

**Montgomery County Maryland
DHCA Rental Housing Portal
Landlord User Manual**

Version 3.0

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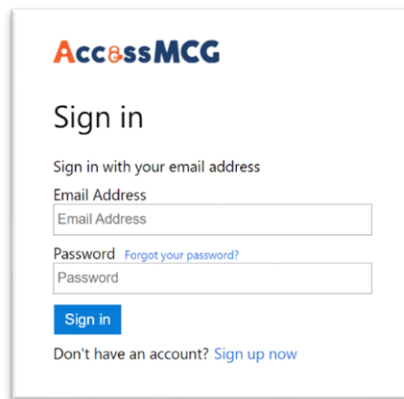
Introduction

Welcome to the Montgomery County Maryland DHCA Rental Housing Portal. This portal is designed to help landlords comply with the county's rent stabilization regulations by enabling them to register rents and fees for each unit in their properties and to submit various applications. This user manual provides step-by-step instructions to navigate and utilize the portal effectively.

Getting Started

Creating an Account

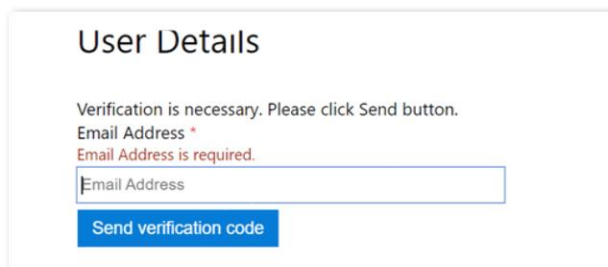
- 1) **Visit the Landlord Portal:** Open your web browser and navigate to the Landlord Portal. Then click '**Sign Up Now**'



The screenshot shows the 'AccessMCG' logo at the top. Below it is the heading 'Sign in'. Underneath, there is a sub-heading 'Sign in with your email address'. There are two input fields: 'Email Address' and 'Password'. The 'Password' field has a link for 'Forgot your password?'. Below the input fields is a blue 'Sign in' button. At the bottom, there is a link that says 'Don't have an account? Sign up now'.

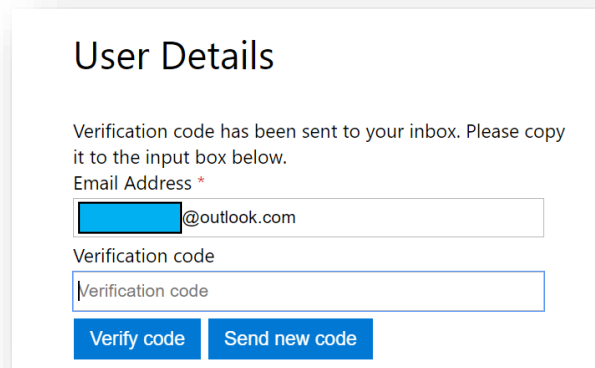
- 2) **Start account creation:** Enter Your Email address and Click '**Send Verification Code**'

**Please enter the same email address registered for your Licensing account.



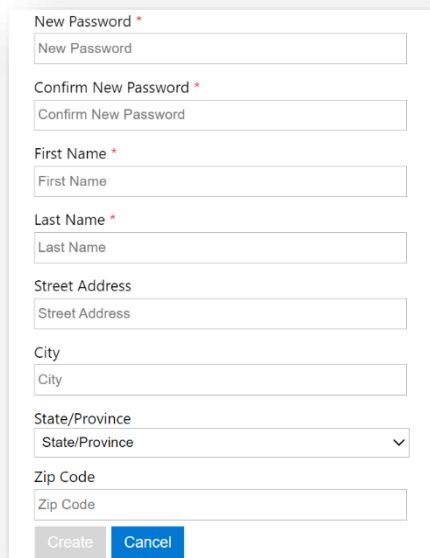
The screenshot shows the 'User Details' heading. Below it is a message: 'Verification is necessary. Please click Send button.' There is an 'Email Address *' label and a red error message 'Email Address is required.' below it. There is an input field for 'Email Address'. Below the input field is a blue button labeled 'Send verification code'.

- 3) **Verify your account:** In the field displayed, Enter the verification code received in your email and Click 'Verify Code'



The image shows a 'User Details' form for account verification. It includes a message stating that a verification code has been sent to the user's inbox. The form contains two input fields: 'Email Address *' with a blue highlight on the domain part, and 'Verification code'. At the bottom, there are two buttons: 'Verify code' and 'Send new code'.

- 4) **Fill in the account creation form:**
- a. Enter a new password and enter the same password in the Confirm password field.
 - b. Enter First Name and Last name



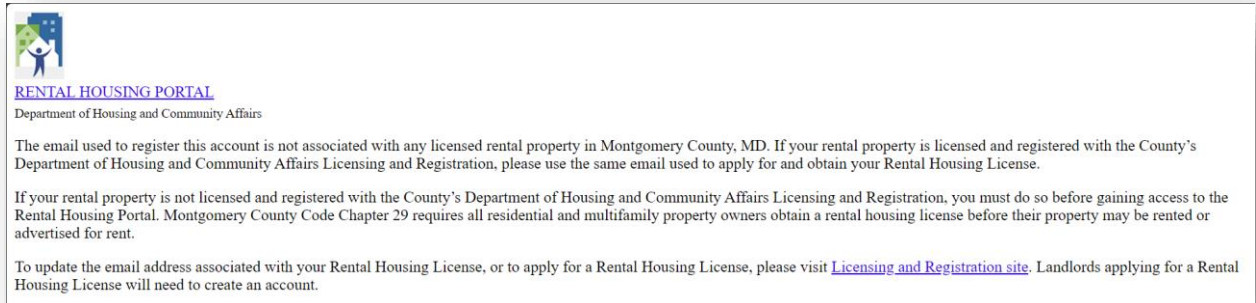
The image shows an account creation form with the following fields: 'New Password *', 'Confirm New Password *', 'First Name *', 'Last Name *', 'Street Address', 'City', 'State/Province' (a dropdown menu), and 'Zip Code'. At the bottom, there are two buttons: 'Create' and 'Cancel'.

- c. *Optional:* Enter Street address, city, state and zip code.
- 5) **Submit Form:** Click '**Create**' to submit your account creation and proceed to the sign in page. Use your email and new password to sign into the Rental Housing Portal

Using the correct email address for registration

If you use an email address that is not currently registered on the licensing and registration site to register your rental properties, then you will be directed to the following page. Please follow the directions outlined to either:

- Return to 'Creating an Account' step above if you have used an email address not currently used for your Licensing and registration portal or,
- If your property is not currently registered, please navigate to the link provided to register your property with the email address you used to create the account for this portal. Then upon receiving an email confirmation that your account is ready, navigate back to this rental housing portal and proceed with 'Logging in' step outlined below.



The screenshot shows a web page for the Rental Housing Portal. At the top left is a logo with a house and a person. Below the logo is the text "RENTAL HOUSING PORTAL" and "Department of Housing and Community Affairs". The main content area contains three paragraphs of text. The first paragraph states that the email used to register is not associated with any licensed rental property in Montgomery County, MD, and that users should use the same email used to apply for and obtain their Rental Housing License. The second paragraph explains that if the property is not licensed and registered, users must do so before gaining access to the portal, citing Montgomery County Code Chapter 29. The third paragraph provides a link to the "Licensing and Registration site" for updating email addresses or applying for a license.

RENTAL HOUSING PORTAL
Department of Housing and Community Affairs

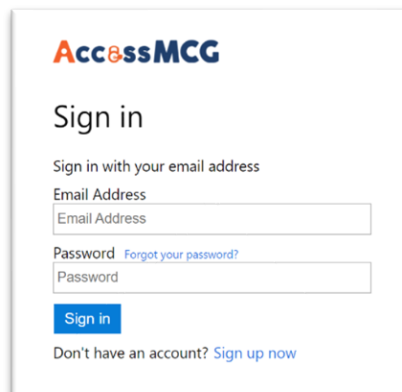
The email used to register this account is not associated with any licensed rental property in Montgomery County, MD. If your rental property is licensed and registered with the County's Department of Housing and Community Affairs Licensing and Registration, please use the same email used to apply for and obtain your Rental Housing License.

