Residential Occupancy Permit
2021 Online Renewal Guide
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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.
Pay to renew permit.

Tier 3: Inspection on a 3-year cycle

Information about the 3-tier service delivery model is available online at www.sanjoseca.gov/Code Enforcement
Look at your 2021 Renewal Notice

Go to: sjpermits.org
Use the RSN number to retrieve your account information.
Go to this website https://sjpermits.org/permits
Look at the 2021 Renewal Notice

Enter the owner number or customer number

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.

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

<table>
<thead>
<tr>
<th>Permit Number</th>
<th>Address</th>
<th>Certify</th>
<th>Opt Out</th>
<th>Defer</th>
<th>Status</th>
<th>Fees Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>1350000</td>
<td>987 CENTER St</td>
<td></td>
<td></td>
<td></td>
<td>Not Certified</td>
<td>293.00</td>
</tr>
</tbody>
</table>

- 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.
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 30 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: 12/01/2019
Submitted By: JANE OWNER
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.

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.

<table>
<thead>
<tr>
<th>Permit Number</th>
<th>Address</th>
<th>Certify</th>
<th>Opt Out</th>
<th>Defer</th>
<th>Status</th>
<th>Fees Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>1350000</td>
<td>987 CENTER ST</td>
<td></td>
<td></td>
<td>✔</td>
<td>Not Certified</td>
<td>293.00</td>
</tr>
</tbody>
</table>

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

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.

<table>
<thead>
<tr>
<th>Permit Number</th>
<th>Address</th>
<th>Tier 1 Fee</th>
<th>Tier 2 Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>1350000</td>
<td>987 CENTER St</td>
<td>293.00</td>
<td>0.00</td>
</tr>
</tbody>
</table>

- 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

<< Back  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:

<table>
<thead>
<tr>
<th>Permit Number</th>
<th>Address</th>
<th>Tier 1 Fee</th>
<th>Tier 2 Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>1350000</td>
<td>987 CENTER St</td>
<td>293.00</td>
<td>0.00</td>
</tr>
</tbody>
</table>

- 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.

Information about the 3-tier service delivery model is available online at 
[www.sanjoseca.gov/Code Enforcement](http://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.
Proceeding with Online Payment

Scroll down to see Fees/Bills.
Next, click “Add to shopping cart.”
Review and Checkout

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

<table>
<thead>
<tr>
<th>Permit Number</th>
<th>Address</th>
<th>Project</th>
<th>Reference Number</th>
<th>Bill</th>
<th>Amount</th>
<th>Pay</th>
<th>Add</th>
<th>Remove</th>
</tr>
</thead>
<tbody>
<tr>
<td>2008 062233 MH</td>
<td>987 CENTER ST</td>
<td></td>
<td>1350000</td>
<td>100001</td>
<td>238.00</td>
<td>✔</td>
<td>Add</td>
<td>Remove</td>
</tr>
<tr>
<td>2008 062233 MH</td>
<td>987 CENTER ST</td>
<td></td>
<td>1350000</td>
<td>100002</td>
<td>55.00</td>
<td>✔</td>
<td>Add</td>
<td>Remove</td>
</tr>
</tbody>
</table>

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 online 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
- [x] Yes

(any refund will be made payable to the company)

Company Name: **JANE OWNER**

Payment Amount ($): **293.00**

Electronic payments are processed by CyberSource™ in conformance with the City of San José’s Privacy and Disclosure Statement
Enter Payment Information

Billing Information

First Name *  
Last Name *  
Company Name  
Address *  
City *  
Country *  
State/Province *  
Zip/Postal Code *  
Email

Payment Details &

Card Type *  
Card Number *  
Expiration Date *  
CVN

Total amount 293.00
Payment is successfully applied, print the receipt for your records.

Payment was successfully applied.

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.
Resources for Customers

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

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