

# Code Enforcement Multiple Housing Tier 1 Permit Payments Process and Self-Certification

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2023



*Planning, Building and  
Code Enforcement*

# Objectives

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In this presentation you will understand how to:

- Create an account and Login into Sjpermits.org
- Certify your Tier 1 property
- Make an online payment for Tier 1 properties
- Contact support assistance

What you will need to begin:

- Your Residential Occupancy Permit Invoice (ROP)



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To create an account, you can select one of the options to create an account to login.

### Login:

Your Email Address \*

E-mail cannot be blank

Your Password \*

Password cannot be blank

Remember me on this computer

Sign in

[Forgot Password](#)

[Unregistered User Payment](#)

### Register:

To get started with the new SJPermits.org, select the best option for you.

For assistance, please visit:

[SJPermits FAQs](#)

[SJPermits Account Setup Guide](#)

**You only need to do this once.**

**Option 1: Account with original [SJPermits.org](#).**

**Option 2: I do not have an [SJPermits.org](#) account, but I do have permit history OR I am a property owner.**

**Option 3: New user account creation**

Questions? Please check out our [Account Setup Guide](#)

[Public Information Search](#)

[Schedule Inspection](#)

Option 1: This option is for users who had accounts within the original SJPermits portal (before Nov. 5, 2020), and who want to move their accounts into the updated portal. Complete the form and receive the verification account email to complete the setup process.

### CREATE AN ACCOUNT

This data is being collected and stored by City of San Jose in accordance with the City of San Jose E-Governance Policy.

Email *	Confirm Email *
<input type="text"/>	<input type="text"/>
First Name *	Last Name *
<input type="text"/>	<input type="text"/>
Company Name	
<input type="text"/>	
House # *	Street Direction
<input type="text"/>	<input type="text"/>
Street Name *	Street Type
<input type="text"/>	<input type="text"/>
Unit Type	Unit #
<input type="text"/>	<input type="text"/>

Once you complete the registration page, you receive instructions to verify your email.

## THANK YOU

You have been emailed a verification code to sign in. Click on 'verify your email' button below, enter the verification code and create a new password to complete registration.

If you do not receive the email within 5-10 minutes, select "Verify Your Email" and select "Resend Email" for a new email to be sent. Don't forget to check your "Spam" inbox.

If you continue to experience difficulties, contact: [OnlinePermits@sanjoseca.gov](mailto:OnlinePermits@sanjoseca.gov).

[Verify Your Email](#)

[Return to Home Page](#)

After making a selection on the previous screen and finished creating an account, you will receive an email to proceed with verifying your account. Click the link in the email to complete the setup process and proceed.

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## New Customer Welcome Inbox x



noreply@sanjoseca.gov

1:45 PM (1 minute ago)



to me ▾

Your PIN Number is:7653

"Thank you for creating your account with the City of San Jose. In order to complete your registration please verify your email account by entering the pin number below in the provided link."

<https://portal.sanjoseca.gov/deployed/sfjsp?interviewID=VerifyYourEmail>



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Once you click the portal link, you will be taken to the verify your email page. On this page, you will input your verification number and create a password, then click Verify Your Email.

Email \*

Joe.Smith@sanjoseca.gov

Verification Code \*

7653

New Password \*

.....

Confirm Password \*

.....

Verify Your Email

[Resend Email](#)

[Create an Account](#)



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Once you create a password and click verify. You will see a confirmation page that your account is setup.

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Thank you. Your password setup is done. You may log in now.

Continue



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Option 2: I do not have an SJPermits account, but I do have permit history OR I am a property owner. This option is for users who lack an SJPermits account but have permit records and active applications with the City and would like these records associated with the creation of a new SJPermits account. Make a yes or no selection and proceed to create an account page.

### USER LOGIN MIGRATION

You must register to apply for a permit online at SJPermits.org. If you have previously applied for or been associated with permits through the 1) City Hall Permit Center; 2) 3rd floor Development Services; or 3) Fire Department, indicate below if you would like these applications and permit records associated with your user account. Click one:

[Yes, I wish to associate the permits I applied for or was a part of with my user account.](#)

[No, I do not wish to associate the permits I applied for or was part of to my user account. Take me to the Create a New Account screen.](#)

### CREATE AN ACCOUNT

This data is being collected and stored by City of San Jose in accordance with the City of San Jose E-Governance Policy.