If your rental property is not licensed and registered with the County's Department of Housing and Community Affairs Licensing and Registration, you must do so before gaining access to the Rental Housing Portal. Montgomery County Code Chapter 29 requires all residential and multifamily property owners obtain a rental housing license before their property may be rented or advertised for rent.

To update the email address associated with your Rental Housing License, or to apply for a Rental Housing License, please visit [Licensing and Registration site](#). Landlords applying for a Rental Housing License will need to create an account.

Logging In

1. **Visit the Landlord Portal Website:** Open your web browser and navigate to the Landlord Portal.



The screenshot shows a "Sign in" page for AccessMCG. The page has a white background with the AccessMCG logo at the top. Below the logo is the heading "Sign in". Underneath is the instruction "Sign in with your email address". There are two input fields: "Email Address" and "Password". The "Password" field has a link "Forgot your password?" next to it. Below the input fields is a blue "Sign in" button. At the bottom of the page is a link "Don't have an account? Sign up now".

AccessMCG

Sign in

Sign in with your email address

Email Address

Password [Forgot your password?](#)

[Sign in](#)

Don't have an account? [Sign up now](#)

2. **Enter Your Credentials:** Input your registered email address and password in the login form.
3. **Log in:** Click the **'Sign In'** button to access your portal.

Landing Page Overview

Upon logging in, you will be taken to the Landing page. The landing page provides an overview of the rental housing portal, communications from DHCA on regulation requirements, highlights of alerts/deadlines and information of support resources.

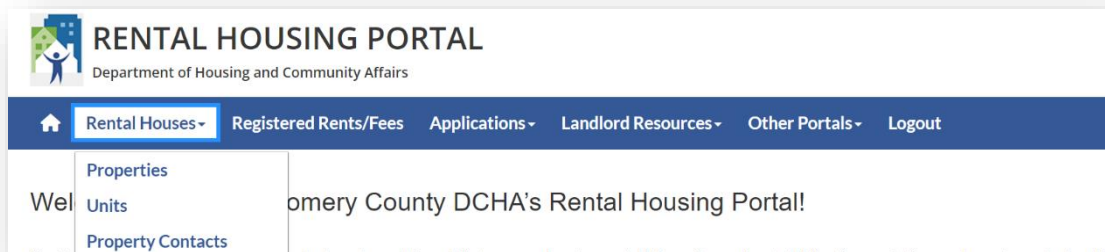


The screenshot displays the Rental Housing Portal landing page. At the top left is the logo for the Department of Housing and Community Affairs, featuring a stylized figure holding a house. To the right of the logo is the text "RENTAL HOUSING PORTAL" and "Department of Housing and Community Affairs". On the top right, it says "Welcome: Apps DHCA". Below the header is a dark blue navigation bar with a home icon and the following menu items: "Rental Houses", "Registered Rents/Fees", "Petitions", "Landlord Resources", "Other Portals", and "Logout". The main content area has a white background and begins with the heading "Welcome to the Montgomery County DCHA's Rental Housing Portal!". Below this is a paragraph explaining the portal's purpose: "The Rental Housing Portal allows landlords, tenants, and the public to access housing rental information and rent stabilization regulations and requirements. Landlords must register all rents and fees charged for new leases and lease renewals at the time of signing. This requirement applies to both regulated and exempt units. Please see the Portal Manual under the Useful Resources tab for instructions on registering a new lease and a renewal." This is followed by a recommendation: "It is highly recommended that landlords register rents for all units (active leases, new leases, and lease renewals) now to save time during future rent registration updates." Next, a note states: "Please note the following increases. The CPI-U and Maximum Allowable Rent Increase are valid from July 1, 2024, until June 30, 2025." Below this is a bulleted list of increases: "• Voluntary Rent Guideline (VRG): 2.6%", "• Consumer Price Index- Urban (CPI-U): 3.3%", and "• Maximum Allowable Rent Increase: 6%". At the bottom, a yellow box contains an attention alert: "ATTENTION! The Rent Stabilization Regulations are effective as of July 23, 2024, and landlords must take the necessary steps to comply. All the regulated and voluntary fees must be Regulation compliant within 90 days of the effective date!"

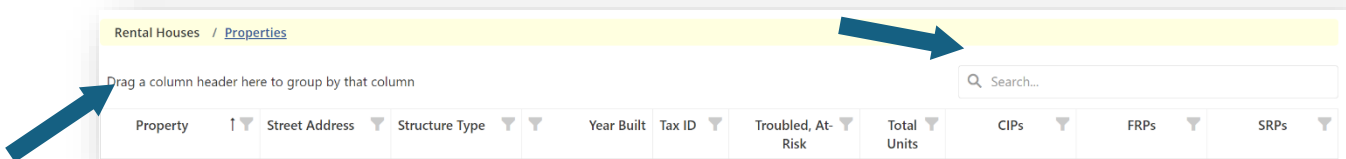
Viewing Property and Unit Details

Viewing your properties

1. **Navigate to the Properties Section:** Visit the Landlord portal and Select 'Rental Houses' from the menu, then Select 'Properties' from menu drop down



2. **View your units:** The portal will display all the individual properties associated with your account along with each property's details.



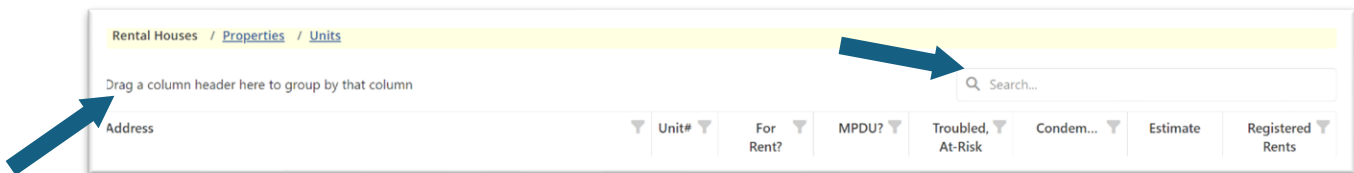
3. **Sort your properties:** You can sort your properties by any of the columns displayed by clicking on the column name by which you want to sort your units in ascending or descending order. You can also sort your units by selecting and dragging a column header to the area indicated by "Drag a column header here to group by that column" on top left of the properties table.
4. **Search for your properties:** You can search by entering a value in the 'Search' field (right side of the screen above the table shown)

Viewing your units

1. **Navigate to the Units Section:** Visit the Landlord portal and Select 'Rental Houses' from the menu, then Select 'Units' from menu drop down



2. **View your units:** The portal will display all the individual units associated with all your properties.

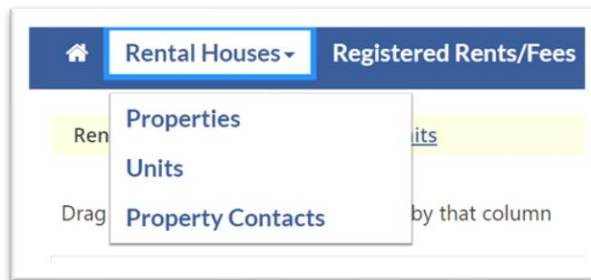


3. **Sort your units:** You can sort your units by any of the columns displayed by clicking on the column name you want to sort your units by that column. You can also sort your units by selecting and dragging a column header to the area indicated by "Drag a column header here to group by that column" on top left of the properties table.
4. **Search your units:** You can search by entering a value in the 'Search' field (right side of the screen above the table shown)

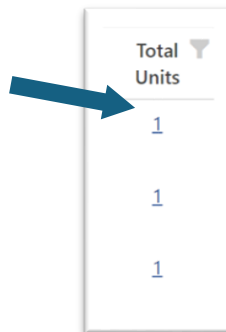
Registering Your First Rent and Fee

Register Your First Rent and Fees for a Lease on a Unit

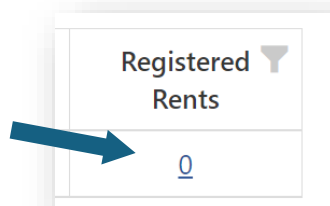
1. **Navigate to the Properties Section:** Visit the Landlord portal and Select 'Rental Houses' from the menu, then Select 'Properties' from menu drop down



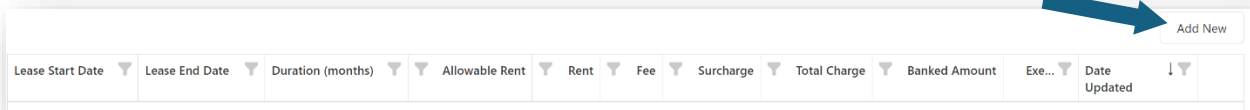
2. **Locate the units within your selected property:** Click on the Number displayed in the “Total Units” column corresponding to the property you would like to register rent and fees.



