



Residential Occupancy Permit 2021 Online Renewal Guide

Frequently Asked Questions

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3-Tier Service Delivery Model

Tier 1: Inspection on a 6-year cycle

Owners are required to complete annual self-certification affidavit online.

Tier 2: Inspection on a 5-year cycle

No affidavit needed.

Tier 3: Inspection on a 3-year cycle

Pay to renew permit.

Information about the 3-tier service delivery model is available online at [www.sanjoseca.gov/Code Enforcement](http://www.sanjoseca.gov/Code%20Enforcement)

Go to this website <https://sjpermits.org/permits>

200 E Santa Clara St
San José CA 95113
(408) 535-3555

Permit Center Website

www.sanjoseca.gov



Permit and Property Information

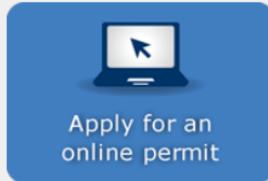


You can search for the following information:

- Zoning designation
- Permit history
- Plan review status
- Property information
- Proposed projects



I want to...



Additional Information

Fees and Information

- [Building Permit Fee Schedule](#)
- [Planning Permit Fee Schedule](#)
- [Permit Cost Estimate Worksheet](#)
- [Projects in City Council Districts](#)
- [Reports for Construction and Permit Activity](#)

Interactive Maps

- [Building Permits Issued](#)
- [Code Enforcement Cases](#)
- [General Plan Designation](#)
- [Zoning Districts](#)
- [View all interactive maps](#)

Building Handouts and Forms

Look at the 2021 Renewal Notice

Enter the owner number or customer number

The screenshot shows the website interface for sjpermits.org. On the left is a dark blue sidebar with navigation links: Login, Available Online Permits, FAQs, Resources, Get Development Updates, Privacy Policy, Feedback Form, and Contact Us. The main content area is light gray and titled "Pay for Permits, Plan Reviews, and Licenses". It contains instructions for entering a Customer Identification Number or Rapid Service Number (RSN) to pay for fees. A list of services that can be paid for is provided: Permit Fees, Plan Reviews, Residential Occupancy Permit (may also renew permit), Tobacco Retail License, and Off-Sale Alcohol Permit. Below the list, there is a text input field for the RSN, with a yellow arrow pointing to it. There are "Enter" and "Reset" buttons below the input field. At the bottom, contact information for the Permit Center is provided: 200 East Santa Clara Street, San José CA 95113 | (408) 535-3555. A footer note states that the website is developed by Intergraph Corporation and the City of San José.

sjpermits.org

Login

Available Online Permits

FAQs

Resources

Get Development Updates

Privacy Policy

Feedback Form

Contact Us

Pay for Permits, Plan Reviews, and Licenses

You will need your Customer Identification Number or Rapid Service Number (RSN) to pay for your fees

You may pay for:

- Permit Fees
- Plan Reviews
- Residential Occupancy Permit (may also renew permit)
- Tobacco Retail License
- Off-Sale Alcohol Permit

To continue, type your customer number (RSN) and hit 'Enter'.
Use the Owner, Residential Landlord, or Alternate RSN from your invoice or letter.

RSN:

Enter Reset

Permit Center | 200 East Santa Clara Street, San José CA 95113 | (408) 535-3555

The City of San José Online Permits website is developed by Intergraph Corporation and City of San José.

If you need assistance, please call (408) 535-7770 or email MHProgram@sanjoseca.gov Please be aware the office will be closed for the holidays starting December 24th.

Verify Customer Information

sjpermits.org

Login

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Contact Us

Verify Customer Identification Number

The City's records show that the Customer Identification Number entered is associated with the following company, property owner or trustee:

JANE OWNER
123 MAIN STREET
SAN JOSE, CA 95112

If this is correct, please select "Continue"

Continue >>

If this information is not correct, please return to the previous page and reenter your Customer Identification Number. If you have entered the number correctly and the information displayed is not correct, please contact the City at (408) 535-3555 to have your record updated.

Permit Center | 200 East Santa Clara Street, San José CA 95113 | (408) 535-3555

The City of San José Online Permits website is developed by Intergraph Corporation and City of San José.

If the customer info is correct, please press continue. If the info needs to be updated, email

CEAddressUpdate@sanjoseca.gov

Service Level Tier 1

Make a decision to complete Self-Certification Affidavit or opt out of Service Level Tier 1.

