How to Register Non-Owner-Occupied Properties

1. Access the City of Cleveland Citizens web portal

- Scan the QR code to the right.
- Or visit https://aca-prod.accela.com/COC/Welcome.aspx

2. Create or Access Your Account

- New Users: Create an account.
- Existing Users: If you forgot your password, click "Forgot Password" and follow the prompts to reset it.

3. Log In

- Log into your account using your credentials.

4. Navigate to the Registration Section

- Select **Building and Housing**, then click on **Permits and Registrations**.

5. Accept the Disclaimer

- Read and accept the disclaimer by checking the box, then click Continue Application.

6. Start Registration

- Click on **Registration**.
- Select the **Rental Registration** option, then click **Continue Application**.

7. Enter Property Details

- Input the street number, direction (if applicable), street name, and zip code, then click Search.
- Examples:
  - Enter as "12345 Lakeside" or "12345 E. 45th".
  - If the street name is a number, enter it as "45th" without a direction.
- Confirm the information, then click **Continue Application**.

8. Select Responsible Party

- Click Select from Account.
- Choose the associated contact.

9. Specify Ownership Type

- Indicate whether the owner is an individual or a corporation.
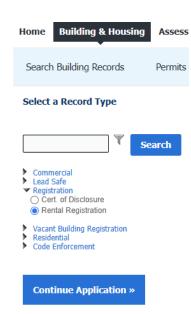
10. Select County of Residency

- Choose the county where the owner resides, then click **Continue**

11. Add a Local Agent In Charge

- If the owner does not live in Cuyahoga county or one of the adjacent counties, they must add contact information for a Local Agent in Charge of the property.

12. Answer Required Questions

- Respond to all questions in Step 2, then click **Continue Application**.

13. Upload Documents

- If needed, click **Add** to upload documents, then follow the prompts. Click **Continue Application** when finished.
- If you need to upload documents later, you can still continue the registration and upload documents later Instructions for uploading after applying are later in this document.

14. Complete Registration

- When you have finish registering your property, click **Check Out**.
- To register additional properties, click **Continue Shopping** and return to step 4.

15. Payment and Confirmation

- Go to your Cart to check out.
- Once the payment is processed, you will receive a confirmation email indicating your status as pending.
- Please allow time for the Building and Housing staff to process your registration.