<b>Email *</b>	<input type="text"/>	<b>Confirm Email *</b>	<input type="text"/>
<b>First Name *</b>	<input type="text"/>	<b>Last Name *</b>	<input type="text"/>
<b>Company Name</b>	<input type="text"/>		
<b>House # *</b>	<input type="text"/>	<b>Street Direction</b>	<input type="text"/>
<b>Street Name *</b>	<input type="text"/>	<b>Street Type</b>	<input type="text"/>
<b>Unit Type</b>	<input type="text"/>	<b>Unit #</b>	<input type="text"/>

After making a selection on the previous screen and finished creating an account, you will receive an email to proceed with verifying your account. Click the link in the email to complete the setup process and proceed with making your payment.

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## New Customer Welcome Inbox x



noreply@sanjoseca.gov

1:45 PM (1 minute ago)



to me ▾

Your PIN Number is:7653

"Thank you for creating your account with the City of San Jose. In order to complete your registration please verify your email account by entering the pin number below in the provided link."

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Once you click the portal link, you will be taken to the verify your email page. On this page, you will input your verification number and create a password, then click Verify Your Email.

Email \*

Joe.Smith@sanjoseca.gov

Verification Code \*

7653

New Password \*

.....

Confirm Password \*

.....

Verify Your Email

[Resend Email](#)

[Create an Account](#)



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Once you create a password and click verify. You will see a confirmation page that your account is setup.

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Thank you. Your password setup is done. You may log in now.

Continue



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Option 3: New user account. This option is for users who either have never had an account or who simply want to create a new account. Once you receive the confirmation email, click the link in the email to complete the verification account process.

**CREATE AN ACCOUNT**

This data is being collected and stored by City of San Jose in accordance with the City of San Jose E-Governance Policy.

<b>Email *</b>	<b>Confirm Email *</b>
<input type="text"/>	<input type="text"/>
<b>First Name *</b>	<b>Last Name *</b>
<input type="text"/>	<input type="text"/>
<b>Company Name</b>	
<input type="text"/>	
<b>House # *</b>	<b>Street Direction</b>
<input type="text"/>	<input type="text" value="v"/>
<b>Street Name *</b>	<b>Street Type</b>
<input type="text"/>	<input type="text" value="v"/>
<b>Unit Type</b>	<b>Unit #</b>
<input type="text"/>	<input type="text"/>

Once you will receive the email proceed with verifying your account. Click the link in the email to complete the setup process and proceed with making your payment.

New Customer Welcome Inbox x



noreply@sanjoseca.gov

1:45 PM (1 minute ago)



to me ▾

Your PIN Number is:7653

"Thank you for creating your account with the City of San Jose. In order to complete your registration please verify your email account by entering the pin number below in the provided link."

<https://portal.sanjoseca.gov/deployed/sfjsp?interviewID=VerifyYourEmail>



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Once you click the portal link, you will be taken to the verify your email page. On this page, you will input your verification number and create a password, then click Verify Your Email.

Email \*

Joe.Smith@sanjoseca.gov

Verification Code \*

7653

New Password \*

.....

Confirm Password \*

.....

Verify Your Email

[Resend Email](#)

[Create an Account](#)



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Once you create a password and click verify. You will see a confirmation page that your account is setup.

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Thank you. Your password setup is done. You may log in now.

Continue



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# Self-Certifying your Tier 1 property

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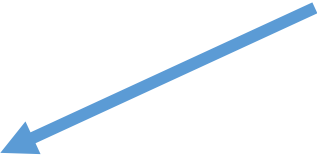


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Once logged in, follow the link on your invoice to self certify

# WELCOME TO SJPERMITS.ORG

**YOU ARE HERE TO**



Certify MH Permit

Pay Fee

After logging, select “MH Self Certification”

**MY SERVICES**

Public Information Search    Update Personal Info    Sign Out ↗

**My Services** :    test@gmail.com

Note: Inspections can only be scheduled from the My Services Page.  
If you have been redirected from the Inspection Portal, please refresh to see updates to your applications.

