

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

Version 2.0

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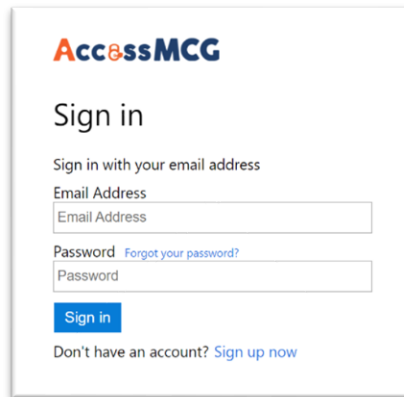
Introduction

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

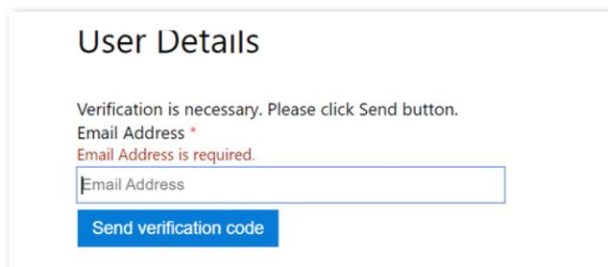
- 1) **Visit the Landlord Portal:** Open your web browser and navigate to the Landlord Portal. Then click '**Sign Up Now**'



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

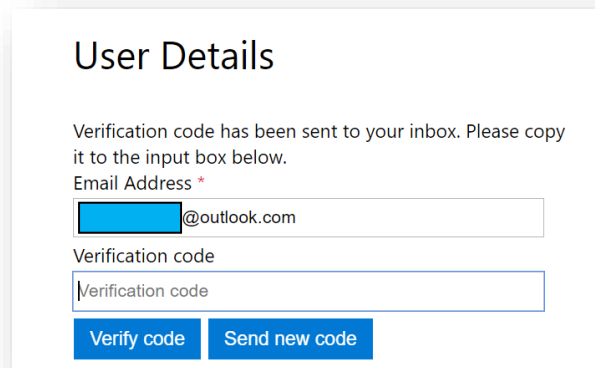
- 2) **Start account creation:** Enter Your Email address and Click '**Send Verification Code**'

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



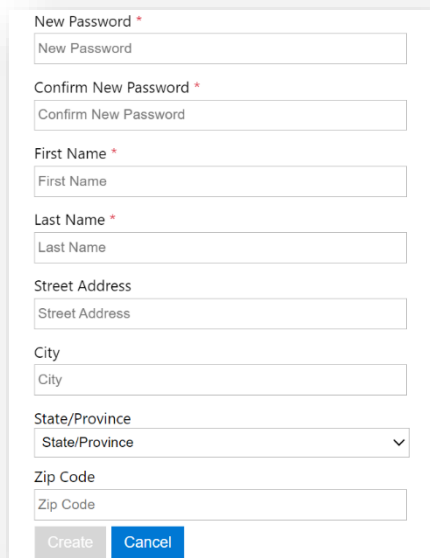
The screenshot shows the 'User Details' heading. Below it, a message states 'Verification is necessary. Please click Send button.' There is an 'Email Address *' label and a red error message 'Email Address is required.' below the label. An input field for 'Email Address' is present. At the bottom, there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

- 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' verification form. At the top, it says 'User Details'. Below that, a message states: 'Verification code has been sent to your inbox. Please copy it to the input box below.' The form includes an 'Email Address *' field with a blue box covering the name and '@outlook.com' visible. Below it is a 'Verification code' field with the placeholder text '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

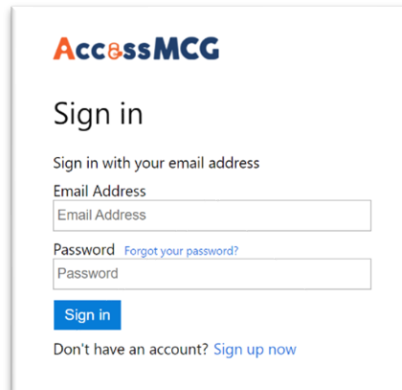


The image shows an account creation form with the following fields: 'New Password *' (with a placeholder 'New Password'), 'Confirm New Password *' (with a placeholder 'Confirm New Password'), 'First Name *' (with a placeholder 'First Name'), 'Last Name *' (with a placeholder 'Last Name'), 'Street Address' (with a placeholder 'Street Address'), 'City' (with a placeholder 'City'), 'State/Province' (a dropdown menu with 'State/Province' selected), and 'Zip Code' (with a placeholder '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

Logging In

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



The screenshot shows the 'AccessMCG' login page. 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 link for 'Forgot your password?' is next to the password field. A blue 'Sign in' button is at the bottom. Below the button is a link: '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:** Press the 'Login' button to access your dashboard.

