

City of West Hollywood – Rent Stabilization & Housing Division

Annual Rent Registration Fee Online Payment Manual

The City of West Hollywood is currently accepting online payments for the Annual Rent Registration Fees. Please note this process will only allow you to pay your outstanding balances. If you need to update any account information, please call (323)848-6450 or email at rsh@weho.org.


Reminder!

- **Standard Unit Fee** - \$144 (Effective July 1, 2017) – Unless the unit currently qualifies for an exemption AND an exemption has been granted by the City.
- **Section 8 Unit Fee** - \$60 – Only if occupied by a tenant receiving Section 8 housing subsidy AND Section 8 registration form was accepted by the City.
- In order to be exempt from the registration fees for the 2018-2019 billing period, applications for an exemption and Section 8 registration forms must be filed with the City by July 1, 2018.
- **ONLY** accepted payment methods: Visa, MasterCard or AMEX

The following pages will provide a step by step instruction of the online bill payment program. Feel free to call (323)848-6450 or email rsh@weho.org if you have any questions or require additional assistance.

Step 1:

The new "**Annual Rent Registration Fee**" bill you receive in the mail will generate an account number and a PIN number as displayed below.

	CITY OF WEST HOLLYWOOD Department of Rent Stabilization and Housing 8300 Santa Monica Blvd., West Hollywood, CA 90069-4314 (323) 848-6450	PAYMENT DUE DATE July 1, 2017
ANNUAL RENT REGISTRATION FEE		
ACCOUNT NO. 2222-22-2121	PIN NO. 123456	
Address 1234 Main St		
Mailing Address Jane Doe 1000 Main St Legoland, MS 00005		
The Annual Rent Registration Fee for the property located at: 1234 Main Street is due no later than July 1, 2017.		
The fee is \$144 for each non-section 8 unit unless the unit currently qualifies for an exemption AND an exemption has been granted by our department. The fee is \$80 for each unit occupied by a tenant receiving a Section 8 subsidy AND a Section 8 registration form has been accepted by the department. Applications for an exemption from 2017 - 2018 fees and Section 8 registration forms must be filed by July 1, 2017.		
Write the account number on your check. Pay to the "City of West Hollywood." Mail your check and the lower portion of this Annual Rent Registration Fee Notice in the envelope provided. DO NOT INCLUDE CORRESPONDENCE WITH YOUR PAYMENT.		
ONLINE PAYMENTS ARE NOW AVAILABLE!		
See the insert for instructions on how to create your account in the new online billing system. If you have any questions about this bill, call (323) 848-6450.		
Information on the 2017 - 2018 General Adjustment will be mailed to you before August 1, 2017		
BUILDING INFORMATION Total Units: 2 Less Exempt Units: 0 Total Billable Units: 2 Units @ \$144: 2 Section 8: 0	ASSESSMENT Previous Balance: \$0.00 Registration Fees: \$288.00 Section 8 Registration Fees: \$0.00 Penalty Assessment: \$0.00 Less Payments/Credits: \$0.00 TOTAL FEES DUE: \$288.00	
Exemption applications to add exempt units or registration forms to add Section 8 units must be filed with this office by July 1, 2017.		
AMOUNT SUBMITTED: \$		
PLEASE RETURN THE LOWER PORTION IN THE ENVELOPE FURNISHED WITH A CHECK PAYABLE TO: CITY OF WEST HOLLYWOOD KEEP THE UPPER PORTION FOR YOUR RECORDS		
ACCOUNT NO. 4337-015-039 Address: 355 Westbourne Dr	BUILDING INFORMATION Total Units: 2 Less Exempt Units: 0 Equal Billable Units: 2 Units @ \$144: 2, Section 8: 0	
Make address corrections below:		
Name _____		
Address _____		
City _____ State _____ Zip _____		
Mailing Address: Jane Doe 1000 Main St Legoland, MS 00005		
ASSESSMENT Previous Balance: \$0.00 Registration Fees: \$288.00 Section 8 Registration Fees: \$0.00 Penalty Assessment: \$0.00 Less Payments/Credits: \$0.00 TOTAL FEES DUE: \$288.00		
AMOUNT ENCLOSED: \$		
RETS		

PIN # generated with a unique algorithm.

