

1. When are annual rent registrations due?

Registrations are accepted starting April 1 of the registration year and must be submitted no later than July 31 of the registration year.

2. Who do I contact if I have a question?

The Rent Registration Unit via email at PSU@nyshcr.org or telephone (718) 739-6400. Our mailing address is NYS DHCR, Gertz Plaza - 92-31 Union Hall Street, Jamaica, NY 11433.

3. How do I update my Provider Information?

Please email PSU@nyshcr.org with the updated information along with your provider code and/or user ID.

4. Can more than one person use this system under the same Provider Code at the same time?

Yes. The Administrator has a User Maintenance function which enables them to add/remove users and assign access levels. All buildings and apartments being registered should be filed under a single provider code. This creates a database of all your buildings/apartments making it easier for you to access each year.

5. I have successfully accessed ARRO and do not know where to begin. What is my first step?

In the upper right-hand corner of the page select Application Instructions. These instructions guide you step by step through the entire process. Help is also available throughout the system which will provide assistance for the areas available on the page.

6. I do not know my building registration ID number. How do I find it?

Use the Rent Regulated Building Search on the DHCR website <https://www1.dhcr.state.ny.us/BuildingSearch/>. If you cannot locate your building ID number using this application, please email PSU@nyshcr.org for assistance.

7. How do I change my building address or building registration number?

The building address and registration number can only be changed by DHCR. Contact PSU@nyshcr.org if you have any questions about this information.

8. How do I change an apartment number?

You must enter a new apartment number and delete the old one.

9. **I registered my building online last year but when I select the next registration year none of the data was brought over to the current year. Do I have to enter everything again?**

You may have tried to access the next registration year before DHCR processed the previous year. For some years it may take up to one week for DHCR to process filings.

If you selected the building and no data was populated, go to your building list; enter the registration year being worked on; leave STATUS and BUILDING REGISTRATION NUMBER blank; SELECT. This will populate your building list. DELETE the building from this list and then SELECT again. Your data will be populated.

10. **On the building list what does the drop down box STATUS mean?**

This box is intended for larger users as a way to sort buildings by either In Progress or Submitted. The STATUS box defaults to BLANK and for most users should remain BLANK.

11. **My building list displays the STATUS as In Progress. What does this mean?**

The Status will be displayed after you have begun the registration process for the selected registration year. The statuses displayed will be as follows:

Blank - You have not started entering the registration information for the building.

In Progress - You have started entering the registration information for the building.

Submitted - The building and associated apartment registrations have been completed, certified and submitted to DHCR for processing.

Registered - The building was registered by the provider via a means other than this online registration system.

12. **I am trying to enter the owner information on the building form and I keep getting an error 'Entry is invalid, either Contact Name or Corporation or Association must be entered?' What am I doing wrong?**

You must enter Contact Name OR the Corporation/Association. You cannot enter both.

13. **I deregulated an apartment last year and it still appears on the apartment listing for this registration year. What is the process for removing deregulated apartments from the online system?**

You should DELETE the apartment from this year's apartment list. Next year this apartment will not be displayed.

14. **How can I review or print my building and apartments before submitting them to DHCR?**

Go to the Forms & Report tab. Under Forms select Preview Registration Forms.

15. I am trying to print my tenant copy of the apartment forms and nothing happens. Why am I unable to print?

Pop-Up Windows - This Web site utilizes pop-up windows. If you use a pop-up blocker, you can still access most site features. However, in order to view all information on the site, you must disable your pop-up blocker. For example, if you use Internet Explorer 6, the built-in pop-up blocker is turned on by default but can easily be disabled for a trusted site. When you see a notification in the status bar that a pop-up was blocked, simply click this notification, then choose "Allow pop-up windows from this site." For other browsers and pop-up blocking software, look for similar "trusted site" functionality.

Javascript - JavaScript should be enabled in your browser in order to fully utilize all the features within this Web site. JavaScripts are used to enhance usability and interactivity.

Cookies - To use this Web site, your browser must be configured to accept session cookies. Please ensure that support for session cookies is enabled in your browser. The session cookies used by this application should not be confused with persistent cookies. Session cookies exist only temporarily in the memory of the web browser and are destroyed as soon as the web browser is closed or after 20 minutes of idle time.

16. How do I pay the Rent Stabilization fee?

Your rent stabilization fee is billed by NYC Department of Finance and appears on your tax bill. Do not send any payments to DHCR.

17. How do I print certified rent rolls from ARRO?

Go to the FORMS & REPORTS function available in the upper right-hand corner of the ARRO screen. The reports available for printing are in the lower box labeled REPORTS. Select Generate a Rent Roll for a selected building and year.

Buildings and apartments for previous registration years may be printed if you submitted a subsequent registration for the building with your assigned provider code. Buildings with more than one owner will only have access to the apartments submitted under your assigned provider code.

Please note, it may take up to two weeks for recently filed registrations to be available for these reports.

18. I forgot my Password. What do I do?

Go to the Owner Rent Regulation Applications system <http://www.nyshcr.org/Apps/ORAOwner//>

Select LOGIN TO OWNER RENT REGULATIONS APPLICATIONS.

Enter your User ID and select "Forgot Your Password?" link. You will be prompted to re-enter your User ID and the email address that you entered when registering as a system user. You will receive an email with a link to Reset Password.