3. **Select a unit to register:** The portal will display a list of your units. On the list displayed, click on the number in the '**Register rents**' column corresponding to the chosen unit, located on the far right of the table.

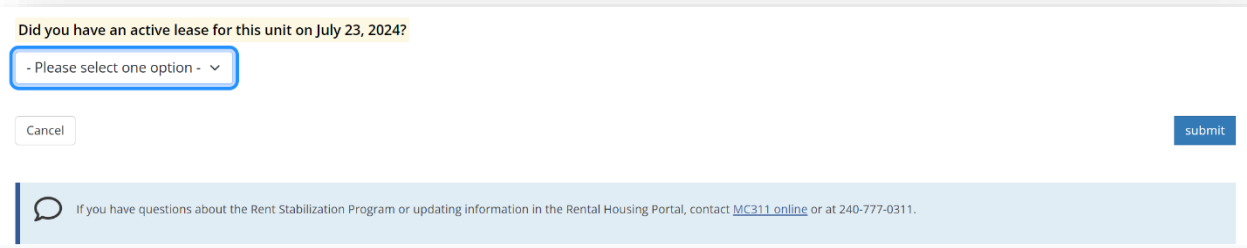


4. **Adding The First Rent:** System will navigate to the 'All registered Rents/fees' page of the selected unit, click **“Add New”** on the right-hand side above the table



The screenshot shows the header of a table with columns: Lease Start Date, Lease End Date, Duration (months), Allowable Rent, Rent, Fee, Surcharge, Total Charge, Banked Amount, Exe..., and Date Updated. A blue arrow points to the 'Add New' button located to the right of the table header.

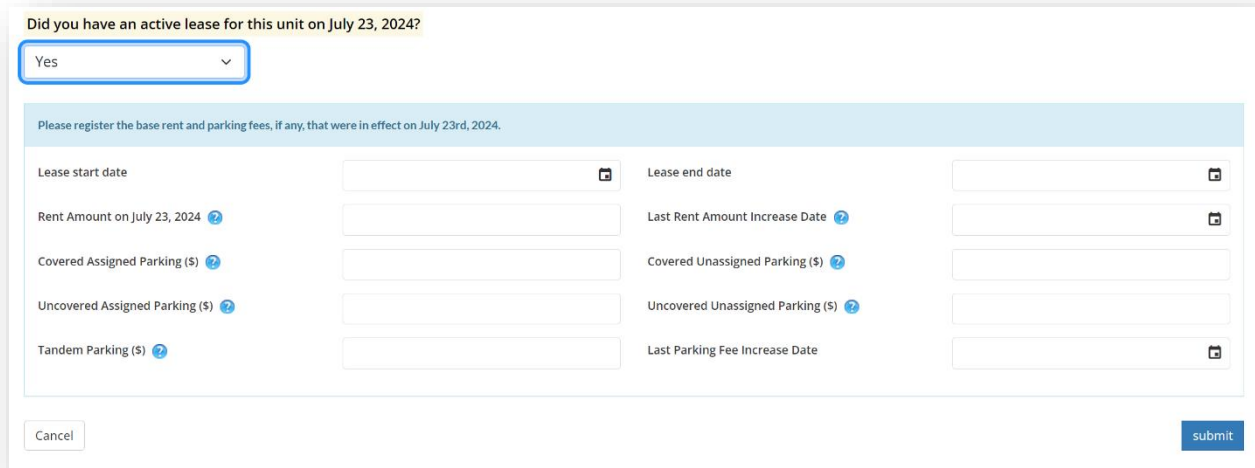
5. **Setting your Baseline:** Start your first rent registration for the selected unit by answering if you had an active lease as of 7/23/2024 (Rent stabilization regulation effective date) with a **Yes** or **No**.



The screenshot shows a form titled 'Did you have an active lease for this unit on July 23, 2024?'. A dropdown menu is open, showing '- Please select one option -'. There are 'Cancel' and 'submit' buttons. A footer note says: 'If you have questions about the Rent Stabilization Program or updating information in the Rental Housing Portal, contact [MC311 online](#) or at 240-777-0311.'

- a. If **Yes**, then the system will provide a form for the current rent and motor vehicle parking fee for the active lease as of 7/23/2024. *Please enter and submit all the applicable fields: Rent amount, Lease start and end dates, any applicable motor vehicle parking fees and the last increase date for the rent and the fees provided.*

*** If your lease end date for this baseline lease is later than the current date then you will finish your baseline rent registration here and return to the Units table to continue registering any future leases that start after the end of your current lease.*



The screenshot shows the same form as above, but with 'Yes' selected in the dropdown. Below the question is a light blue bar with the text: 'Please register the base rent and parking fees, if any, that were in effect on July 23rd, 2024.' The registration form has two columns of fields:

Lease start date	<input type="text"/>	Lease end date	<input type="text"/>
Rent Amount on July 23, 2024	<input type="text"/>	Last Rent Amount Increase Date	<input type="text"/>
Covered Assigned Parking (\$)	<input type="text"/>	Covered Unassigned Parking (\$)	<input type="text"/>
Uncovered Assigned Parking (\$)	<input type="text"/>	Uncovered Unassigned Parking (\$)	<input type="text"/>
Tandem Parking (\$)	<input type="text"/>	Last Parking Fee Increase Date	<input type="text"/>

There are 'Cancel' and 'submit' buttons at the bottom.

b. If **No**, then the system will navigate you to a lease registration page to enter any leases that are available after 7/23/2024.

- 1) **Continue with the Registration:** Click on the '**Lease start date**' and select the date. Then select any applicable exemptions or '*No exemptions*' from the check box selectors displayed and Click '**Next**'
- 2) **Fill in Property Details:** Enter the required information such as Lease end date, Rent amount, any fees that you charge in the required fees section and enter any optional fees you would like to include from the optional fees.
- 3) **Submit the Form:** Click "**Submit**" to add the property to your account.

All leases effective on or after July 23, 2024, must be registered. Failing to register a lease may result in an inaccurate calculation of the banked rent amount.

Step 1/2:

Lease Start*

Please select an applicable exemption. If none apply, select No Exemption.

- No Exemption
- The unit is less than 23 years old
- The unit is an accessory dwelling unit
- The unit is subject to a regulatory agreement with a governmental agency that restricts occupancy of the unit to low and moderate income tenants
- The unit is owned by an individual with 2 or fewer rental units within the County and is either a natural person or a trust or estate of a decedent
- The unit is a transient lodging facility (Ex. Airbnb)
- The unit is part of the MPDU Program

All leases effective on or after July 23, 2024, must be registered. Failing to register a lease may result in an inaccurate calculation of the banked rent amount.

Step 2/2:

Register Rent

Lease Start* 9/1/2024 Lease End*

Rent Amount (\$)

Register Regulated Fees
These fees are regulated by DHCA, and a landlord must follow the limits set. Please refer to the Rent Stabilization Regulations for detailed information on fee limitations.