Account Number

Step 2:

Type the following website address into the search engine: <https://rsh.weho.org>

- You will be routed to the City's Online Bill payment website.
- Enter the account number and the pin number displayed in the bill you received and click on "Find Account."

WEST HOLLYWOOD *The Creative City*

City of West Hollywood - Rent Stabilization and Housing
Annual Rent Registration Online Payment

8300 Santa Monica Blvd., West Hollywood, CA 90069 • (323) 848-6450 • rsh@weho.org

Welcome! West Hollywood is currently accepting online payments for Annual Rent Registration Fees. Please note this process will only allow you to pay your outstanding balances. If you need to update any account information, please call or email the city at rsh@weho.org.

- Standard Unit Fee - \$144 (Effective July 2017) - Unless unit currently qualifies for an exemption AND an exemption has been granted by us.
- Section 8 Unit Fee - \$60 - Unless required to be occupied by tenant receiving Section 8 housing subsidy AND a Section 8 registration form accepted by us.
- Applications for an exemption from 2018-2019 fees and Section 8 registration forms must be filed by July 1, 2018.
- Accepted payment methods: Visa, MasterCard, AMEX.
- [Frequently Asked Questions](#)

>> Login information is located at the top of the Annual Rent Registration Form, which is annually mailed in May.

Please note that this website supports the following browsers:

- Google Chrome version 58.x and above
- Microsoft Internet Explorer 11 and above
- Microsoft Edge version 40.x and above
- Mozilla Firefox version 54.x and above
- Apple Safari version 10.x and above

Account #

PIN

[Find Account](#)

Step 3:

The Annual Rent Registration Fee Bill will be displayed.

- Enter **ALL** the information requested. Once you complete entering the information, please click on “Submit Payment.”

Please note: Only full payments are allowed. Partial payments will need to be cleared with City staff first. Please call (323)848-6450 if you wish to discuss your payment options.

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Please verify the information shown is correct.

Account Information		Building Information	
Account #	1234-123-123	Total Units	10
Owner	Helen Yang	Less Exempt Units	0
Property Address	1000 Valley Vista Dr, Suite 100 West Hollywood, CA 90069	Total Billable Units	10
Mailing Address	180 Via Verde, Suite 500 San Dimas, CA 91773	Units at \$144	10
		Section 8 Units at \$60	0

Note: Exemption applications to add exempt units or registration forms to add Section 8 units must be filed with this office by July 1, 2017.

Payment Due Date July 1, 2017

Fee Assessment

Previous Balance	\$0.00
Registration Fees	\$1,440.00
Section 8 Registration Fees	\$0.00
Penalty Assessment	\$0.00
Less Payment/Credits	\$0.00
TOTAL BALANCE DUE	\$1,440.00

Email Receipt To

Payment Methods

Credit Card Billing Info

Credit Card #	<input type="text" value="4123412341234123"/>
Card Expiration	<input type="text" value="01 / 2014"/>
Card CVV	<input type="text" value="123"/>

Submit Payment (Click Submit Only Once)

Powered by

Annotations:

- Payments will be routed through the Heartland Payment Gateway using the tokenization method to meet the City's PCI requirement. This information will not be stored.
- Once the user clicks "Submit Payment" the button will turn gray to prevent multiple additional clicks.
- If insufficient information is provided, user will receive red text prompting them to supply the correct or additional info.

Card Expiration	<input type="text" value="01 / 2010"/>
	Your credit card has expired.
Card Expiration	<input type="text"/>
	Please enter the card security code.

Step 4:

You will receive an email confirming your payment and notifying you that the “Certificate of Compliance” will be mailed to you within 10 days after you submit payment. Please call our offices if you have any further questions or require further assistance at (323)848-6450.