

Guide to Viewing Rental Records

First – go to the web address: <https://aca.rochestermn.gov/citizenaccess/>

- You must have a Citizen Access account to submit permit applications. For additional resources regarding [creating an account](#) or other relevant information, go to the Applications, Forms, and Guides page at <https://www.rochestermn.gov/government/departments/building-safety/applications-forms-and-guides>
- PLEASE NOTE: if you are unable to find what you are looking for and would like assistance, please contact Community Development at 507-328-2600 or buildingsafety@rochestermn.gov

1. On the Citizen Access page enter your username and password to log in

The screenshot shows the 'Citizen Access City of Rochester' portal. At the top left is the City of Rochester logo. To the right are links for 'Announcements', 'Accessibility Support', 'Register for an Account', and 'Login'. Below this is a search bar. A navigation bar contains 'Home', 'Building Permits', 'Rental Housing', 'City Planning', 'City Licensing', 'Historical Planning', and 'Fire'. Below the navigation bar is an 'Advanced Search' dropdown. The main content area features a 'Welcome to the Citizen Portal' message, stating that services are available 24/7. It lists two access methods: 'Unregistered (or anonymous) user' (Search and view records) and 'Registered user' (Search and view records, Allow access to creating Collection of your Permits, Pay Rental Housing Licenses). On the right side, there is a 'Login' box with fields for 'User Name or E-mail' and 'Password', and a 'Login »' button.

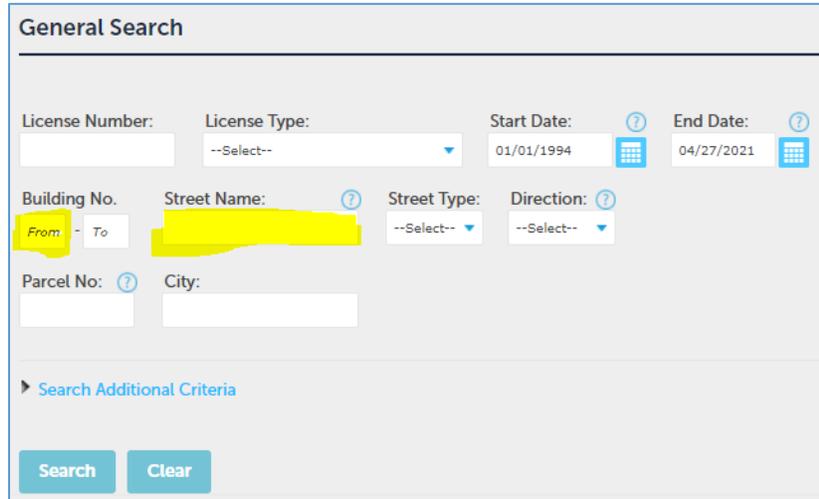
a.

2. Click on **Rental Housing** in the top bar to get to the rental section

This screenshot is similar to the previous one but shows the 'Rental Housing' link in the navigation bar highlighted in yellow. The rest of the page content is the same as in the previous screenshot.

a.

3. Search for the rental property address you would like to view
 - a. Scroll down to the Search for Licenses section to where it has open boxes under the header General Search