Application Fee (\$) <input type="text"/>	Late Fee (%) <input type="text"/>
Lockout Fee (\$) <input type="text"/>	Lost Key Fee (\$) <input type="text"/>
Pet Deposit (\$) <input type="text"/>	Pet Rent (\$) <input type="text"/>
You must enter the parking fee information for the building, even if there is no charge for parking for this specific unit.	
Covered Assigned Parking (\$) <input type="text"/>	Tandem Parking (\$) <input type="text"/>
Uncovered Assigned Parking (\$) <input type="text"/>	Covered Unassigned Parking (\$) <input type="text"/>
Bicycle Parking Fee (\$) <input type="text"/>	Uncovered Unassigned Parking (\$) <input type="text"/>
Internet charge for Unit(s) <input type="text"/>	Bicycle Secure Locker Fee (\$) <input type="text"/>
Cable charge for Unit(s) <input type="text"/>	

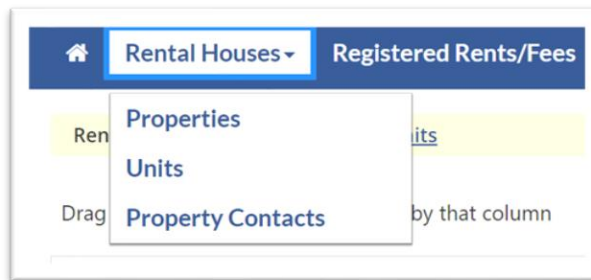
Optional and Voluntary Fees
DHCA does not regulate these fees, and a landlord may set the fee at their discretion. A tenant must choose to enroll in the service before being charged.

Storage Fee (\$) <input type="text"/>	Gym Fee (\$) <input type="text"/>
Swimming Pool Fee (\$) <input type="text"/>	Dog Park Fee (\$) <input type="text"/>
Pet Spa Fee (\$) <input type="text"/>	Laundry Service Fee (\$) <input type="text"/>

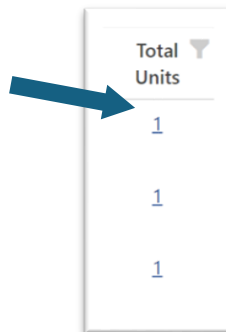
Registering Rents and Fees

Register Rents and Fees for a Lease on a Unit

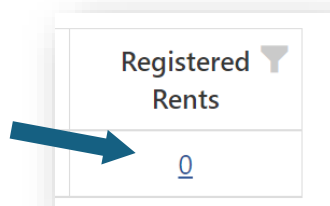
1. **Navigate to the Properties Section:** Visit the Landlord portal and Select 'Rental Houses' from the menu, then Select 'Properties' from menu drop down



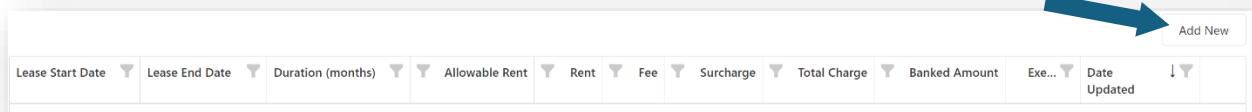
2. **Locate the units within your selected property:** Click on the Number displayed in the “Total Units” column corresponding to the property you would like to register rent and fees.



3. **Select a unit to register:** The portal will display a list of your units. On the list displayed, click on the number in the '**Registered rents**' column corresponding to the chosen unit, located on the far right of the table.

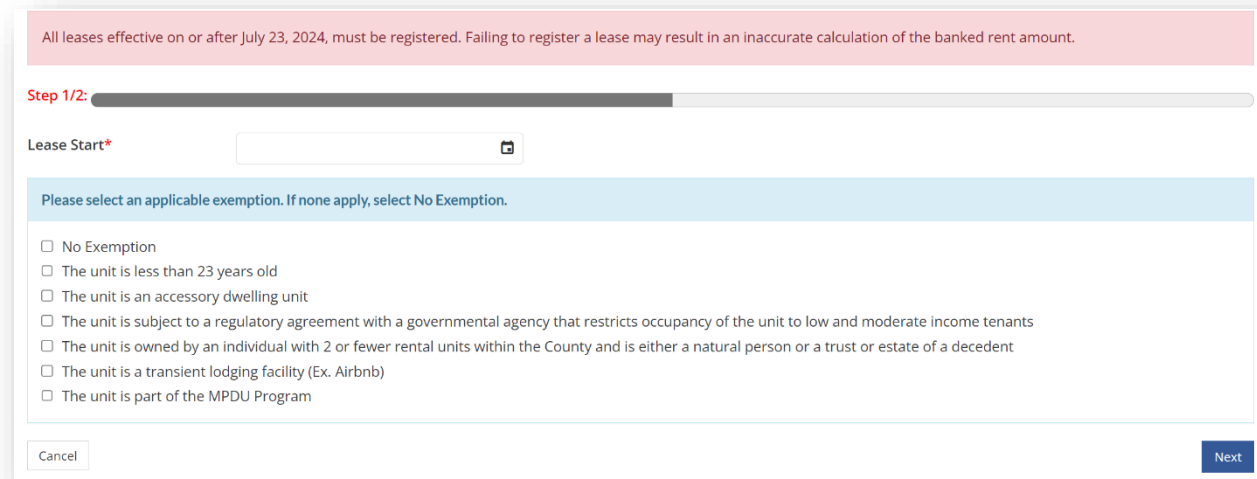


4. **Adding a new Lease:** System will navigate to the 'All registered Rents/fees' page of the selected unit, click **“Add New”** on the right-hand side above the table





The screenshot shows a table with the following columns: Lease Start Date, Lease End Date, Duration (months), Allowable Rent, Rent, Fee, Surcharge, Total Charge, Banked Amount, Exe..., and Date Updated. An 'Add New' button is located at the top right of the table, with a blue arrow pointing to it.

5. **Start the Registration:** Click on the **'Lease start date'** and select the date. Then select any applicable exemptions or *'No exemptions'* from the check box selectors displayed and Click **'Next'**



All leases effective on or after July 23, 2024, must be registered. Failing to register a lease may result in an inaccurate calculation of the banked rent amount.

Step 1/2: 

Lease Start* 

Please select an applicable exemption. If none apply, select No Exemption.

- No Exemption
- The unit is less than 23 years old
- The unit is an accessory dwelling unit
- The unit is subject to a regulatory agreement with a governmental agency that restricts occupancy of the unit to low and moderate income tenants
- The unit is owned by an individual with 2 or fewer rental units within the County and is either a natural person or a trust or estate of a decedent
- The unit is a transient lodging facility (Ex. Airbnb)
- The unit is part of the MPDU Program

Cancel Next

6. **Fill in Property Details:** Enter the required information such as Lease end date, Rent amount, any fees that you charge in the required fees section and enter any optional fees you would like to include from the optional fees.
7. **Submit the Form:** Click **"Submit"** to add the property to your account.

Viewing and Editing Registered Leases

- 1) **Navigate to the Registered Rent/fees Section:** Visit the Landlord portal and Select **'Registered Rent/Fees'** from the menu
- 2) **Choose the record you want to edit:** Choose a lease record from the list, then click on the **'Details'** Button corresponding to the lease you want to view or edit, this button is shown on the last column of the table for each record.

*** you can only edit registered rent and fees for the most recent lease record for each unit.*

- 3) **Edit your lease:** make changes to any of the fields displayed in **Register Rent and Fees Form** and click **'Submit'** to save your changes.

All leases effective on or after July 23, 2024, must be registered. Failing to register a lease may result in an inaccurate calculation of the banked rent amount.

Step 2/2:

Register Rent

Lease Start* 9/1/2024 Lease End*

Rent Amount (\$)*

Register Regulated Fees

These fees are regulated by DHCA, and a landlord must follow the limits set. Please refer to the Rent Stabilization Regulations for detailed information on fee limitations.