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.

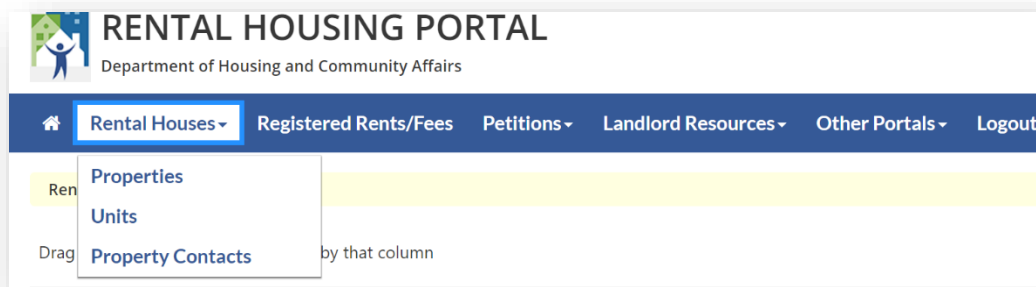


The screenshot shows the 'RENTAL HOUSING PORTAL' landing page. The header includes the logo and 'Department of Housing and Community Affairs' on the left, and 'Welcome: Apps DHCA' on the right. A navigation bar contains links for 'Rental Houses', 'Registered Rents/Fees', 'Petitions', 'Landlord Resources', 'Other Portals', and 'Logout'. The main content area starts with a welcome message: 'Welcome to the Montgomery County DCHA's Rental Housing Portal!'. It then provides information about the portal's purpose and lists recent rent increases: 'Voluntary Rent Guideline (VRG): 2.6%', 'Consumer Price Index- Urban (CPI-U): 3.3%', and 'Maximum Allowable Rent Increase: 6%'. A yellow 'ATTENTION!' box at the bottom states that regulations are effective as of July 23, 2024, and landlords must take necessary steps to comply within 90 days.

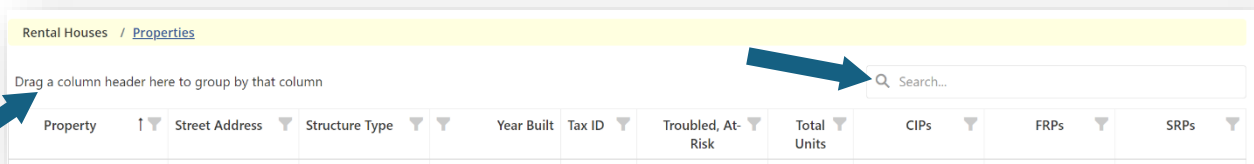
Viewing Property and Unit Details

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



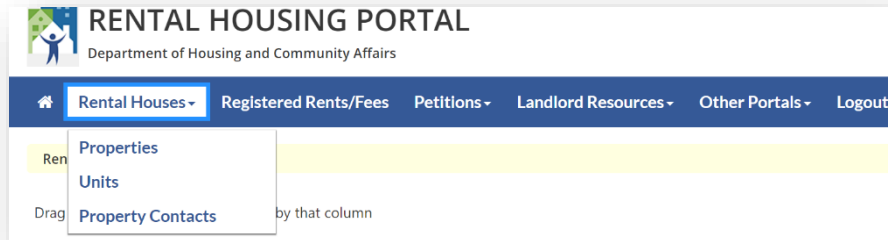
2. **View your units:** The portal will display all the individual properties associated with your account along with each property's details.



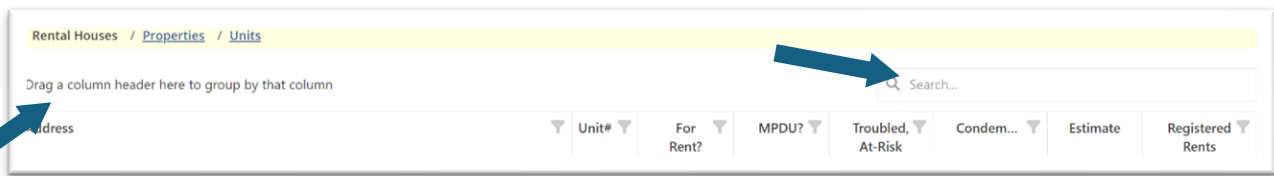
3. **Sort your properties:** You can sort your properties by any of the columns displayed by clicking on the column name by which you want to sort your units in ascending or descending order. You can also sort your units by selecting and dragging a column header to the area indicated by "Drag a column 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.