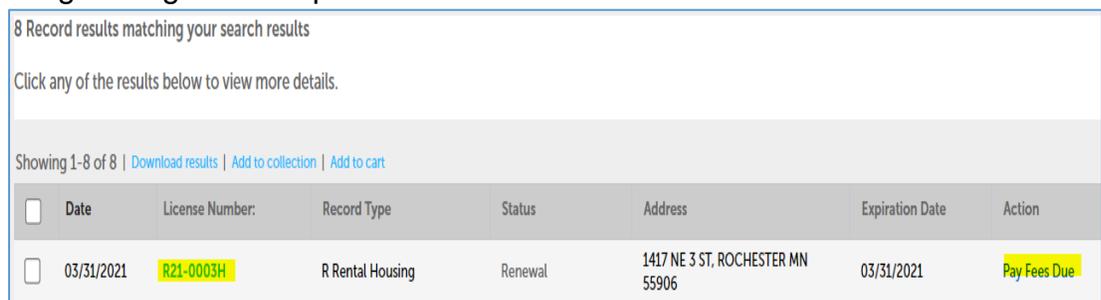


- i.
- b. If you know the rental certificate enter it in the “License Number” box and click Search
- c. If you do not know the rental certificate, then you can search using the address
 - i. The best way to search is to enter information only the first “Building No” box and “Street Name” box then click Search at the bottom
 1. A frequently asked questions (FAQ) document is available on the website at <https://www.rochestermn.gov/government/departments/building-safety/applications-forms-and-guides> if you click [How to Search Addresses in Citizen Access FAQ](#)
 - ii. When searching it is extremely important that LESS is MORE, only use two fields

Examples: Real Address - 2122 Campus Dr. SE What to Enter: Building No: Street Name:

2122 Campus

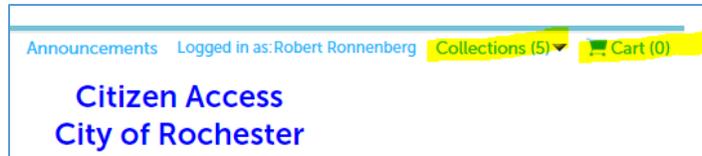
 - 1.
 - iii. If you are not getting the address put in less information, such as only the first “Building No” box and search through the results to select the correct one
4. The search results populate at the bottom of the page and are ordered newest to oldest
 - a. For **Rental Housing** you can click the highlighted number under the License Number column to go straight to that particular rental record



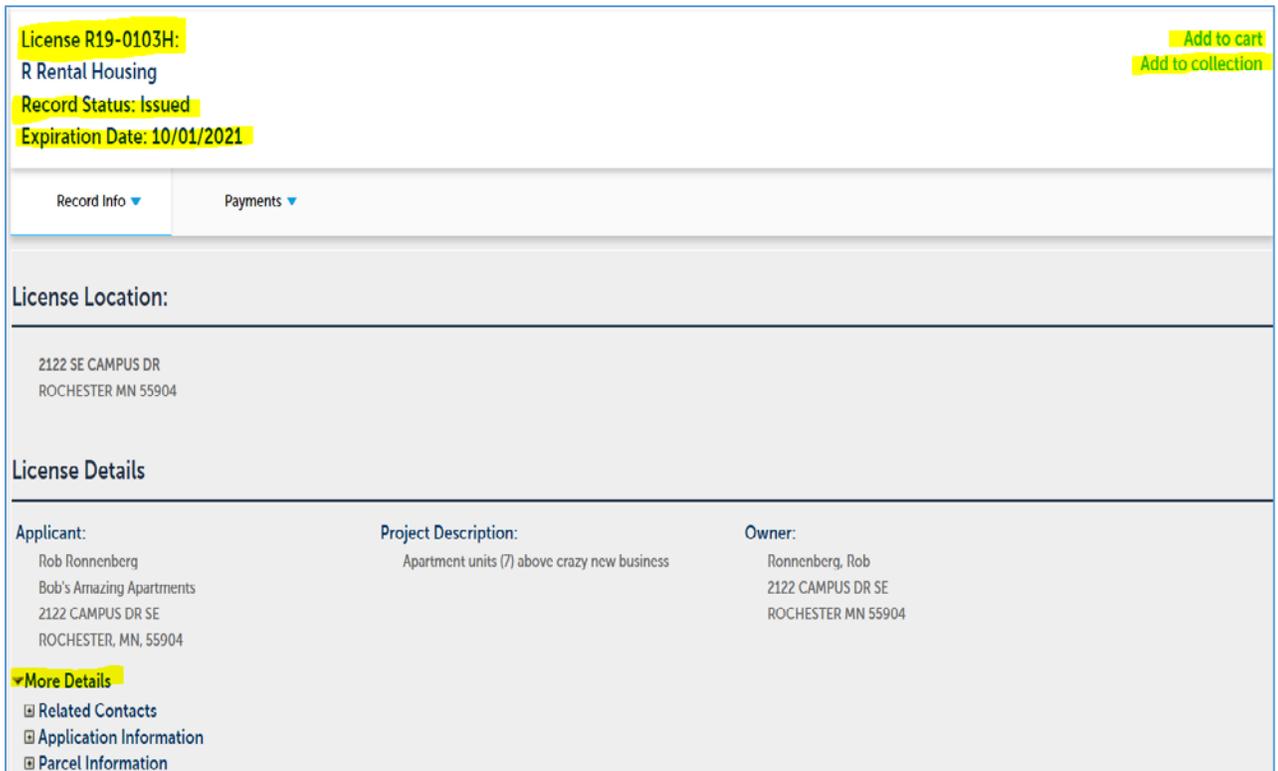
| | Date | License Number: | Record Type | Status | Address | Expiration Date | Action |
|--------------------------|------------|-----------------|------------------|---------|----------------------------------|-----------------|--------------|
| <input type="checkbox"/> | 03/31/2021 | R21-0003H | R Rental Housing | Renewal | 1417 NE 3 ST, ROCHESTER MN 55906 | 03/31/2021 | Pay Fees Due |