Application Fee (\$) ⓘ	<input type="text"/>	Late Fee (%) ⓘ	<input type="text"/>
Lockout Fee (\$) ⓘ	<input type="text"/>	Lost Key Fee (\$) ⓘ	<input type="text"/>
Pet Deposit (\$) ⓘ	<input type="text"/>	Pet Rent (\$) ⓘ	<input type="text"/>
You must enter the parking fee information for the building, even if there is no charge for parking for this specific unit.		Tandem Parking (\$) ⓘ	<input type="text"/>
Covered Assigned Parking (\$) ⓘ	<input type="text"/>	Covered Unassigned Parking (\$) ⓘ	<input type="text"/>
Uncovered Assigned Parking (\$) ⓘ	<input type="text"/>	Uncovered Unassigned Parking (\$) ⓘ	<input type="text"/>
Bicycle Parking Fee (\$) ⓘ	<input type="text"/>	Bicycle Secure Locker Fee (\$) ⓘ	<input type="text"/>
Internet charge for Unit(s) ⓘ	<input type="text"/>		
Cable charge for Unit(s) ⓘ	<input type="text"/>		

Optional and Voluntary Fees

DHCA does not regulate these fees, and a landlord may set the fee at their discretion. A tenant must choose to enroll in the service before being charged.

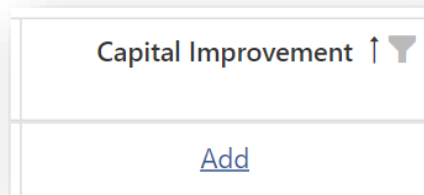
Storage Fee (\$) ⓘ	<input type="text"/>	Gym Fee (\$) ⓘ	<input type="text"/>
Swimming Pool Fee (\$) ⓘ	<input type="text"/>	Dog Park Fee (\$) ⓘ	<input type="text"/>
Pet Spa Fee (\$) ⓘ	<input type="text"/>	Laundry Service Fee (\$) ⓘ	<input type="text"/>

Applications

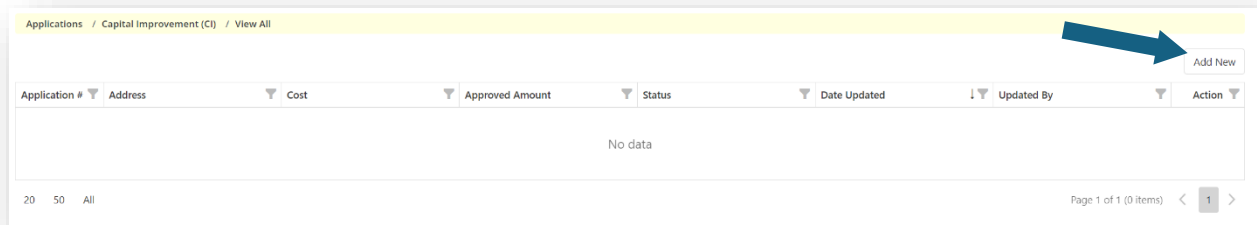
Capital Improvement

Submitting a Capital Improvement Petition

- 1) Navigate to Landlord portal
- 2) Select '**Rental Houses**' from the menu
- 3) Select '**Properties**' from menu drop down
- 4) Choose a property to submit a Capital Improvement application
- 5) In the '**Capital Improvement**' column displayed Select the corresponding '**Add**' button to the property chosen



- 6) System will navigate to Capital Improvement page then Select '**Add New**' button on the right-hand side of screen



- 7) Select the '**Download**' link and verify the Capital Improvement application PDF is downloaded and *Complete* and *Save* the application to your device
- 8) Click '**Continue**'

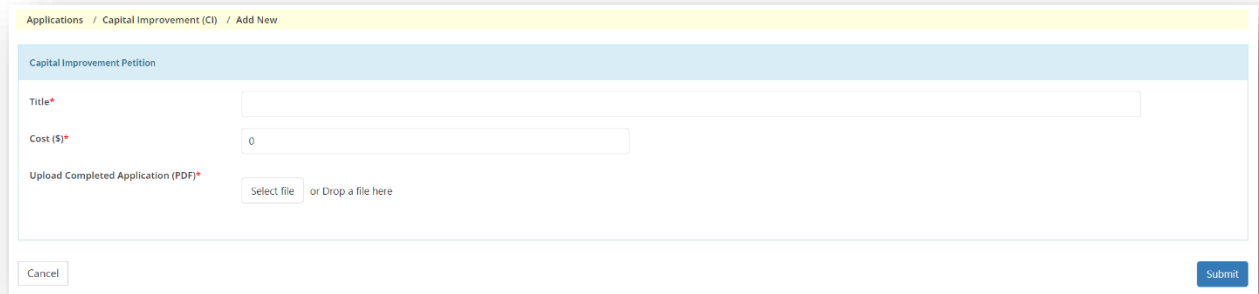
To submit a Capital Improvement Petition, follow these steps:

1. Download the [application \(PDF version\)](#)
2. Complete the PDF application
3. Click the Continue button once the PDF application is completed

Cancel

Continue

- 9) Enter a title for the Capital Improvement Petition application in the **'Title'** field
- 10) Enter a cost associated with the Capital improvement in the **'Capital Improvement Cost'** field

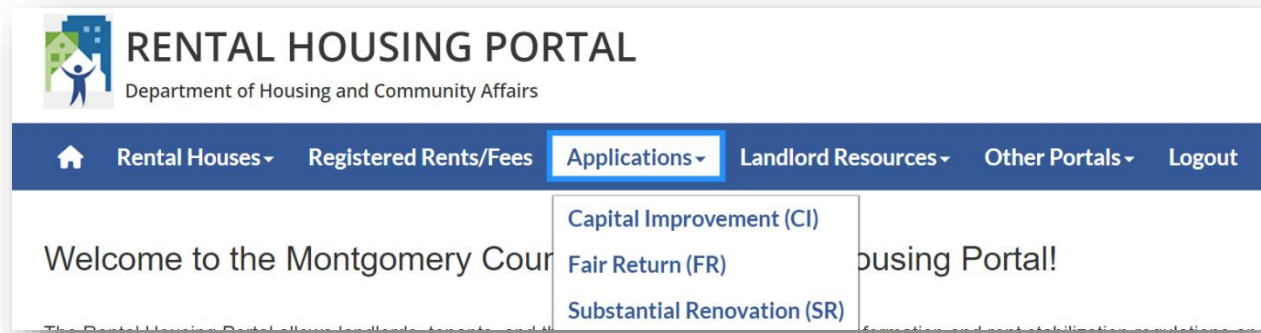


The screenshot shows a web form titled "Capital Improvement Petition" with a breadcrumb trail "Applications / Capital Improvement (CI) / Add New". The form contains three main sections: a "Title*" field with an empty text input; a "Cost (\$)*" field with a text input containing the number "0"; and an "Upload Completed Application (PDF)*" section with a "Select file" button and the text "or Drop a file here". At the bottom left is a "Cancel" button, and at the bottom right is a blue "Submit" button.

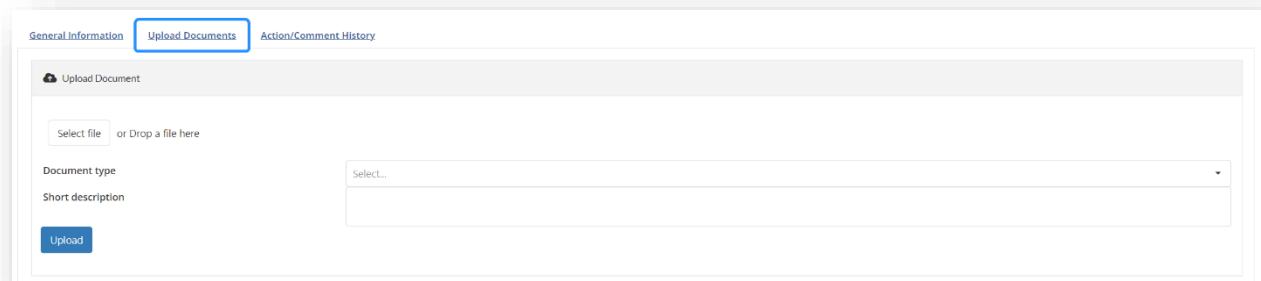
- 11) Click the **'Select File'** button next to **'Upload Completed Capital Improvement Application (PDF)'** and choose the filled in CIP application saved in step 7
- 12) Click **'Submit'**

Uploading additional information to a Capital Improvement Submission

- 1) Navigate to Landlord portal
- 2) Click on the Menu item '**Applications**'
- 3) Select '**Capital Improvement**' from the menu drop-down