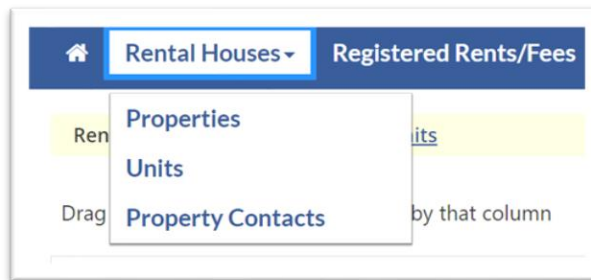


3. **Sort your units:** You can sort your units by any of the columns displayed by clicking on the column name you want to sort your units by that column. You can also sort your units by selecting and dragging a column header to the area indicated by "Drag a column header here to group by that column" 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)

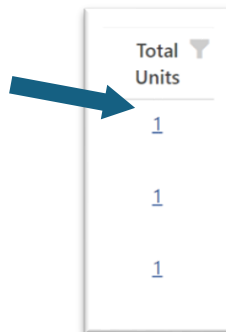
Registering Your First Rent and Fee

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

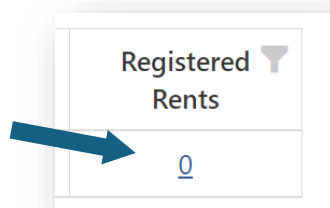
1. **Navigate to the Properties Section:** Visit the Landlord portal and Select 'Rental Houses' from the menu, then Select 'Properties' from menu drop down



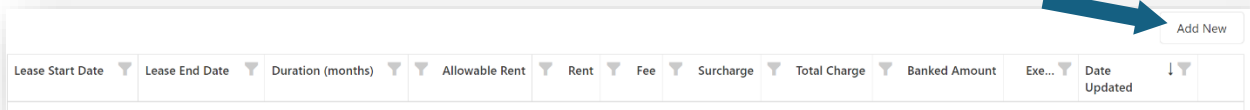
2. **Locate the units within your selected property:** Click on the Number displayed in the “Total Units” column corresponding to the property you would like to register rent and fees.



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.



- 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



- 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**.

Do you have a lease on July 23 2024?

- Please select one option - ▾

Cancel submit

- 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.*

Do you have a lease on July 23 2024?


Yes ▾


Register base rent and parking fees just before July 23 2024. Then register all subseqnt leases after this one before you start a new lease.

Rent Amount on July 23 2024	<input type="text"/>	Last Rent Amount Increase Date	<input type="text" value=""/>
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" value=""/>

Cancel submit

- 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.

Step 1/2: 

Lease Start* 

Please check the following Exemption conditions. Select ones that apply or No exemptions

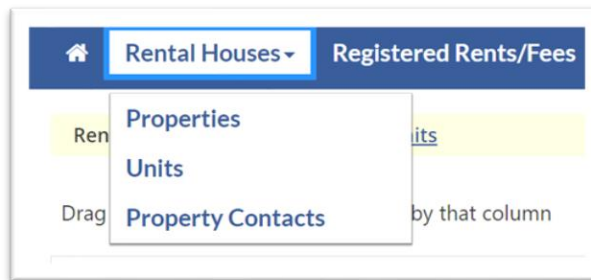
- No Exemption
- The unit is less than 23 years old
- The unit is an accessory dwelling unit
- The unit is subject to a regulatory agreement with a governmental agency that restricts occupancy of the unit to low and moderate income tenants
- The unit is owned by an individual with 2 or fewer rental units within the County and is either a natural person or a trust or estate of a decedent
- The unit is a transient lodging facility (Airbnb not hotel)

- 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.