If you have changed your email address since you first registered as a system user, contact the

Rent Registration Unit via email at PSU@nyshcr.org to request your email address be updated. Please include your User ID and the email address in the email.

19. I forgot my User ID. What do I do?

Go to the Owner Rent Regulation Applications system <http://www.nyshcr.org/Apps/ORAOwner/>

Select LOGIN TO OWNER RENT REGULATIONS APPLICATIONS.

Select "Forgot Your User ID?" link. You will be prompted to enter the exact name and email address that you used to register as a system user. If you cannot remember this information or you have changed your email address since you registered as a system user, contact the Rent Registration Unit for assistance via email at PSU@nyshcr.org. Please include your name and email address in the email.

20. How many characters should my password be and what restrictions are there on password names?

NOTE: Do NOT use special characters in your password

Your password is case-sensitive and must:

- Be eight to thirty-two characters in length.
- Contain at least one number.
- Contain at least one upper case character.
- Contain at least one lower case character.
- Not contain any special character.
- Not match a previously used password.
- Not match your User ID.
- Must be changed every 90 days.

21. I file registrations for multiple corporations. Do I need separate User IDs?

If you are the managing agent and are authorized to sign and certify that services are being maintained in all properties, the User ID which is connected to your email address should be used.

Please note: The online Affidavit and Certification utilizes the User ID and Password associated with your name and email address as your individual online signature affirming the affidavit.

22. I have a User ID for myself but a friend who does not have access to a computer has asked me to file their registrations for them. Can I use my User ID to file for them?

Yes you can file for them using the ARRO Third Party Filing Procedures available on the Rent Registration information webpage <http://www.nyshcr.org/Apps/RentReg/>

23. How do I obtain a copy of the Data Upload Instructions?

The Data Upload Instructions are available on the Rent Registration Information webpage <http://www.nyshcr.org/Apps/RentReg/> .

24. How do I upload my data into the Annual Rent Registration Online system?

Go to the Administration tab in the upper right hand corner of the page and select Registration Data Upload.

Provider: displays the provider code and name associated with your registration provider code.

Registration Year: Input the registration year in which the Upload is intended for.

File: click on the Browse button and select the file to be imported. This file must adhere to the Data Upload Instructions, may only be in *.txt or *.sdf file format, and must be greater than 0 Bytes, but no larger than 10 MB.

25. My data upload file had errors so I tried to upload it again and now I receive the message that the building already exists. Why?

You need to go to your building list; enter the registration year and SELECT to populate your building list. DELETE the building you are trying to upload and proceed to upload again.

26. How do I print the 'official' building and apartment forms for DHCR?

Go to the Forms & Reports tab. In the FORMS box select Generate registration form for a selected building or Generate registration form for a selected apartment.

27. I forgot to include an apartment with the original submission. How do I process an ADD ON registration using the Online system?

The process for filing ADD-ONS to previously submitted Annual Rent Registration information is as follows:

Add the apartment to the Annual Rent Registration online system.

Print the official ADD-ON apartment form along with the certified building summary form (see number 26 for details).

Write the word ADD-ON on the top of the form.

Send the forms to the Rent Registration Unit.

Supply a copy of the form to the tenant.

NOTE: Apartments added-on to a previously submitted building will also need to be added-on to the next year's submission. In order for your database to be populated with the additional apartment it must be SUBMITTED through the ARRO.

28. I submitted my building and/or apartments and found errors. How do I process an AMENDMENT?

Special Note: The Rent Code Amendments of 2014 provide that, an owner seeking to file an amended registration for other than the present registration year must seek an order from DHCR by filing an Administrative Determination (for details see Administrative Determination Procedure <http://www.nyshcr.org/Apps/RentReg/>) unless the amendment has been already directed by DHCR or another government agency that supervises the housing accommodation.

The process for filing Amendments to previously submitted Annual Rent Registrations using the online system is as follows:

Print the building and/or apartment form to be amended (see number 26 above for details on printing).

Write the word AMENDMENT on the top of the form and enter the corrected information on the form. When amending the apartment, include a copy of the certified building summary form.

Send the forms to the Rent Registration Unit.

Supply a copy of the Amendment to the tenant.

29. I filed amendments to one building and two apartments; however, my building summary form and apartment registration forms within ARRO do not reflect the amendments. Why are my amendments not reflected on these forms?

Amended registrations are only reflected on your certified rent rolls once they have been processed by DHCR. The forms SUBMITTED through ARRO cannot be updated. That is why you supply a copy of the form being amended to your tenant so they will have the updated copy of the apartment registration form.

30. How do I register an apartment that is now permanently exempt due to a High Rent Vacancy?

As a result of the 2014 Amendments to the Rent Stabilization Code, if an apartment became deregulated from rent regulation because of a High Rent Vacancy after January 8, 2014, you are legally required to file an annual registration form with DHCR indicating the permanently exempt status of the apartment. You are required to use the Owner Rent Regulation Application (ORRA) Annual Rent Registration system on the April 1st following the deregulation. You are required to serve a copy of this form on the first deregulated tenant in occupancy.

If the apartment became deregulated from rent regulation prior to January 8, 2014, while it is not legally required, DHCR recommends you file an annual registration with DHCR using the Owner Rent Regulation Application (ORRA) Annual Rent Registration system where applicable, and serve a copy of the form on the tenant in occupancy.