- 4) System will navigate to Capital Improvement page showing your all your Capital Improvement submission
- 5) In the '**Action**' Column select '**Detail**'
- 6) System will navigate to '**Manage Capital Improvement for Property: [Your Property address]**' view

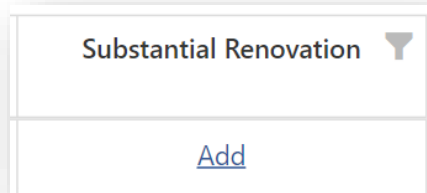


- 7) Select the '**Upload Files**' Tab
- 8) Click the '**Select File**' button and choose the desired file to upload
- 9) Click the '**Document Type**' selector and choose the file identifier that matches your upload or select '**Other**'
- 10) Enter a description in the '**Short Description**' text box
- 11) Select '**Upload**'

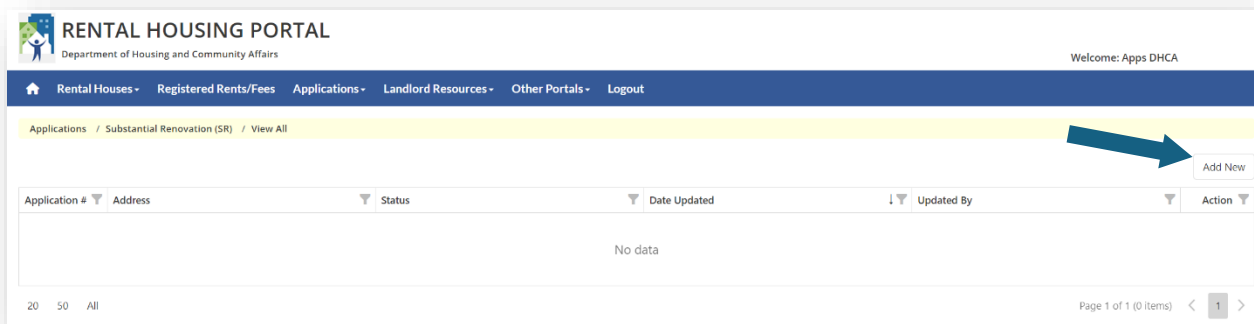
Substantial Renovation

Submitting a Substantial Renovation Application

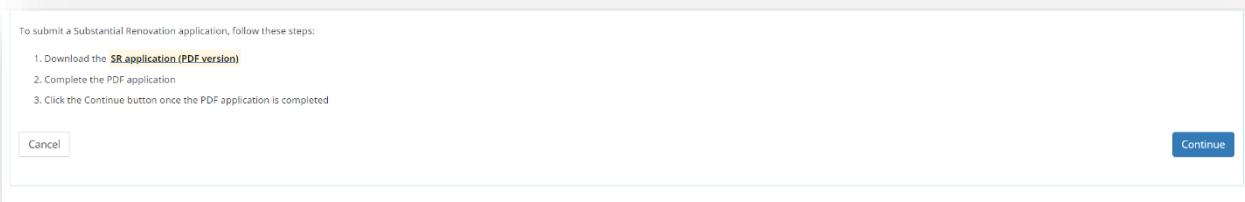
- 1) Navigate to Landlord portal
- 2) Select '**Rental Houses**' from the menu
- 3) Select '**Properties**' from menu drop down
- 4) Choose a property to submit a Substantial Renovation application for
- 5) In the '**Substantial Renovation**' column displayed Select the corresponding '**Add**' button to the property chosen



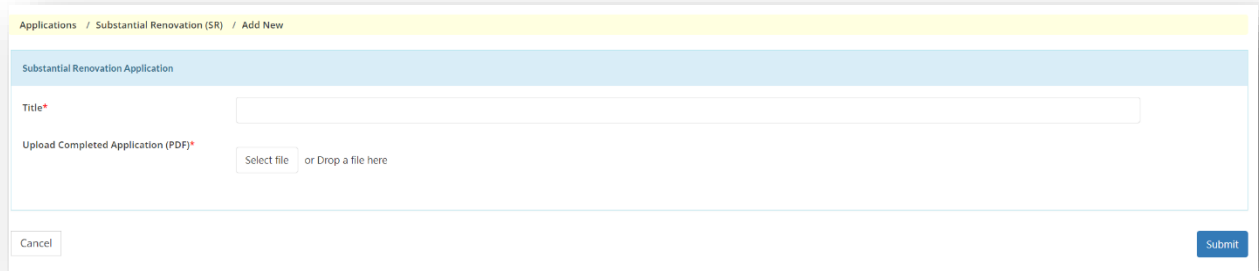
- 6) System will navigate to **Substantial Renovation** page then Select '**Add New**' button on the right-hand side of screen



- 7) Select the '**Download**' link and verify the Substantial Renovation application PDF is downloaded, complete and save the substantial Renovation application to your device



8) Click '**Continue**'



The screenshot shows a web form titled "Substantial Renovation Application". At the top, there is a breadcrumb trail: "Applications / Substantial Renovation (SR) / Add New". Below this, the form has a light blue header bar with the text "Substantial Renovation Application". The main content area contains two fields: "Title*" with an empty text input box, and "Upload Completed Application (PDF)*" with a "Select file" button and the text "or Drop a file here". At the bottom left is a "Cancel" button, and at the bottom right is a blue "Submit" button.

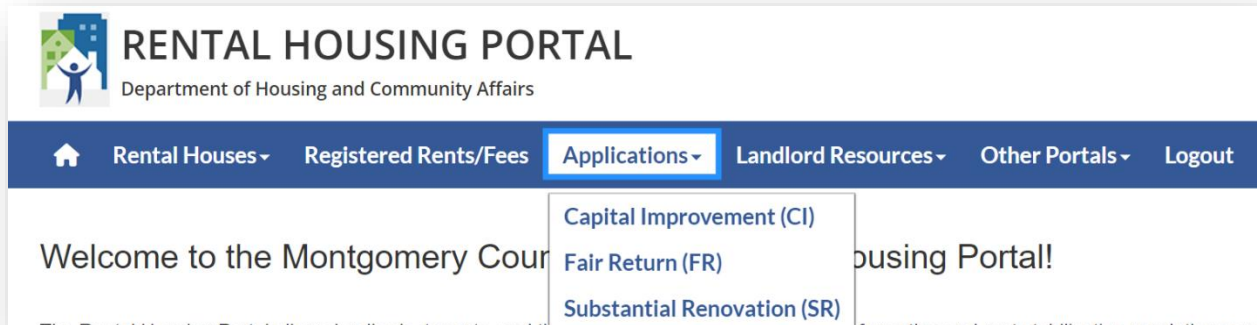
9) Enter a title for the Substantial Renovation application in the '**Title**' field

10) Click the '**Select File**' button next to '**Upload Completed Substantial Renovation Application (PDF)**' and choose the filled in Substantial Renovation application saved in step 7.a

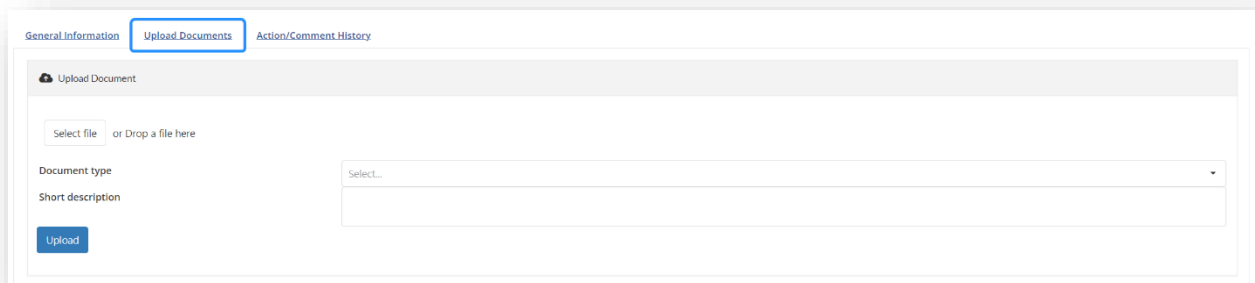
11) Click '**Submit**'