To continue an incomplete application, click Detail to view the permit and select "Continue to Submit Application" at the top.

Apply for New Permit    Pay for My Permits    Manage Inspections    **MH Self Certification**

**FOLDER DETAILS**

You will see a list of your Tier I properties and their certification status. Check the boxes next to the properties you want to certify. Then click “Certify”.

[Return To My Services](#)

THE FOLLOWING TIER 1 PROPERTIES ARE ELIGIBLE FOR SELF-CERTIFICATION

Permit Number	Property Address	Status	Fees Due
<input checked="" type="checkbox"/> 08-056586	4497 HAMILTON AV SAN JOSE CA 95130-1418	Not Certified	121.89
<input type="checkbox"/> 18-147766	2128 MONTEREY RD SAN JOSE CA 95112-6016	Certified	0
<input type="checkbox"/> 08-059408	1602 BRANHAM LN Building 3SAN JOSE CA	Not Certified	150.01
<input type="checkbox"/> 08-055709	5270 SNOW DR SAN JOSE CA 95111-2752	Not Certified	309
<input type="checkbox"/> 21-016599	2450 SENTER RD SAN JOSE CA 95111-1040	Not Certified	2101.01

[Certify](#)

[Opt Out](#)

An owner or owner's agent who wishes to maintain Tier 1 status must agree to check every unit in the building on an annual basis and, upon change in tenancy, must provide a copy of the completed Self-Certification Checklist.

An affidavit agreeing to these conditions must be completed at [SJPermits.org](http://SJPermits.org) during the renewal process for the Residential Occupancy Permit as a requirement for keeping Tier 1 status.

Check all the checkboxes on the Self-Certification Affidavit page, then click “Submit”.

**SELF-CERTIFICATION AFFIDAVIT:**

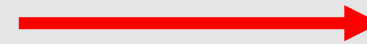
<input checked="" type="checkbox"/>	I understand that I may use the City of San Jose's Model Residential Occupancy permit Checklist or a customized form that includes all items listed on the Residential Occupancy Permit Checklist.
<input checked="" type="checkbox"/>	I certify that every unit in the building will be inspected on an annual basis and upon change in tenancy.
<input checked="" type="checkbox"/>	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.
<input checked="" type="checkbox"/>	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
<input checked="" type="checkbox"/>	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.
<input checked="" type="checkbox"/>	I understand that failure to complete the self-certification inspection process may result in reassignment to Tier 2.
<input checked="" type="checkbox"/>	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.
<input checked="" type="checkbox"/>	I certify that I will provide access to the property for any City of San Jose Code Enforcement Inspector for the purpose of inspection or audit.
<input checked="" type="checkbox"/>	By checking this box, you agree that the above information is true.

[Return To My Services](#) [Submit](#)

The Self-Certification screen reappears and the items which were selected for certification show as “Certified”

The Next step is to make your payment by clicking Return To My Services.

To pay fees, click Return to My Services



[Return To My Services](#)

THE FOLLOWING TIER 1 PROPERTIES ARE ELIGIBLE FOR SELF-CERTIFICATION

<input type="checkbox"/>	Permit Number	Property Address	Status	Fees Due
<input type="checkbox"/>	08-056586	4497 HAMILTON AV SAN JOSE CA 95130-1418	Certified	121.89
<input type="checkbox"/>	18-147766	2128 MONTEREY RD SAN JOSE CA 95112-6016	Certified	0
<input type="checkbox"/>	08-059408	1602 BRANHAM LN Building 3SAN JOSE CA	Not Certified	150.01
<input type="checkbox"/>	08-055709	5270 SNOW DR SAN JOSE CA 95111-2752	Not Certified	309
<input type="checkbox"/>	21-016599	2450 SENTER RD SAN JOSE CA 95111-1040	Not Certified	2101.01

[Certify](#)

[Opt Out](#)

If you choose to remove a property from the self-certification program, check the box next to the property and click “Opt Out”. The property will be moved to Tier II and a new bill will be generated for the additional fee amount for Tier II properties.