The following Tier 1 properties are eligible for self-certification:



Permit Number	Address	Certify	Opt Out	Defer	Status	Fees Due
1350000	987 CENTER St	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not Certified	293.00

- A Self-Certification Affidavit must be completed on an annual basis by the owner or owner's agent no later than December 31 of each year. Check "Certify" for each property you wish to Self-Certify.
- Failure to complete a Self-Certification Affidavit or pay all fees by the due date will result in reassignment from Tier 1 to Tier 2.
- You may voluntarily opt out of Tier 1. Check "Opt Out" if you want to submit an Opt Out Affidavit for a property. You will not be eligible for reinstatement to Tier 1 until the next routine inspection for each property and your bills for those properties will be recalculated at the Tier 2 rate. You will be able to review the rate before submitting the affidavit.
- Check "Defer" to postpone a decision on a property. You must complete the affidavit before January 1st to retain the Tier 1 status.
- Click "Continue" to complete the affidavits. You will have a chance to review or change your selections before they are submitted.

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Continue >>

Self-Certification is a Requirement of Tier 1

The Residential Occupancy Permit must be paid in full and this Self-Certification Affidavit must be completed on an annual basis by the owner or owner's agent no later than December 31 of each year. Failure to complete this affidavit and make timely payment will result in reassignment from Tier 1 to Tier 2 in January.

SELF-CERTIFICATION AFFIDAVIT:

- I understand that I may use the [City of San Jose's model](#) Residential Occupancy Permit Checklist or a customized form that includes all items listed on the Residential Occupancy Permit checklist.
- I certify that every unit in the building will be inspected on an annual basis and upon change in tenancy.
- I certify that I will provide a copy of the completed checklist to the occupants of each unit inspected within five (5) working days of the inspection.
- I certify that I will maintain every unit in compliance with the minimum housing standards listed on the [City of San Jose's model](#) Residential Occupancy Permit Checklist.
- I certify that the owner, or an agent of the owner, will notify the City of San Jose Code Enforcement Department if any unit cannot be self-certified. This notification must occur no later than July 31 of each year the building is eligible for Tier 1.
- I understand that failure to complete the self-certification inspection process may result in reassignment to Tier 2.
- I certify that I will maintain a hard copy or electronic copy of the self-certification inspection records for seven (7) years from the date of inspection.
- I certify that I will provide access to the property for any City of San Jose Code Enforcement Inspector for the express purpose of inspection or audit.

Signature: **By checking this box, I agree that the above information is true.**

Date Submitted: **Submitted By:** JANE OWNER

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Continue >>

Self-Certification: Confirmation of Decision

Click "Submit" to complete the Self-Certification process.

You will not be able to change your choices after you click "Submit".

Once your choices are processed you will be taken to the Fees Due page where you may pay any fees that are due.

[<< Start Over](#) [Submit](#)

After clicking submit, a printable confirmation notice will appear.

You have certified these properties on 12/1/2020
987 CENTER ST SAN JOSE

[Continue >>](#)

[Print this page](#)

Deferring the Decision on a Property Assigned to Tier 1

Think about the benefits and responsibilities of Tier 1.

If the online self-certification is not completed by December 18, 2020, the building will be reassigned to Service Level Tier 2. A new invoice at the higher fee will be mailed in January 2021.

Permit Number	Address	Certify	Opt Out	Defer	Status	Fees Due
1350000	987 CENTER ST	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not Certified	293.00

City Hall is closed to the public, however, staff is working remotely to assist you. If you need assistance, please call (408) 535-7770 before the holiday closure December 24, 2020, through January 1, 2021

Opting Out of Service Level Tier 1

Permit Number	Address	Certify	Opt Out	Defer	Status	Fees Due
1350000	987 CENTER St	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Not Certified	293.00

Checking the opt out box and pressing continue will lead to a screen showing the difference between Service Level Tier 1 and 2 fees.

Before continuing please verify that you wish to opt out of self-certification requirements for the following Tier 1 properties.

Permit Number	Address	Tier 1 Fee	Tier 2 Fee
1350000	987 CENTER St	293.00	0.00

- You will not be eligible for reinstatement to Tier 1 until the next routine inspection date for each property.
- Your bill will be recalculated at the Tier 2 rate.
- If this permit is in your shopping cart it will be removed. You will be able to add the new bill before checking out.

By checking this box, I opt out of Tier 1 and my bills will be recalculated at the Tier 2 rate. I will not be eligible for reinstatement to Tier 1 until the next routine inspection date for each property.

Date Submitted:

12/01/2020

Submitted By:

JANE OWNER

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Continue >>

Recalculate Fees for Change from Tier 1 to 2

Before continuing, please verify that you wish to opt out of self-certification requirements for the following Tier 1 properties

Permit Number	Address	Tier 1 Fee	Tier 2 Fee
1350000	987 CENTER St	293.00	0.00

- You will not be eligible for reinstatement to Tier 1 until the next routine inspection date for each property.
- Your bill will be recalculated at the Tier 2 rate.
- If this permit is in your shopping cart it will be removed. You will be able to add the new bill before checking out.