Uploading additional information to a Substantial Renovation Submission

- 1) Navigate to Landlord portal
- 2) Click on the Menu item '**Applications**'
- 3) Select '**Substantial Renovation**' from the menu drop-down



- 4) System will navigate to Substantial Renovation page showing all your Substantial Renovation submissions
- 5) In the '**Action**' Column select '**Detail**'
- 6) System will navigate to '**Manage Substantial Renovation for Property: [Property address]**' view

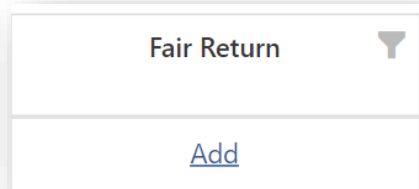


- 7) Select the '**Upload Files**' Tab
- 8) Select the '**Select File**' button and choose the desired file to upload
- 9) Select '**Document Type**' selector and choose the file identifier that matches your upload or select '**Other**'
- 10) Enter a description in the '**Short Description**' text box
- 11) Select '**Upload**'

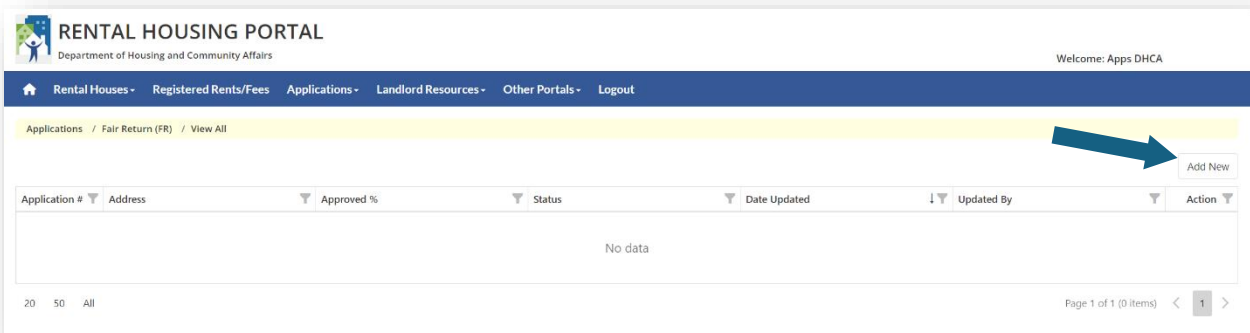
Fair Return

Submitting a Fair Return Application

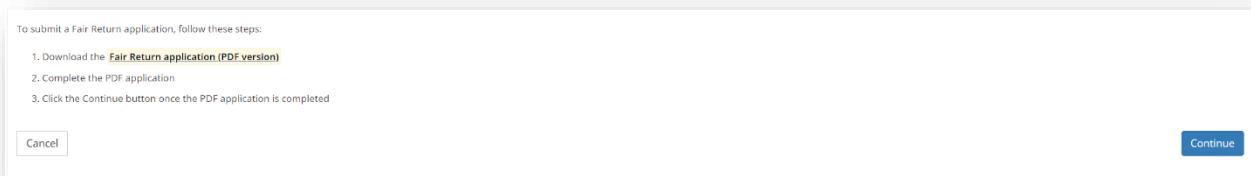
- 1) Navigate to Landlord portal
- 2) Select 'Rental Houses' from the menu
- 3) Select '**Properties**' from menu drop down
- 4) Choose a property for which you want to submit a Fair Return application
- 5) In the '**Fair Return Application**' column displayed Select the corresponding '**Add**' button to the property chosen



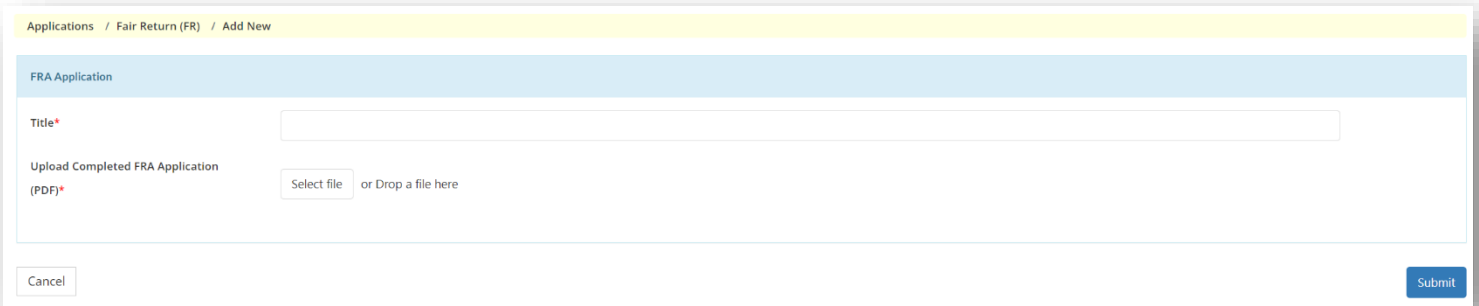
- 6) System will navigate to Fair Return page then Select '**Add New**' button on the right-hand side of screen



- 7) Select the '**Download**' link and verify the Fair Return application is downloaded, then complete and save the fair return application to your computer/Drive



- 8) Click '**Continue**'
- 9) Enter a title for the application in the '**Title**' field

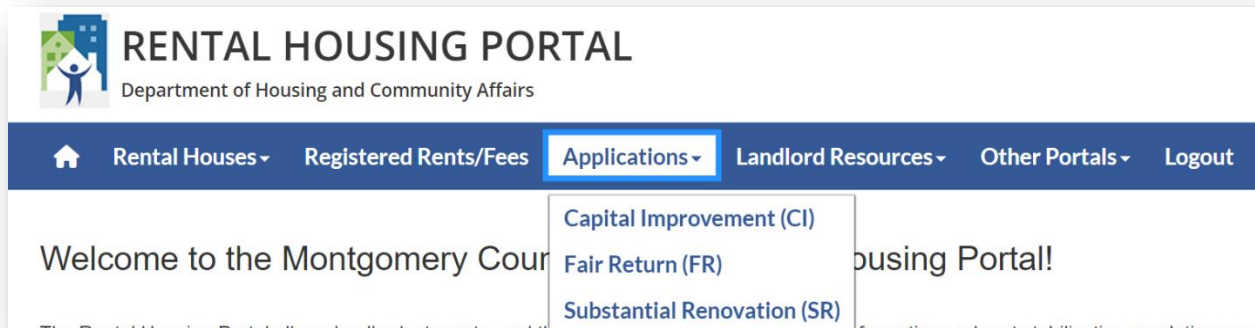


The screenshot shows a web application interface for adding a new Fair Return Application (FRA). At the top, there is a breadcrumb trail: "Applications / Fair Return (FR) / Add New". Below this, the page title is "FRA Application". The form contains two main sections: "Title*" with an empty text input field, and "Upload Completed FRA Application (PDF)*" with a "Select file" button and the text "or Drop a file here". At the bottom left is a "Cancel" button, and at the bottom right is a blue "Submit" button.