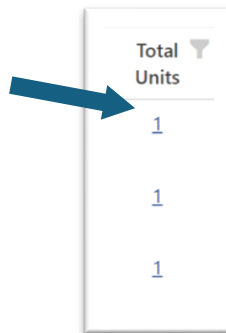
Registering Rents and Fees

Register Rents and Fees for a Lease on a Unit

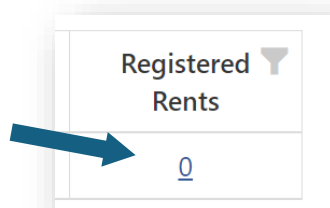
1. **Navigate to the Properties Section:** Visit the Landlord portal and Select 'Rental Houses' from the menu, then Select 'Properties' from menu drop down



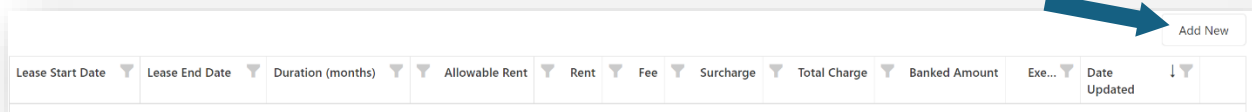
2. **Locate the units within your selected property:** Click on the Number displayed in the “Total Units” column corresponding to the property you would like to register rent and fees.



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.

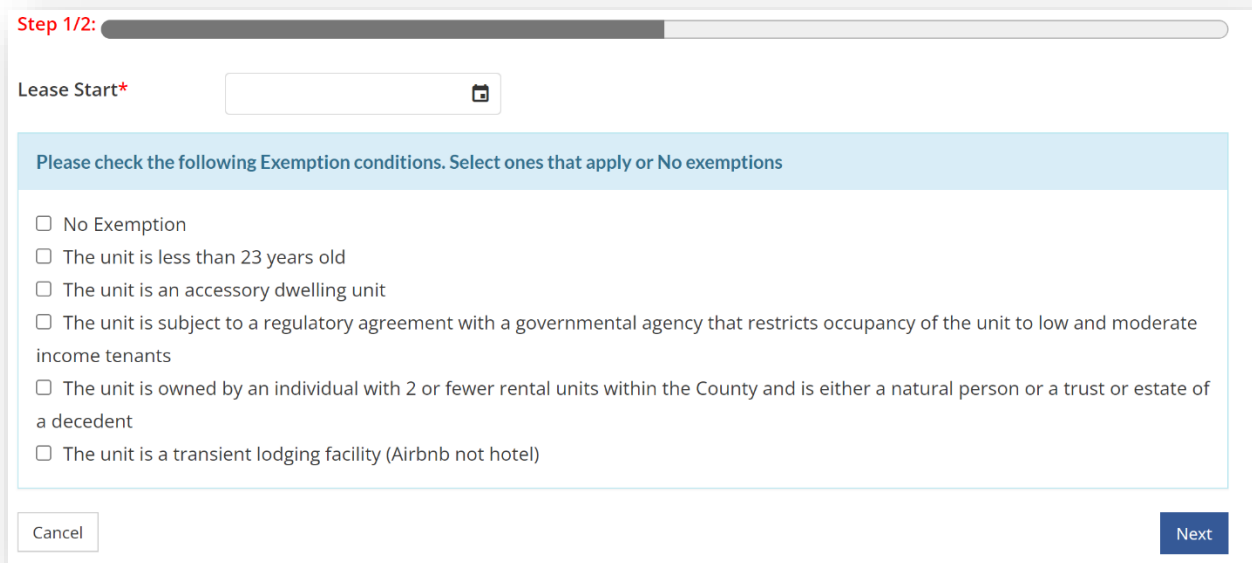


4. **Adding a new Lease:** System will navigate to the 'All registered Rents/fees' page of the selected unit, click **“Add New”** on the right-hand side above the table



The screenshot shows a table header 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'**



The screenshot shows a registration form with a progress bar at the top labeled 'Step 1/2:'. Below the progress bar is a 'Lease Start*' field with a date selector icon. A blue banner below the field reads: 'Please check the following Exemption conditions. Select ones that apply or No exemptions'. The list of conditions includes:

- 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 (Airbnb not hotel)

At the bottom of the form, there are 'Cancel' and 'Next' buttons.

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.

