the remittance (payment) will be deemed paid on the date *received*. A postage meter date only indicates that the proper postage was paid; it does not provide evidence of when the payment was received.

- Q. Will an administrative appeal be approved if the payment was mailed prior to the delinquency date with sufficient time for the United States Postal Service (USPS) to deliver the payment prior to the delinquency date?**
- A. The Department will deny a request to cancel a penalty based on an assertion that the taxpayer mailed the payment “early enough” to allow the USPS sufficient time to deliver the payment prior to the delinquency date. The applicable LAMCs states that the remittance (payment) will be deemed paid on the date *received*.
- Q. Will penalties be waived if my Financial circumstances prevented the payment of the amount due prior to the delinquency date?**
- A. The Department will deny a request to cancel a penalty based on the financial circumstances of an owner, which prevented the received of the amount due prior to the delinquency date. Under the LAMC, there is no provision to cancel penalties due to financial circumstances that prevented a timely payment. However, you are strongly encouraged to contact the Billing and Collections Section at your earliest opportunity to request a Payment Plan Agreement.
- Q. If I don't receive an Annual Bill or Housing Code statement do I still have to pay the delinquent fees?**
- A. The Department will deny a request to cancel a penalty. It is the obligation of the owner to pay all outstanding fees and update their contact information with the Department. The failure to receive an Annual Bill does not relieve the property owner of the legal obligation to pay the fees and does not provide a basis for the waiver of any penalties.
- Q. Will the penalties be waived if I am a new residential rental property owner and do not understand the Rent Stabilization Ordinance (RSO), and/or Housing Code Programs?**
- A. The Department will deny a request to cancel a penalty based on an owner not understanding the pertinent programs, including program fees. The reason for this is that most resident rental real estate transactions occur through an escrow process where the owner is responsible for an understanding of the property's fiscal obligations, e.g. property taxes, RSO and Housing Code fees, etc.
- Q. Will a penalty be waived if payment was not received because I made an error when imputing account or payment information through LAHD's online payment system?**
- A. The Department will deny a request to cancel a penalty based on the owner submitting incorrect information while submitting an online payment through the Billing and Collection's online payment system. The reason for this is that owners agree to Terms of Use and Terms of Payment that place the responsibility with the owner to enter correct account information. Examples of owner online payment errors include, but are not limited to, owner input of an incorrect account or routing number in an eCommerce transaction or failure to accurately validate credit/debit card information.
- Q. What if my Home banking or online bill payments that I set up are late through no fault of my own?**
- A. The Department will deny a request to cancel a penalty related to a home banking or online bill payment that a property owner or representative initiated prior to the delinquency date, which the Department received after the delinquency date. The reason for this is that it is the owner's responsible to ensure timely payment of all outstanding fees. For additional information, please review the terms and conditions on the Billing and Collection's customer portal or your banking institute's customer agreement, disclosures or terms and conditions. Finally, some banks provide a disclosure on their online bill pay websites urging users not to use the service when making federal, state or local payments of any kind.

- Q. Will an appeal be approved if I never received the Annual Bill/Housing Code Statement because it was returned to LAHD as undeliverable or returned to sender?**
- A.** The Department will deny a request to cancel a penalty related to USPS delivery services. USPS delivery service issues should be referred to the local Post Office for disposition and are excluded from Appeal consideration. The Department will consider requests for Statements returned by USPS on a case-by-case basis. Failure to receive a bill does not provide a basis for excusing penalties for late payment. The bills will still be due on the same date. Annual Bills are provided as a courtesy and as such are mandated to be issued to the last known address identified on the Los Angeles Assessor Office's Tax Roll or as provided by the owner on the prescribed form.