

**IMPORTANT: Please review your selections in the new registration portal prior to submitting your final application. DO NOT SUBMIT A NEW APPLICATION if an error is made. Send us a comment in the portal and staff can make the required corrections for you.**

***Frequently Asked Questions and Answers Regarding  
Property Registration & Licensing.***

|                                                                                               |                                                                                                                                                                                                                                                                                                 |
|-----------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| What properties need to be registered?                                                        | All non-owner-occupied units must be registered, whether they are rental properties or not, whether they are generating income or not and whether they are occupied or not. Register at <a href="https://baltimoremddhcd.viewpointcloud.com/">https://baltimoremddhcd.viewpointcloud.com/</a>   |
| I had a previous registration and license on file. Do I still need to re-register?            | Yes. You must register all new and previously registered properties in the new registration portal.                                                                                                                                                                                             |
| I have a two-unit property but I live in one of the units. Do I need to register my property? | Yes. You will need to register the property as two units and select "Yes" for the question "Is the property Owner Occupied?". We will not bill you for the owner-occupied unit or require you to submit inspection or lead certification information for the unit you yourself occupy.          |
| What do I need to do to register my property in the new portal?                               | You must first SIGN UP and set up a new applicant profile in the new system before registering your property. If you are registering a property for the first time and it is a rental property, you must attach a copy of a passing inspection report and enter lead certification information. |
| The password I created isn't working.                                                         | Be sure your password is at least eight (8) characters and includes at least one (1) number, one (1) capital letter, and one (1) lower case letter. You can also click on the forgot password link to reset your password.                                                                      |
| Can I add more than one property to my online account?                                        | Yes, you can add more than one property to your profile, but you must add them one at a time. Each will receive a different registration number. You do not need to create a new profile for each property that you register.                                                                   |
| I'm having issues accessing the new portal. What can I do?                                    | Google Chrome works best with the application. You may send us a question if you need additional assistance.                                                                                                                                                                                    |

|                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|---------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>My property is not a rental. Do I still need to register?</b>                                                    | Yes. You are still required to register the property if it is non-owner occupied, whether or not it is a rental, whether or not it is generating income, whether or not it is occupied. You must select "NO" for the question "Is the property a rental?" You do not need to enter lead certification or submit inspection reports if the property is not a rental. Non-rentals are not required to be licensed but must be registered. |
| <b>In what name should the property be registered?</b>                                                              | Register the property in the same name recorded on the deed. If an LLC or company owns the property, list the LLC or company name as the owner on the registration. If the incorrect name populates in the portal for the owner, please attach a copy of the HUD1 for our staff to review.                                                                                                                                              |
| <b>I started my application, but need to wait so I can add additional information later. Can I save my entries?</b> | Yes. You can select SAVE AS A DRAFT to save your entries until you are ready to submit your application.                                                                                                                                                                                                                                                                                                                                |
| <b>I have an existing license that has not expired. Is it still valid?</b>                                          | Yes, existing licenses will remain valid until the expiration date on the license. You must still re-register the property in the new portal.                                                                                                                                                                                                                                                                                           |
| <b>How do I add additional persons to be able to access my online account?</b>                                      | Additional persons may be added by completing the GUEST section after you submit the registration.                                                                                                                                                                                                                                                                                                                                      |
| <b>I made a mistake on my application. Can I fix it?</b>                                                            | No, once you submit your application, you cannot make any changes. You may attach documents after submission. You can also contact the registration staff at [insert email address] and we will be able to make the correction for you.                                                                                                                                                                                                 |
| <b>When do I need to renew my property registration?</b>                                                            | Property registration is required annually. The registration year runs from January through December. The registration portal for 2023 will open January 1, 2023 and will open January 1 every year thereafter. Annual property registration only requires payment of property registration fees. The portal is now open to accept payments for 2022.                                                                                   |
| <b>Do I need to enter LEAD CERTIFICATION information?</b>                                                           | You only need to enter lead certification information if, (1) the property is a rental and you are attempting to get a new rental license or, (2) when you are renewing your license,                                                                                                                                                                                                                                                   |
| <b>I need to attach inspection reports</b>                                                                          | Go to the ATTACHMENT section to attach copies of your inspection reports. You can attach multiple reports.                                                                                                                                                                                                                                                                                                                              |
| <b>How do I get an inspection report for a rental license?</b>                                                      | Visit <a href="#">Home Inspectors List</a> and select an inspector. Only use an inspector on the list (which ensures they are registered with Baltimore City).                                                                                                                                                                                                                                                                          |

