

City of Berkeley
Planning & Development Department
Building & Safety Division
Rental Housing Safety Program

RENTAL HOUSING SAFETY PROGRAM (RHSP)

UPDATES — OCTOBER 2026

Website: www.berkeleyca.gov (Search: RHSP)

Exemption/Corrections Forms can now be submitted online at www.citizenserve.com/berkeley.

Select Submit exemptions to your RHSP annual account under Navigate Our City.

Blank Exemption/Correction forms can be downloaded from the Rental Housing Safety Program (RHSP) website at www.berkeleyca.gov (Search: RHSP)

HOW TO PAY

Payments for the yearly RHSP per unit/room fees can be made in the following ways:

Online

Make payments online at
www.citizenserve.com/berkeley.
Select Pay RHSP annual fee.



By Mail

City of Berkeley
RHSP Payments
1947 Center Street, 3rd Floor
Berkeley, CA 94704

Drop Box

A drop off is available Monday-Friday from 8:30am-5:30pm at 1947 Center Street. The drop box is located just to the left of the front entrance by the service elevator.

BE ADVISED:

Payments cannot be made by phone or in person. If you come in person to pay, you will be directed to place your payment in the drop box.

NEW BILLING SYSTEM

Our statements have a new look. The Rental Housing Safety Program has a new billing system. This new system allows customers to view account information/requests, make payments online by credit, debit or echeck and submit exemption & correction requests online.

As part of the implementation of this new system all accounts have been assigned a new account number, also referred to as a license number. You should use this new number on all payments and correspondence.

CHANGES TO EXEMPTION REQUESTS Unit Verification Inspections Required

Submit Exemption/Correction Forms online through Citizenserve, by email to rhspbilling@berkeleyca.gov, by mail, or in person at 1947 Center St., 3rd Floor. Requests will be reviewed, and any eligible fee adjustments will be applied to the current fiscal billing cycle (July 1 - June 30).

BE ADVISED: Exemption requests for units claimed as vacant or owner-occupied must be verified through unit verification inspection conducted by a housing inspector. Failure to complete the required unit verification will nullify the exemption request and may result in reinstatement of the annual fee and the assessment of applicable penalties.

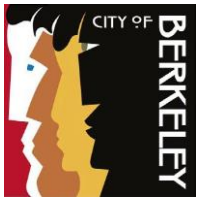
Note: Vacant units may be subject to fees under the Berkeley Rent Board Empty Homes Tax. For more information on the Empty Homes Tax, please go to:
<https://rentboard.berkeleyca.gov/>

RESOURCES / CONTACT INFORMATION

- Additional Frequently Asked Questions can be found on the website <https://berkeleyca.gov> (search: RHSP)
- For additional information regarding the Rental Housing Safety Program or the checklist, contact our office at (510) 981-5444 or visit the website <https://berkeleyca.gov> (search: RHSP)
- If you have questions regarding your bill, please email rhspbilling@berkeleyca.gov or call (510) 981-5445

Submit your Exemption/Correction Form online
at www.citizenserve.com/berkeley





Additional Frequently Asked Questions can be found on the Rental Housing Safety Program (RHSP) website at www.berkeleyca.gov (Search: RHSP)

- Why am I receiving this bill?

Rental Housing Safety Program statements are issued for residential properties that are in the RHSP database. These properties are either currently a rental property or have previously been a rental property. If the unit(s) are owner-occupied, vacant or non-rental, the owner may submit an Exemption/Correction Form. Approved exemptions are valid for one fiscal billing cycle (July 1 - June 30).

- How can I be removed from this billing?

Residential properties may be exempt from the annual billing for 5 years if they meet all of the following criteria:

- The property is a single-family residence or condominium.
- The owner's legal mailing address is the same as the property address per county records.
- No portion of the property is being rented.
- A unit verification inspection has verified the owner occupancy status.

If your property meets the above criteria, submit a completed Exemption/Correction Form by email at RHSPbilling@berkeleyca.gov, by phone (510) 981-5445, or by mail or in person at: 1947 Center St., 3rd floor, Berkeley CA 94704

- I submitted an Exemption/Correction Form last year. Why am I being billed for all the units?

All units of a multi-unit property are billed annually. If approved, exemptions are granted one year only. See above if you qualify for the 5 year exemption.

- Are any units/rooms exempt from the annual per unit/room fee?

The following units/rooms are exempt from the annual fee:

- Single-family rental dwellings, apartments, or rooms that are occupied by the owner or owner's family members, provided no rent is charged.
- Units/rooms not rented/vacant at any time during the previous fiscal year or longer. For the FY 2026-27 billing cycle the unit/room must have remained non-rental/vacant through June 30, 2026.

To claim an exemption, complete the Exemption/Correction Form which provides an exemption for one fiscal billing cycle (July 1 - June 30)

** Exemption requests for units claimed as vacant or owner-occupied must be verified through a on-site unit verification inspection conducted by a housing inspector. Failure to complete the required unit verification will nullify the exemption request and may result in reinstatement of the annual fee and the assessment of applicable penalties.*

- The bill is for more units than are located on the property and/or I qualify for one of the above exemptions:

Complete the Exemption/Correction Form, enclosed with the bill and remit your payment based upon the total amount due on the bill, less the amount of claimed exemption(s) to City of Berkeley, RHSP Payments, 1947 Center St., 3rd Floor, Berkeley. If the exemption request is not approved, a notification will be sent.