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**'
- 9) Enter a title for the CIP application in the '**Title**' field
- 10) Enter a cost associated with the Capital improvement in the '**Capital Improvement Cost**' field
- 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
 - a. Complete and Save Substantial Renovation application to your device
- 8) Click '**Continue**'
- 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 FRP application PDF is downloaded
 - a. Complete and Save FRP application to your computer/Drive
- 8) Click '**Continue**'
- 9) Enter a title for the CIP application in the '**Title**' field
- 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.a
- 11) Click '**Submit**'

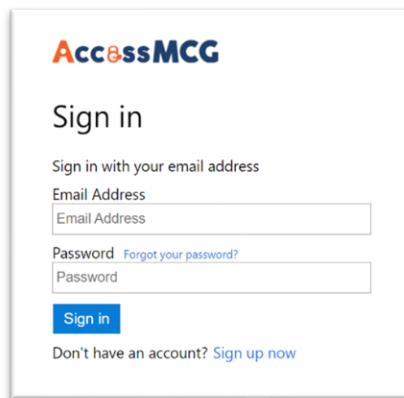
Uploading additional documents to a Fair Return Submission

- 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 address]**' 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) Select '**Upload**'

Account Management

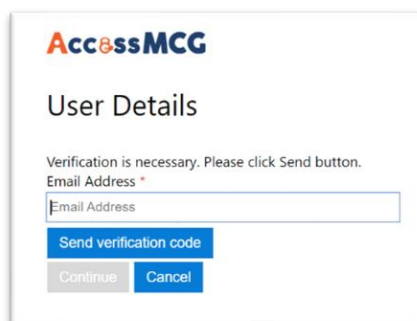
Changing Password

- 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?'**

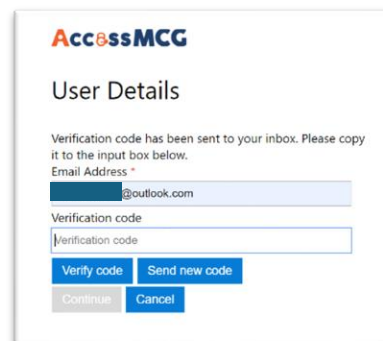


The screenshot shows the 'Sign in' page for AccessMCG. It features the AccessMCG logo at the top. Below the logo, the text 'Sign in' is displayed. Underneath, it says 'Sign in with your email address'. There are two input fields: 'Email Address' and 'Password'. A blue link 'Forgot your password?' is next to the Password field. Below the input 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'**.

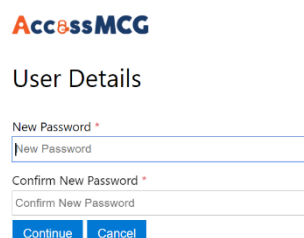


The screenshot shows the 'User Details' page for verification. It features the AccessMCG logo at the top. Below the logo, the text 'User Details' is displayed. Underneath, it says 'Verification is necessary. Please click Send button.' There is an 'Email Address *' label and an input field. Below the input field are two buttons: 'Send verification code' (blue) and 'Continue' (grey). A 'Cancel' button is also present.



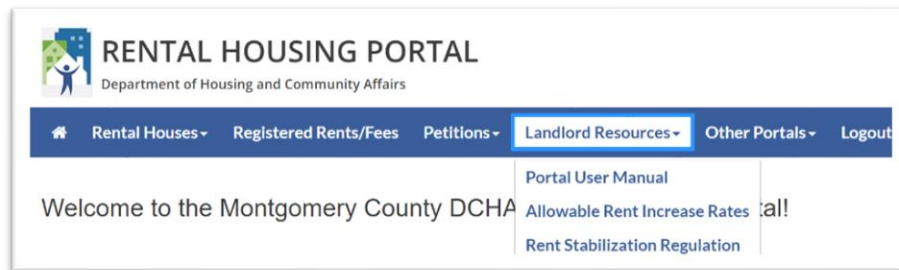
The screenshot shows the 'User Details' page for code entry. It features the AccessMCG logo at the top. Below the logo, the text 'User Details' is displayed. Underneath, it says 'Verification code has been sent to your inbox. Please copy it to the input box below.' There is an 'Email Address *' label and an input field containing '@outlook.com'. Below that is a 'Verification code' label and an input field. Below the input fields are two buttons: 'Verify code' (blue) and 'Send new code' (blue). 'Continue' (grey) and 'Cancel' (grey) buttons are also present.

- 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 screenshot shows the 'User Details' page for password creation. It features the AccessMCG logo at the top. Below the logo, the text 'User Details' is displayed. Underneath, there are two labels: 'New Password *' and 'Confirm New Password *'. Each label has an associated input field. Below the input fields are two buttons: 'Continue' (blue) and 'Cancel' (grey).

Support and Resources



Locating Portal 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](#)