



SINGLE FAMILY RENTAL REGISTRATION PROGRAM GUIDE

HOW TO COMPLETE YOUR RENTAL
REGISTRATION E-APPLICATION ON THE
VGOV

Website Portal



**PLEASE ALLOW 20 - 30
MINUTES TO COMPLETE
YOUR APPLICATION**

DOCUMENTS YOU WILL NEED



Owner
or
Owner's Representative's
Valid ID



Complete,
Notarized
(2 Page)
Rental Affidavit



Owners' Self Inspection
Checklist



Valid Credit Card

You can list all the rental properties on the second page of the "Rental Affidavit" that you intend to register under one owner. But you must submit an "Owner's Self Inspection Checklist" for each rental property/unit (i.e. a single family dwelling, each unit of a duplex, or each condominium unit that is offered for rent or lease)



WHERE CAN I FIND THE FORMS?

1. Go to the City of Dallas website (dallascityhall.com/departments/codecompliance)
2. Click on the Single Family Rental Registration Program to the right of the page



3. Scroll down the page and in the middle you will find the forms that you need to successfully register your rental property(s).

[Single Family Rental Owner Inspection Checklist](#)

[Affidavit of Single Dwelling Unit Rental](#)

If you qualify for an exemption as specified under the FAQ's on this page, you do not need to register but should submit an exemption affidavit to the Code Compliance Single Family Rental Program at 3131 Dawson Road, 2nd floor, Dallas, Texas 75226

HERE

WE

GO!!

Let's Get
Registered

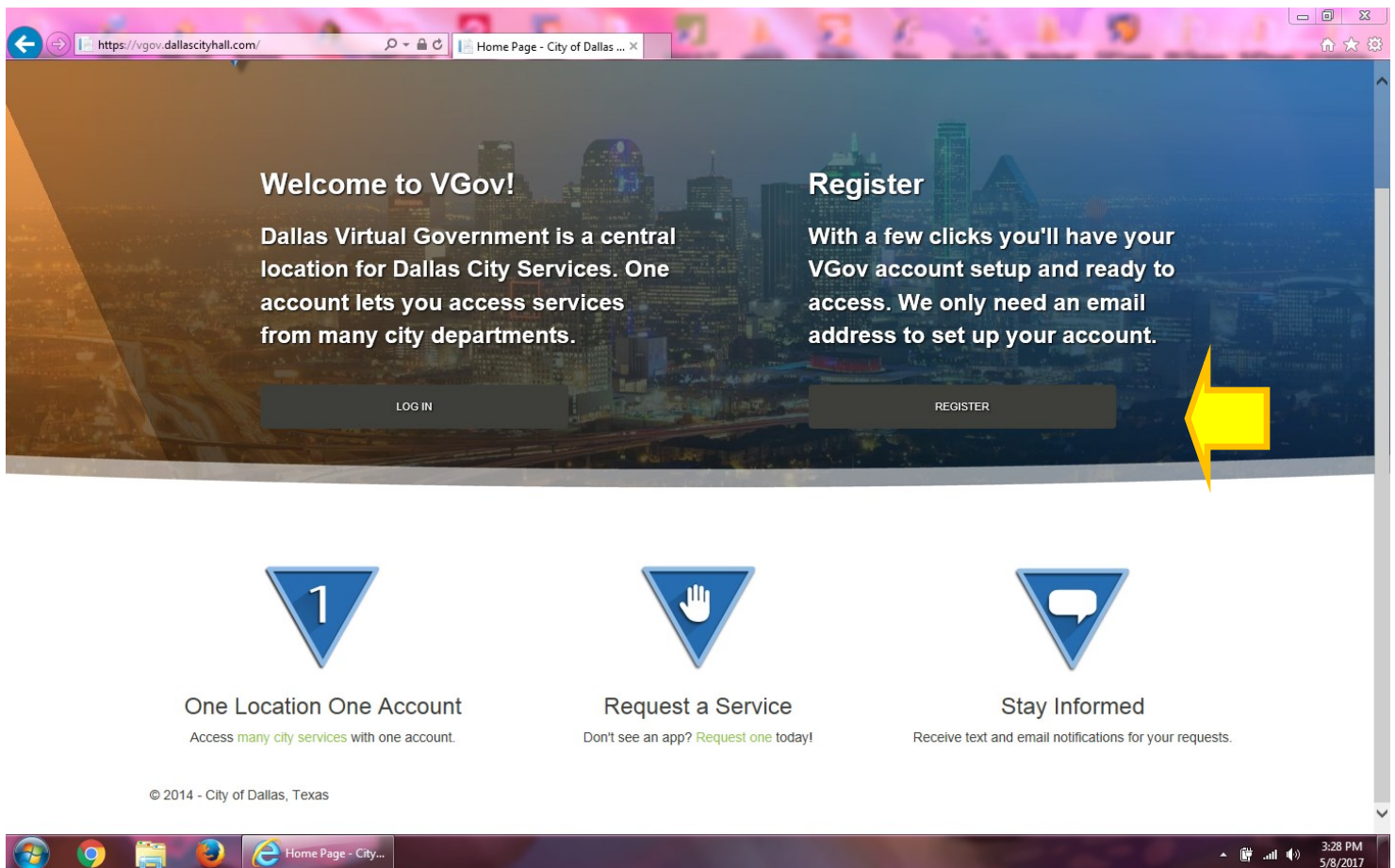
1. Go to the City of Dallas website (dallascityhall.com/departments/codecompliance)
2. Click on the Single Family Rental Registration Program to the right of the page