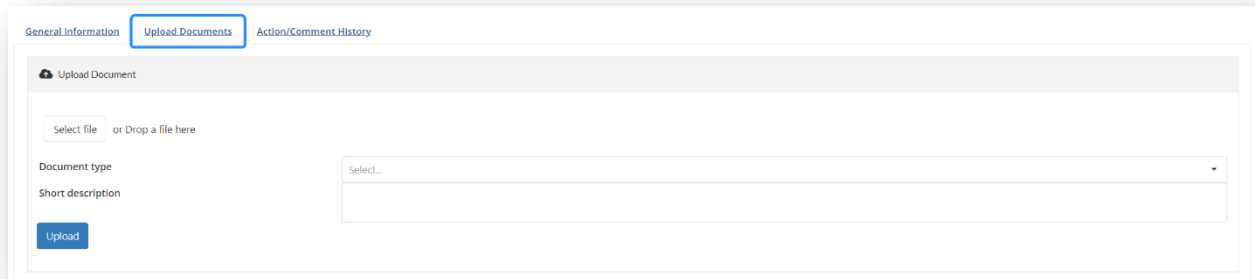
- 10) Click the '**Select File**' button next to '**Upload Completed Fair Return Application (PDF)**' and choose the filled in Fair Return application saved to your device in step 7
- 11) Click '**Submit**'

Uploading additional documents to a Fair Return Submission

- 1) Navigate to Landlord portal
- 2) Click on the Menu item '**Applications**'
- 3) Select '**Fair Return**' from the menu drop-down



- 4) System will navigate to the **Fair Return** page showing all your Fair Return submissions
- 5) In the '**Action**' Column select '**Detail**'
- 6) System will navigate to '**Manage Fair Return for Property: [Your Property]**' view

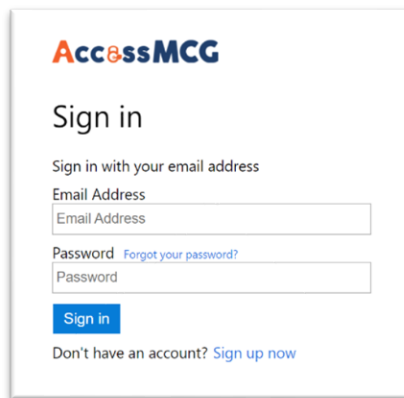


- 7) Click the '**Upload Files**' Tab
- 8) Click the '**Select File**' button and choose the desired file to upload
- 9) Select '**Document Type**' selector and choose the file identifier that matches your upload or choose 'Other'
- 10) Enter a description in the '**Short Description**' text box
- 11) Click the '**Upload**' button

Account Management

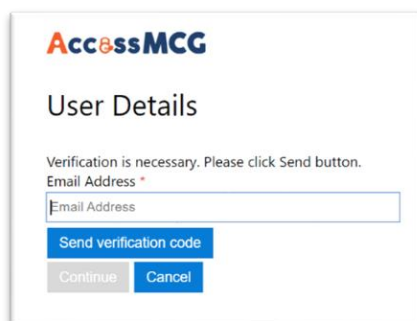
Changing Password

- 1) **Visit the Landlord Portal Website:** Open your web browser and navigate to the Landlord Portal.
- 2) **Start your password reset:** Click on **'Forgot your password?'**

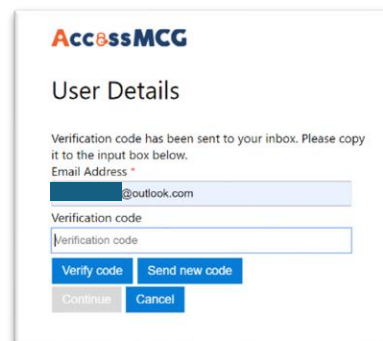


The image shows the 'Sign in' page of the AccessMCG portal. At the top is the AccessMCG logo. Below it is the heading 'Sign in'. The instructions say 'Sign in with your email address'. There are two input fields: 'Email Address' and 'Password'. A blue link 'Forgot your password?' is next to the password field. Below the fields is a blue 'Sign in' button. At the bottom, there is a link 'Don't have an account? Sign up now'.

- 3) **Verify your account:** Enter Your Email address and Click **'Send Verification Code'** Then in the field displayed, Enter the verification code received in your email and Click **'Verify Code'**.

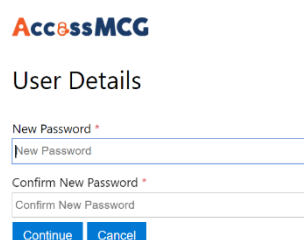


The image shows the 'User Details' page for sending a verification code. It features the AccessMCG logo and the heading 'User Details'. The text says 'Verification is necessary. Please click Send button.' Below this is an 'Email Address *' label and an input field. At the bottom, there are three buttons: 'Send verification code' (blue), 'Continue' (grey), and 'Cancel' (blue).



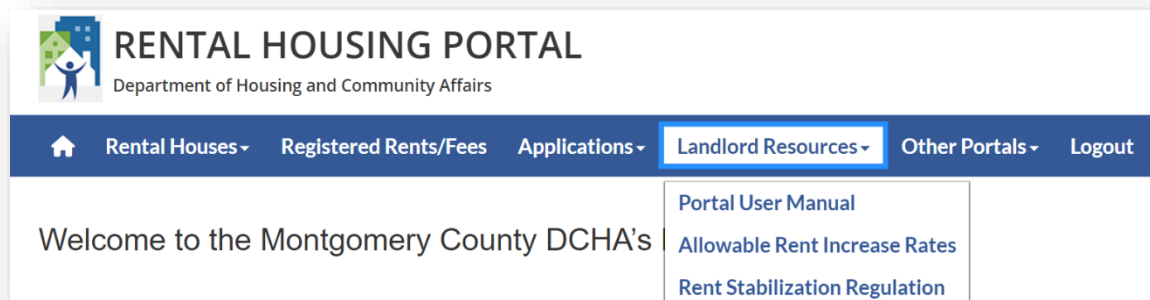
The image shows the 'User Details' page for entering a verification code. It features the AccessMCG logo and the heading 'User Details'. The text says 'Verification code has been sent to your inbox. Please copy it to the input box below.' Below this is an 'Email Address *' label and an input field containing '@outlook.com'. Below that is a 'Verification code' label and an input field. At the bottom, there are four buttons: 'Verify code' (blue), 'Send new code' (blue), 'Continue' (grey), and 'Cancel' (blue).

- 4) **Create a new password:** Once your email is verified you will see the 'Change Email' and **'Continue'** button, Click on continue to proceed with your password reset. Enter a new password and confirm your password. Then Click **'Continue'** to finish resetting your password



The image shows the 'User Details' page for creating a new password. It features the AccessMCG logo and the heading 'User Details'. Below the heading are two input fields: 'New Password *' and 'Confirm New Password *'. At the bottom, there are two buttons: 'Continue' (blue) and 'Cancel' (blue).

Support and Resources



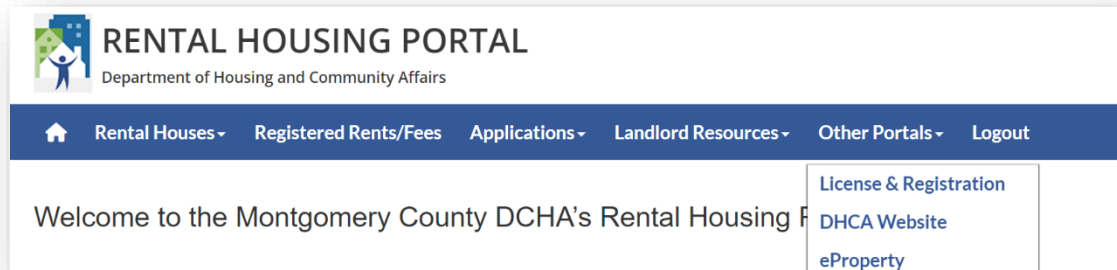
Locating Portal User Manual

1. Navigate to Landlord portal
2. Select '**Landlord Resources**' from the menu
3. Select '**Portal User Manual**' from menu drop down

Viewing History of Allowable Rent Increase Rates

1. Navigate to Landlord portal
2. Select '**Landlord Resources**' from the menu
3. Select '**Allowable Rent Increase Rates**' from menu drop down

Navigating to other DHCA systems



1. Navigate to Landlord portal
2. Select '**Other Landlord Portals**' from the menu
3. **Choose the DHCA system to access:**
 - For Licensing and registration portal: Select '**Licensing and Registration**'
 - For eProperty portal: Select '**eProperty**' from menu drop down
 - For DHCA Main Website: Select 'DHCA Website' from menu drop down

Contact Support

If you need assistance, you can contact support through the following methods:

- **Email:** Send an email to DHCA@montgomerycountymd.gov
- **Phone:** Call the support line at (240) 777-0311
- **Live Chat:** Access chat support through [MC311](#).

FAQs

For common questions and troubleshooting, refer to the FAQ section available in the [Montgomery County DHCA Rent Stabilization page](#)