- i.
- ii. Additionally if there are fees due for the rental, to the right side of the results is an Action column where a link saying “Pay Fees Due” can be clicked

5. After clicking on a license and being taken to the record page, the key points located under the page header to be aware of are:
 - a. Top left: license number, current record status, and expiration date
 - b. Top right: if a payment is due you can click “Add to cart” to put the fees in a shopping cart, then there is an “Add to collection” link so you can create or modify a personalized collection for grouping permits
 - i. Both of these are quickly available at the top of the page with links



- ii.
 - c. Middle of page: this shows the License Location, License Details, and additional information at the bottom under the “More Details” dropdown option
 - d. The screen looks like this:



License R19-0103H:
R Rental Housing
Record Status: Issued
Expiration Date: 10/01/2021

Record Info ▾ Payments ▾

License Location:

2122 SE CAMPUS DR
ROCHESTER MN 55904

License Details

| Applicant: | Project Description: | Owner: |
|---|--|--|
| Rob Ronnenberg Bob's Amazing Apartments 2122 CAMPUS DR SE ROCHESTER, MN, 55904 | Apartment units (7) above crazy new business | Ronnenberg, Rob 2122 CAMPUS DR SE ROCHESTER MN 55904 |

▾ **More Details**

- Related Contacts
- Application Information
- Parcel Information

- e.
 6. The main area for details is directly under the permit details where it says “Record Info” and “Payments” which are actually buttons you can click for dropdown options



License R19-0103H:
R Rental Housing
Record Status: Issued
Expiration Date: 10/01/2021

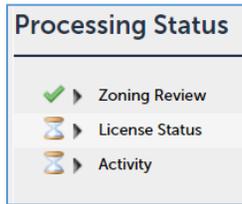
Record Info ▾ **Payments** ▾

- a.

7. If you click on “Record Info” it will show more information available:



- a.
- b. License Details is the main record screen you started from
- c. Processing Status shows the workflow for the permit from start to current state and those with a triangle next to them can be clicked on for additional information



- i.
- d. Related Records shows any connected records to the one being viewed
 - i. The right column has a “View” link to take you to that record, however there are unlikely to be any for rental properties (shown is a building permit example)

| Related Permits | | | | |
|----------------------------|------------------------------------|--------------|------------|----------------------|
| Permit Number | Permit Type | Project Name | Date | View |
| R17-0371CB | R Commercial Building (Alteration) | | 09/14/2017 | |
| R17-1448CE | R Commercial Electrical | | 09/19/2017 | View |
| R17-1508CM | R Commercial Mechanical (HVAC) | | 10/03/2017 | View |