3. Click on the Green House to the right of the page



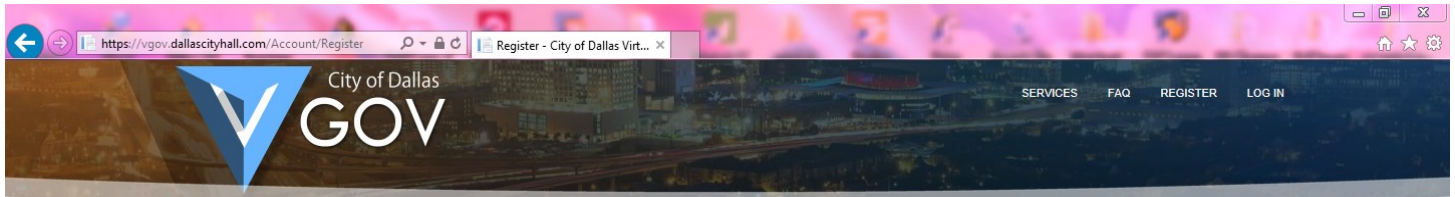
4. You will be directed to the VGOV portal. This is where you will start your registration



You are now on the V-Gov Website Homepage

Now you will begin the process to create an account which you can use to register other properties or renew existing applications by adding updated checklists and rental affidavit each year

1. Click on the option titled “Register”



Register

Create a new account with an email address and password.

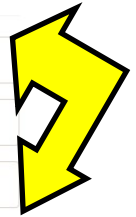
Please be sure to use upper and lower case letters, digits, and symbols in your password. Passwords must be at least 12 characters long, and they can be as long as you like.

Email Address

Password

Confirm password

Send me Email Notifications
If you do not check this box, you will not receive email notifications when the city updates, rejects, or approves your applications and permits.



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On this page you will create your user account. You must enter a working email address to register (1)

Next you will create a password that you will use each time you register or renew your application.. Create one that you can remember or put away for a later date (2)

The password must be 12 characters long and contain at least 1 each of the following:

A Capital letter (A,B,C.....)

A Number (1,2,3.....)

A lower case letter (a,b,c.....)

A special character (@,#,\$.....)