Opt Out: **By checking this box, I opt out of Tier 1 and my bills will be recalculated at the Tier 2 rate. I will not be eligible for reinstatement to Tier 1 until the next routine inspection date for each property.**

Date Submitted: 12/01/2020 **Submitted By:** JANE OWNER

Information about the 3-tier service delivery model is available online at www.sanjoseca.gov/Code Enforcement

Payment Options



1. Credit card payments accepted online

www.sjpermits.org/permits/

2. Mail check payable to: “City of San José Multiple Housing”

Please write your permit number that appears on the invoice on the check and mail with the payment slip.

Paying for the Residential Occupancy Permit Online

If the owner or customer has multiple properties associated with that specific name, then the list will include the file numbers for each building.

Permits with fees due

[Go to Shopping Cart](#)

Number of permits matching search criteria - 1

Now displaying permits 1 through 1

Code Enforcement							
File Number	Address	Project Name	Application Type	Application Date	Location	Status	Description
1350000	987 CENTER St		Multiple Housing			Active	

Page 1 of 1



To proceed with payment, click on the file number.

Proceeding with Online Payment

Scroll down to see Fees/Bills.

Check the Pay boxes.



Fees/Bills

Description	Fees	Balance	Paid In Full	Billnumber	Pay?
MH Housing Permit	\$238.00				
Bill	\$238.00	\$238.00	No	1000001	<input checked="" type="checkbox"/>
MH Mediation	\$55.00				
Bill	\$55.00	\$55.00	No	1000002	<input checked="" type="checkbox"/>

Next, click “Add to shopping cart.”

Review and Checkout

Permit Details

Permit Number	Address	Permit Type	Folder Name	Major Use	Work Proposed	Status	Description
1350000-MH	987 CENTER St	Multiple Housing		Apartment		Active	

Added Bill(s)

Description	Fees	Balance	Paid In Full	Billnumber	Pay?
MH Housing Permit	\$238.00				
Bill	\$238.00	\$238.00	No	1000001	<input checked="" type="checkbox"/>
MH Mediation	\$55.00				
Bill	\$55.00	\$55.00	No	1000002	<input checked="" type="checkbox"/>

If you own or manage more buildings and want to add them to pay at the same time, click “add more”.

Proceed to checkout when you are ready to make an online payment.

Payment Confirmation

Permit Number	Address	Project	Reference Number	Bill	Amount	Pay	Add	Remove
2008 062233 MH	987 CENTER ST		1350000	1000001	238.00	✓	Add	Remove
2008 062233 MH	987 CENTER ST		1350000	1000002	55.00	✓	Add	Remove

Clicking remove will remove the billed amount of the associated permit from your payment window. Checking add will add a removed bill back to your payment window.

You may pay by credit card on line or complete the process to this point and go to City Hall to pay for the permit.

Are you paying with a company Credit Card?

- No
 Yes

(any refund will be made payable to the company)

Company Name:

Payment Amount (\$):

Electronic payments are processed by CyberSource™ in conformance with the City of San José's [Privacy and Disclosure Statement](#)

Enter Payment Information

Billing Information

* Required field

First Name *

Last Name *

Company Name

Address *

City *

Country *

State/Province *

Zip/Postal Code *

Email

Your Order

Total amount 293.00

Payment Details

Card Type *

 Visa  Mastercard

Card Number *

Expiration Date *

CVN 

This code is a three or four digit number printed on the back or front of credit cards.

Payment is successfully applied, print the receipt for your records

sjpermits.org

Log In or Register / Log out

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Permit Center
200 E Santa Clara St
San José CA 95113
(408) 535-3555

Step 1: Select Job site Step 2: Select permit type Step 3: Select use Step 4: Select permit info
Step 5: Select fixtures Step 6: Sign application Step 7: Process application » Step 8: Checkout

Permits Under Inspections [City inspection information page](#)

Payment was successfully applied.

Receipt

If your permit has been issued, please be sure to print your Job Card and the Permit Declarations and have them available at the job site at the time of inspection. Thank You.

Permit #: 2014 039187 MH

Permit is not ready to issue at this time.

Logout

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Resources for Customers

Questions about Residential Occupancy
Permit, call Code Enforcement at
(408) 535-7770 or email
MHPProgram@sanjoseca.gov

Questions about Apartment Rent
Ordinance and fees, call the
Housing Department at
(408) 975-4480 or email
ARO@sanjoseca.gov