|                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>How long is my inspection report valid?</b>                                                                                                                                          | Submit inspection reports in the portal within 90 days of the inspection for 1 & 2 family dwellings and for multi-family dwellings. Section 8 inspections must be no older than one year.                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>What is a DWELLING unit?</b>                                                                                                                                                         | A DWELLING unit is the number of dwellings the property is zoned. (HINT: The number of kitchens generally determines the number of dwelling units in the property.) You can enter the unit counts as shown on your current license, if you have one.                                                                                                                                                                                                                                                                                                                                                                           |
| <b>What is a ROOMING unit?</b>                                                                                                                                                          | A rooming house, renting more than three rooms, or a hotel or motel all count as a ROOMING unit. If the property is not used for one of these categories, enter "0" under rooming units.                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>What is an EFFICIENCY unit?</b>                                                                                                                                                      | Efficiency units are generally a smaller house or apartment where the living space occupies one room. The property must be zoned as an efficiency (have a USE permit) in order for it to be considered an efficiency unit. Please enter "0" if the property is not an efficiency unit.                                                                                                                                                                                                                                                                                                                                         |
| <b>What requirements are needed to get a rental license?</b>                                                                                                                            | <p>The following criteria must be met in order to get a rental license:</p> <ol style="list-style-type: none"> <li>1) You must be registered and submit complete &amp; current OWNER information including a phone number;</li> <li>2) You must complete the LEAD CERTIFICATION section for each unit in the property and include the MDE issued tracking and certificate numbers</li> <li>3) All fees must be currently paid;</li> <li>4) You must submit passing inspection reports for the required number of units in the property; and</li> <li>5) The property must not have any outstanding code violations.</li> </ol> |
| <b>Do I still need to re-register if I have an existing license that has not expired?</b>                                                                                               | Yes, but you will not have to attach copies of your inspection reports or complete the lead certification section if you have a current license.                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>When do I need to have my property reinspected?</b>                                                                                                                                  | The property must be inspected within 30 days of the expiration date on your current license. You will also need to verify the lead certification information upon every license renewal.                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>I need to change my property unit counts (i.e., change from 3 dwelling units to a single-family dwelling or from 25 dwellings units to 10 dwelling units.) What do I need to do?</b> | You must apply for the proper permits before starting any renovations (Electrical, mechanical, plumbing, etc.) Once all work has been completed, you will need to apply for a USE AND OCCUPANCY permit to have the property use officially changed. You will also need to notify the property registration office once a new USE permit has been issued.                                                                                                                                                                                                                                                                       |

|                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>My property has outstanding Code violations. How do I have them removed so I can get a rental license?</b></p> | <p>Contact the Housing Inspections office at 410-396-4170, or contact the inspector listed on the violation notice to first have the property re-inspected by the housing inspector. The city housing inspector will need to abate or cancel the notice before a rental license can be issued. If the violation is not cleared within 30 days from the date listed on your 3rd party inspection report, you may need to obtain a new 3rd party inspection.</p> |
| <p><b>When do I need to renew my rental license?</b></p>                                                             | <p>Licenses are issued for two years. Expiration dates are printed on the licenses. Please make sure that 3rd party inspectors inspect the property within 90 days of the expiration date of the previous license. You must submit the inspection report in the registration portal within 90 days of the inspection.</p>                                                                                                                                      |
| <p><b>Need to contact us?</b></p>                                                                                    | <p>Mailing address: 417 E Fayette St Room 100, Baltimore, MD 21202<br/> Office Hours: Monday thru Friday, 8:30 am-4:00 pm<br/> Email us at: <a href="mailto:property.registration@baltimorecity.gov">property.registration@baltimorecity.gov</a><br/> Call us at: 410-396-3575</p>                                                                                                                                                                             |