

## RENTAL/VACANT PROPERTY REGISTRATION INSTRUCTIONS FIRST-TIME ONLINE USERS

1-Login to [Citizen Access](#). If you don't have a Citizen Access account [Click Here](#)

2-Once logged in to Citizen Access, click on the "Registration" Tab and then click on "Create Property Registration" link.



3- Read and Agree to the Terms.

**Disclaimer of Warranty and Limitation of Liability**  
Use of these services is at your own risk. The City will not be held liable for any errors or omissions contained in the content of its services.

"The City of Grand Rapids reserves the right to invoke all legal defenses to any actions for damages, including, but not limited to the defense of the doctrine of governmental immunity. Use or reliance on any of the material provided herein is at the user's risk and the user assumes all such risk."

I have read and accepted the above terms.

4- Add the Owner and Manager Information by clicking either "Select from Account" or "Add New"

### Step 1: Contact Info > Owner/Manager

Owner/manager contact information is used to provide email notifications to assist you in property management. Quick response to code enforcement issues can help you avoid enforcement fees. This information also provides a way for an inspector to contact the owner/manager in case of a hazardous condition or enforcement issue at your property. For the owner, you must include the name of an individual. If owned by a corporation or LLC you must include the individual representing this owner.

**\*DO NOT COMPLETE MANAGER INFO IF SAME AS OWNER\***

\* indicates a required field.

Select from Account: pulls in the information from the user's login.

### Registered Owner

Use the "Select from Account" button to copy information already on file in the system. Use the "Add New" button to enter contact information manually. Use the "Edit" or "Delete" actions to modify existing contacts shown below.

[Select from Account](#) [Add New](#)

Add New: Allows the user to enter information not associated with the user's login

### Registered Manager

Use the "Select from Account" button to copy information already on file in the system. Use the "Add New" button to enter contact information manually. Use the "Edit" or "Delete" actions to modify existing contacts shown below.

[Select from Account](#) [Add New](#)

NOTE: Do not complete the "Registered Manager" section if the manager and owner information is the same.

5- List your rental property(ies) by clicking "Add a Row" and filling out the required information. Once a row is created, you can edit or delete the information.

### RENTAL PROPERTIES OWNED

For each rental property, click the "Add row" button below and input the requested information. If you have a long list of properties, you may use the attachment section below to attach a file listing these properties.

Showing 0-0 of 0

Street Nbr	Street Name	Dir	Units	Type	Corporate Entity
No records found.					

[Add a Row](#) [Edit Selected](#) [Delete Selected](#)

### RENTAL PROPERTIES OWNED

For each unoccupied property, click the "Add row" button below and input the requested information. If you have a long list of properties, you may use the attachment section below to attach a file listing these properties.

\*Street Nbr:

\*Street Name:

\*Dir:

\*Units:

\*Type:

Corporate Entity:

6- Finish by adding any vacant properties and/or properties sold by adding rows under each section. Once finished, click Continue.

### VACANT PROPERTIES OWNED

For each unoccupied property, click the "Add row" button below and input the requested information. If you have a long list of properties, you may use the attachment section below to attach a file listing these properties.

Showing 0-0 of 0

Street Nbr	Street Name	Dir	Date of Vacancy	Estimated Length of Vacancy	Plans for Property	Comments
No records found.						

[Add a Row](#) [Edit Selected](#) [Delete Selected](#)

### PROPERTIES SOLD

For each property sold since you last registered, click the "Add row" button below and input the requested information. If you have a long list of properties, you may use the attachment section below to attach a file listing these properties.

Showing 0-0 of 0

Street Nbr	Street Name	Dir	Date of Sale	Sold To
No records found.				

[Add a Row](#) [Edit Selected](#) [Delete Selected](#)

7- Enter the owner and, if applicable, manager's date of birth. Also indicate whether or not the owner's mailing address is the same as his/her home address (i.e., in the case of PO Boxes, etc.).

Read the disclaimer, initial the approval, type your name into the signature box, and click continue.

Review the information you've submitted and click continue. You will see a message indicating your registration has been submitted. Once submitted, your registration will be reviewed by staff and after acceptance you will receive a confirmation by email.

#### REGISTRATION INFORMATION

Owner Date of Birth:

Manager Date of Birth:

Owner Residence Same as Mailing Address: [?](#)

Yes  No

Owner Residence Street Address:

Owner Residence City State:

Owner Residence Zip Code:

**\*\*Be advised that ALL Notices, Invoices, and other important matters generated by the Code Compliance Office will be mailed to the owner's address on record with the City Assessor's Office.\*\***

#### DIGITAL SIGNATURE

**AFFIRMATION:** Under penalty of perjury, I declare that I have examined this registration, including accompanying statements and attachments, and to the best of my knowledge and belief, the registration is true, correct, and complete.

**NON-TRANSFERABLE:** I acknowledge that this registration is made solely in the name of the property owner.

**PUBLIC RECORD:** I understand that the information supplied by me in connection with this registration will become a public record and may be subject to disclosure to the public under the Michigan Freedom of Information Act (FOIA) or other authority.

**\* APPROVAL REQUIRED:** I understand that submission of this rental/vacant property registration update does not comprise approval. I further understand that all information provided herein will be reviewed by the City before any approval of this submission. I understand that in addition to the information contained in this submittal, the City is authorized to review any public documents that may confirm the statements made herein, including records documenting proof of ownership, property history, or any other public record. [?](#)

Initials

**\* SIGNATURE:** I declare my intent to sign this rental/vacant property registration update electronically pursuant to the provisions of the Michigan Uniform Electronic Transactions Act (UETA). I hereby sign this application by typing my full legal name into the box below.: [?](#)

Type your full legal name here.

Continue »

Save and resume later