The Next step is to make your payment by clicking Return To My Services.

Return To My Services

THE FOLLOWING TIER 1 PROPERTIES ARE ELIGIBLE FOR SELF-CERTIFICATION

	Permit Number	Property Address	Status	Fees Due
<input type="checkbox"/>	08-056586	4497 HAMILTON AV SAN JOSE CA 95130-1418	Certified	121.89
<input type="checkbox"/>	18-147766	2128 MONTEREY RD SAN JOSE CA 95112-6016	Certified	0
<input type="checkbox"/>	08-059408	1602 BRANHAM LN Building 3SAN JOSE CA	Not Certified	150.01
<input type="checkbox"/>	08-055709	5270 SNOW DR SAN JOSE CA 95111-2752	Not Certified	309
<input type="checkbox"/>	21-016599	2450 SENTER RD SAN JOSE CA 95111-1040	Not Certified	2101.01

Certify Opt Out

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If you experience any IT related issues with self-certifying your property online, please email [Mhprogram@sanjoseca.gov](mailto:Mhprogram@sanjoseca.gov) for additional assistance.

Please provide your property's address or APN, your Invoice RSN number as well as any contact information.

Please be patient as City Hall will be closed to the public during the holidays,  
December 19-29, 2022

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# Making your online payment.

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Once you certified your Tier 1 property or Opt out, you will be back at My Services, click Pay for My Permits to make your payment.

The screenshot shows a user interface for 'MY SERVICES'. At the top, there is a dark teal header with a white icon of a document and the text 'MY SERVICES'. Below the header, there are four buttons: 'Export My Projects' (grey), 'Public Information Search' (grey), 'Update Personal Info' (dark teal), and 'Sign Out' (green with a right-pointing arrow). Below these buttons, the text 'My Services : testmh@gmail.com' is displayed. A note follows: 'Note: Inspections can only be scheduled from the My Services Page. If you have been redirected from the Inspection Portal, please refresh to see updates to your applications.' Below the note, it says: 'To continue an incomplete application, click Detail to view the permit and select "Continue to Submit Application" at the top.' At the bottom, there are four buttons: 'Apply for New Permit' (grey), 'Pay for My Permits' (grey), 'Manage Inspections' (grey), and 'MH Self Certification' (grey). A blue arrow points from the top right towards the 'Pay for My Permits' button.

On the Pay For My Permits screen, you will see your property or list of properties. Select check box for the permit you wish to make a payment for then select Pay Selected Fees. Be sure to check any additional boxes that may include Housing fees associated with that same permit number.

Return to My Services ↻ → Pay Selected Fees

### PAY FOR MY PERMITS

Show 10 entries

<input type="checkbox"/>	Invoice Number	Invoice Amount	Status	Receipt Number	Permit/File Number	Bill Date	PeopleRSN	Invoice/Receipt
<input type="checkbox"/>	1656746	\$155.10	Unpaid		1358459	2022-05-16	1424587	Print Invoice
<input type="checkbox"/>	1656747	\$108.11	Unpaid		1353919	2022-05-16	1227315	Print Invoice
<input type="checkbox"/>	1657545	\$255.24	Unpaid		1356920	2022-06-22	1321773	Print Invoice
<input type="checkbox"/>	1656830	\$778.28	Unpaid		1354309	2022-05-20	108645	Print Invoice
<input type="checkbox"/>	1656829	\$641.50	Unpaid		1358222	2022-05-20	1332786	Print Invoice
<input type="checkbox"/>	1656828	\$633.28	Unpaid		1355770	2022-05-20	1361122	Print Invoice
<input type="checkbox"/>	1656826	\$733.28	Unpaid		1355006	2022-05-20	1451325	Print Invoice
<input type="checkbox"/>	1656824	\$396.90	Unpaid		1358421	2022-05-20	156401	Print Invoice

Once you selected Pay Selected Fees, you will see the Payee Detail screen confirming your information and making a payment authorization. Select your option to pay by credit card or eCheck.