- ii.
- e. Attachments shows you any files attached to the record, clicking the hyperlink in the Name column or Action column will download the file or show you details about it
 - i. Certain documents contain private data and will be shown, however unavailable to view so there will not be a hyperlink, it is to show the attachment exists only

| Attachments | | | | | |
|---|-----------|--------------------|----------|---------------|---------------------------|
| Name | Record ID | Type | Size | Latest Update | Action |
| Receipt_ACA_20191025_085847.pdf | R19-0103H | Receipt | 31.99 KB | 10/25/2019 | Actions ▼ |
| Receipt_20191025_090419.pdf | R19-0103H | Receipt | 31.87 KB | 10/25/2019 | Actions ▼ |
| Receipt_20191025_092330.pdf | R19-0103H | Receipt | 31.84 KB | 10/25/2019 | Actions ▼ |
| Rental Desk Duties.PDF | R19-0103H | Rental Application | 37.55 KB | 04/27/2021 | Actions ▼ |

ii.

- f. Inspections shows:
- i. At the top: Upcoming inspections at the top of the page
 - ii. In the middle: Completed shows a summary of the inspection results history
 - iii. At the bottom: the results of any completed inspections with “View Details” links to the right of the page for more information about each specific inspection

Inspections

Upcoming (1)

12/19/2020 at 09:00 AM Scheduled Re-Inspection (2293798) Actions ▾
Inspector: JB

Completed (5)

CANCELLED - 1; IN COMPLIANCE - 1; MISSED APPOINTMENT w/PENALTY - 1; NON COMPLIANT - 1; VIOLATION EXISTS - 1

| | |
|--|------------------------------|
| MISSED APPOINTMENT w/PENALTY Initial 2293504 Result by: rr on 10/25/2019 at 09:22 AM | View Details |
| IN COMPLIANCE Re-Inspection 2293505 Result by: rr on 10/25/2019 at 09:27 AM | View Details |
| VIOLATION EXISTS Complaint Investigation 2293506 Result by: rr on 10/25/2019 at 09:35 AM | View Details |
| NON COMPLIANT Routine 2293574 Result by: AMH on 11/18/2019 at 12:00 AM | View Details |
| CANCELLED Routine Cancelled by: rr on 11/19/2020 at 09:50 AM | View Details |

- 1.
- iv. **PLEASE NOTE:** rental inspections cannot be scheduled online using Citizen Access, however you can submit an inspection request using the form at <https://lf.city.roch/Forms/CDRentalInspectionRequest>
8. If you click “Payments” it will bring up the “Fees” option in the dropdown

License R19-0103H:
R Rental Housing
Record Status: Issued
Expiration Date: 10/01/2021

| | |
|---------------|------------|
| Record Info ▾ | Payments ▾ |
| | Fees |

a.

- b. Click on “Fees” to see the Outstanding fees and any previously paid fees listed, along with a “Pay Fees” link to the right which will take you to the payment page for any fees due to be paid

| Fees | | | |
|---------------------------------|----------------|----------|------------------------------|
| Outstanding: | | | |
| Date | Invoice Number | Amount | |
| 04/27/2021 | 187813 | \$20.00 | Pay Fees |
| Total outstanding fees: \$20.00 | | | |
| Paid: | | | |
| Date | Invoice Number | Amount | |
| 10/25/2019 | 187127 | \$45.00 | View Details |
| 10/25/2019 | 187126 | \$40.00 | View Details |
| 10/25/2019 | 187124 | \$90.00 | View Details |
| 10/25/2019 | 187124 | \$210.00 | View Details |
| Total paid fees: \$385.00 | | | |

i.

9. These are the option available for reviewing rental property records using Citizen Access

Any questions, concerns, feedback, or other can be directed to the Community Development Department at 507-328-2600 or at buildingsafety@rochestermn.gov