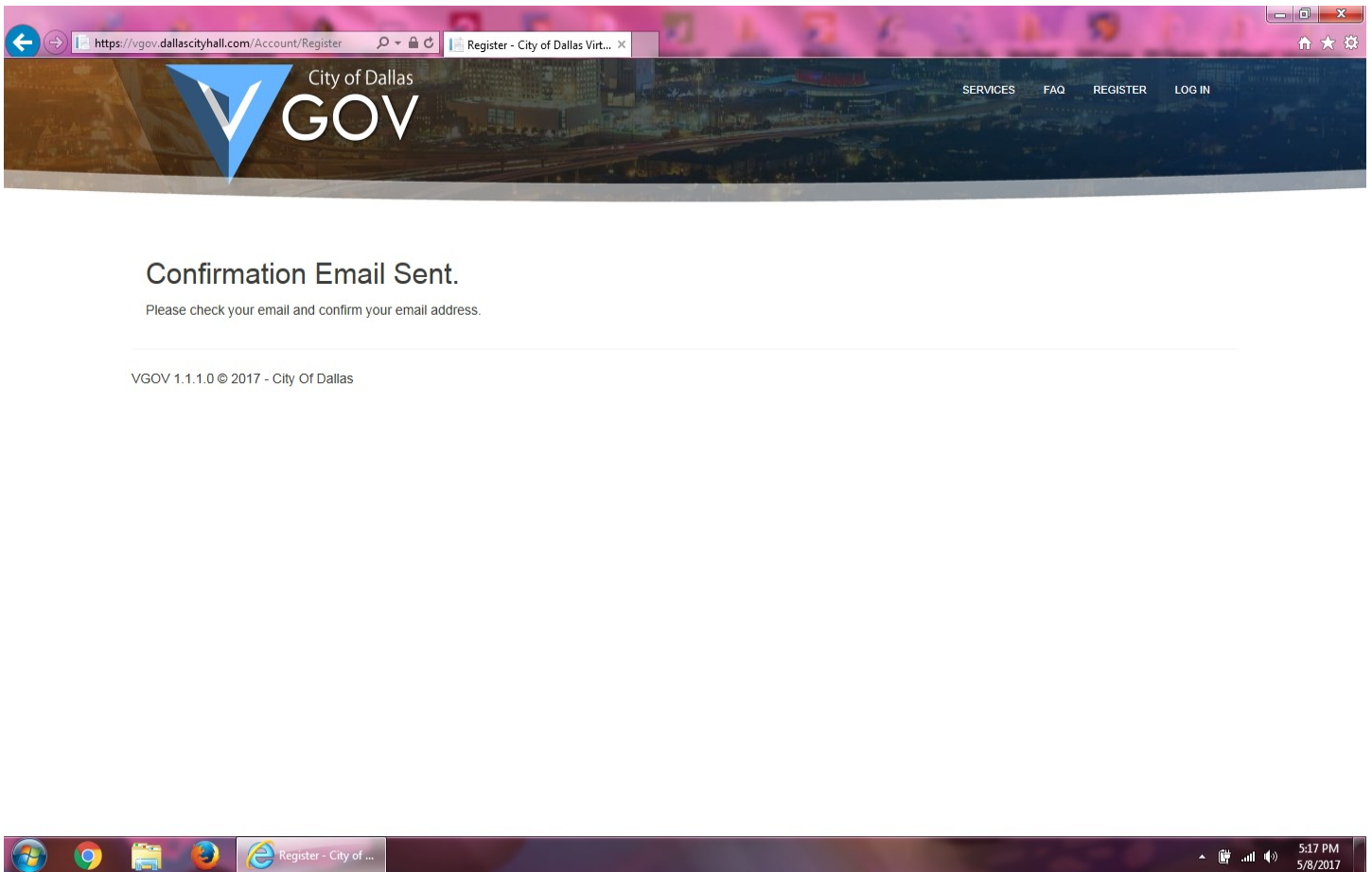
Confirm your password by typing it in again exactly like you did the first time

**If you do not have a working email address; Google.com offers email addresses for free

After you have entered your user account information (e-mail and password),

Click on Register

The VGOV screen will display “Confirmation Email Sent” and instruct you to check your email and confirm your email address

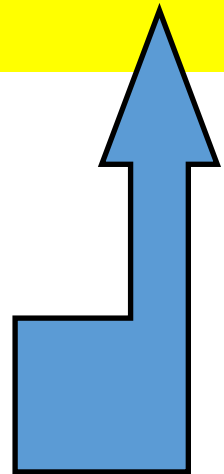


Below is the email confirmation you should receive to your email address with your email address displayed to you the recipient



From: <DoNotReply@dallascityhall.com>
Date: May 8, 2017 5:17 PM
Subject: Please confirm your account for vgov.dallascityhall.com
To: <@gmail.com>
Cc:

Please click on the link at the end of this message to confirm your account for the City of Dallas VGOV application: [link](#)



Click on the [link](#) to confirm your new account

4



Confirm Email

Thank you for confirming your email.
Please [click here to log in](#)

FROM HERE YOU WILL CLICK ON THE LINK TITLED
“[CLICK HERE TO LOG IN](#)”.