### PAYEE DETAIL

When submitting a credit card payment, a **non-refundable service fee of 2.4%** will be collected by a third party (Wells Fargo Merchant Services) to cover transaction processing fees. To avoid this fee you have the option to pay online via ACH/eCheck, or you may mail a check, or you may pay in person with cash or check. **Note:** the City is not able to accept in-person payments when City Hall is closed to the public.

People Name : Multiple Housing

Organization Name : Code Enforcement

Address Line1 : 123 MAIN STREET

City : San Jose

State : CA

Country : USA

Bill amount : \$ 101.56

Postal Code : 95121

Payment Authorization

I authorize the city to charge my credit card the amount listed above subject to the terms of my credit card issuer.

I authorize the city to collect this fee by Electronic Fund Transfer from my checking account. I understand that my ACH/eCheck payment will be processed within 1-2 banking days. If the payment returns unpaid, I authorize you or your service provider to collect the payment and my state's return item fee and, if applicable, costs, by EFT(s) or draft(s) drawn from my account. [Click here to view your state's returned item fee and, if applicable, costs](#) I understand that this authorization will remain in full force and effect until I notify you that I wish to revoke it by calling (408) 535-3555 and allow you reasonable opportunity to act on my notice.

## Add your billing and payment details then select Pay

### Billing Information

\* Required field

First Name \*

Multiple

Last Name \*

Housing

Company Name

Code Enforcment

Address Line 1 \*

123 MAIN STREET

City \*

San Jose

Country/Region \*

United States of America

State/Province \*

California

Zip/Postal Code \*

95121

Email \*

### Your Order

Total amount

\$101.56

### Payment Details

Card Type \*

VISA Visa

Mastercard

Card Number \*

Expiration Month \*

Month

Expiration Year \*

Year

CVN

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

123

Cancel

Pay

You will then see Payment Confirmation. You can also view and print your receipt or return to My Services.

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[Return To My Services](#)      [Invoice / Receipt](#) ←

### PAYMENT CONFIRMATION

Thank you for your payment! Your payment of \$ 101.56 has been confirmed. A receipt for your payment can be found above.

### PERMIT / FILE INFORMATION

**Permit #**

**Permit / Application Type**    Multiple Housing | Apartment |

**Property Info**

**People Info**

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This concludes the process to self- certify your Tier 1 property as well as making your annual online payment.

You will receive an email confirmation that your Tier 1 property completed the self-certification process.

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# Questions?

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1. If your data or information about your property is not accurate, please contact [MHPProgram@sanjoseca.gov](mailto:MHPProgram@sanjoseca.gov) for IT support.
2. If you have questions about your ROP invoice, email [MHPProgram@sanjoseca.gov](mailto:MHPProgram@sanjoseca.gov) attention Accounting Department, for any payment confirmations, balances or any other accounting related issues.
3. You can request copies of your routine inspections as well as copies of any validated complaints by emailing [https://sanjoseca.govqa.us/WEBAPP/\\_rs/\(S\(2riwahoo14bgi4ljflolth0x\)\)/supporthome.aspx](https://sanjoseca.govqa.us/WEBAPP/_rs/(S(2riwahoo14bgi4ljflolth0x))/supporthome.aspx)
4. You can review your property's permit history by going online to the [permit center](#).
5. You can update your ROP mailing address by emailing [CEAddressUpdate@sanjoseca.gov](mailto:CEAddressUpdate@sanjoseca.gov).
6. You can follow up with Housing Fee's by emailing [RSP@sanjoseca.gov](mailto:RSP@sanjoseca.gov)

# FAQs

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1. Tier 1 properties that fail to certify before the deadline will automatically reassessed to a Tier 2 status and fees.
2. Service level tier assignments will be reviewed after the inspection cycle is completed. More information about the Multiple Housing Program is available in the [FAQs](#).
3. The requirements to move to tiers consists of 1) no major (permit) violations; 2) less than two minor violations average per unit inspected at the time of the routine inspection; 3) no substantiated complaints and 4) no expired permits.
4. This is a fee for service program. The Residential Occupancy Permit invoice includes SJ Fire inspection costs plus Housing Department program fee.