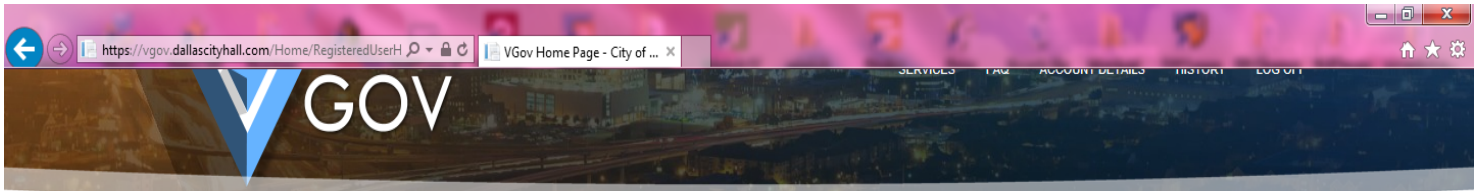
YOU WILL BE NAVIGATED BACK TO THE V-GOV
HOME PAGE.

Click on the “Log In “ link found in the top right hand corner

The screenshot displays the City of Dallas V-GOV website's login interface. At the top right, a navigation menu includes links for 'SERVICES', 'FAQ', 'REGISTER', and 'LOG IN'. A yellow arrow points to the 'LOG IN' link. The main content area features a 'Log in' heading and the instruction 'Use a your V-Gov account to log in.' Below this is a form with an 'Email Address' field (with a validation message 'The Email Address field is required.') and a 'Password' field. A 'Remember me?' checkbox is checked, and a 'LOG IN' button is positioned below it. To the right of the form is a blue checkmark icon. At the bottom of the page, there are links for 'Forgot Password', 'Register', and 'Send Confirmation Email'. The footer text reads 'VGOV 1.1.1.0 © 2017 - City Of Dallas'. The Windows taskbar at the bottom shows the system tray with the time 6:10 PM and date 5/8/2017.

Type in your same email address and password that you used when you registered to create your V-GOV account

Click on “Log In”



Hello new user!

Please [edit your profile](#) so that we can help fill out forms for you and keep you up to date on your transactions.

Recent Activity

Date	Description	Cost	
You have no recent activity to display.			

Fees You Owe

Reason for Fee	Amount	
You have no payments due at this time.		

FEATURED SERVICES

Rental Property Registration

Beginning January 1, 2017, owners of rental properties (single family homes, duplexes and condo units) in the City of Dallas will be required to register their properties annually by submitting a registration application.

Required attachments and other information are available from the [Department of Code Compliance](#).

[VIEW OR CREATE REGISTRATION APPLICATIONS](#)

See the List of Services

The list of V-Gov services is available here:

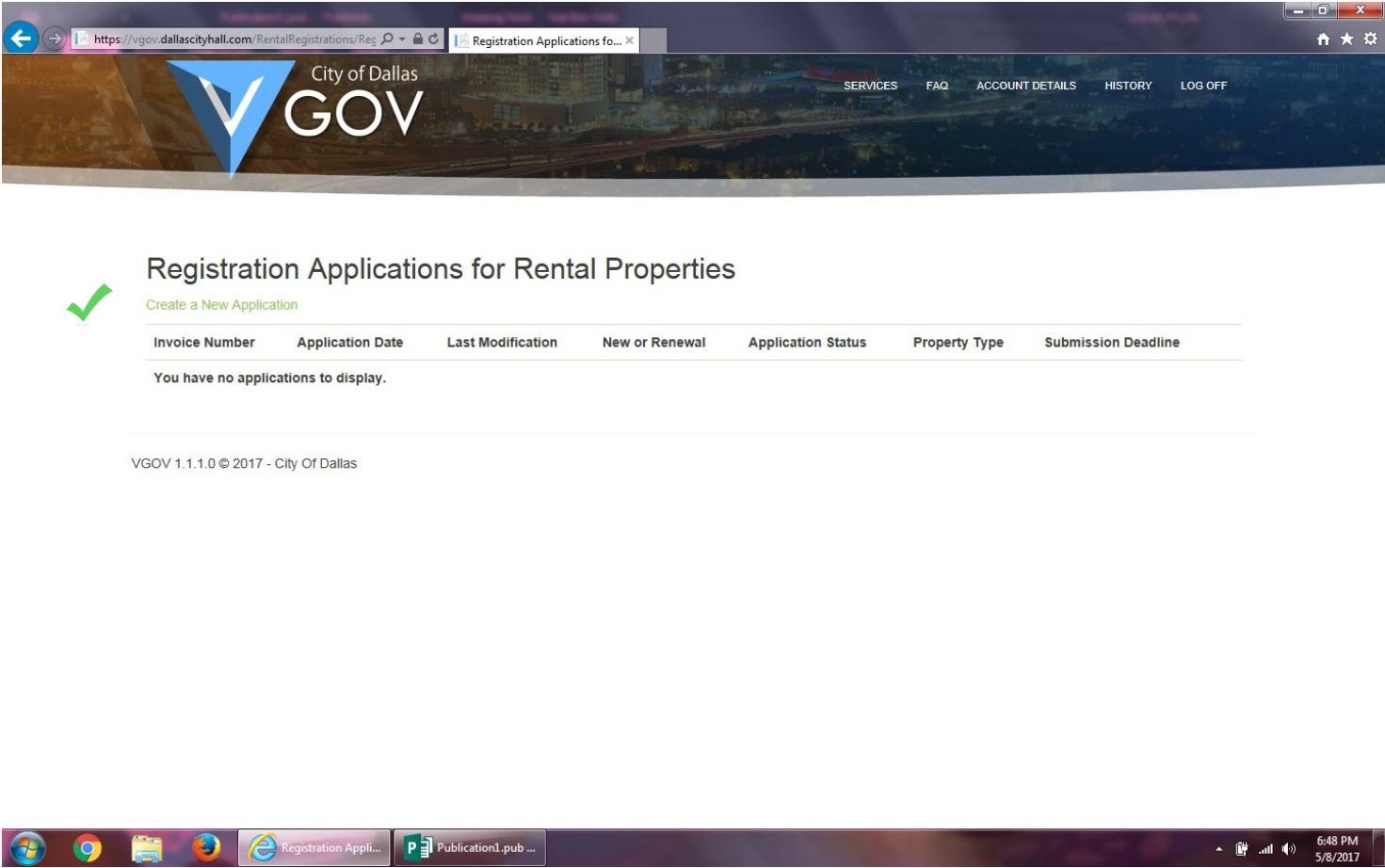
[SEE THE COMPLETE LIST OF SERVICES](#)



When the Hello new user! Screen displays. Go down to the bottom of the page and click on “View or Create Registration Application”

Registration Applications for Rental Properties page will come up

Click on “Create a New Application”



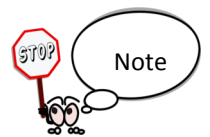
Now you can start Part 1 of your application

Be sure to have the following items ready to be uploaded/attached:

1. Owner or Owner's Representatives DL or government issued ID
2. Owners Self Inspection Checklist
3. Notarized 2 Page Rental Affidavit
4. Credit Card for payment

Be sure to complete the first part which includes owner information, Emergency contact information, property manager information and upload a copy of the drivers license using the "Browse" button.

Fill in all the required information indicated by an asterisk and any other applicable information first. Do all of this before you click the orange button "Save changes on this form and add a property".



DO NOT "SUBMIT YOUR APPLICATION" JUST YET. YOU STILL NEED TO ADD THE RENTAL PROPERTY INFORMATION, AFFIDAVIT AND CHECKLIST

New Rental Property Registration Application

Property Type

New or Renewal

Type of Property Owner

Property Owners

Business Name *

First Name *
Middle Name
Last Name *

Street Address *

Suite, Apt, etc.

City *
State *
Zipcode *

Phone Number *
Fax Number

Email Address *

DELETE THIS OWNER

ADD NEW OWNER

Rental Properties

You have no rental properties for this application.
 Make changes on the form and add a property!



Emergency Contact

First Name *
Middle Name
Last Name *

Street Address *

Suite, Apt, etc.

City * State * Zipcode *

Phone Number * Fax Number

Email Address *

Location of Business Records *

Property Deed Information
Volume Page  County

Property Manager Business Name

First Name Middle Name Last Name

Street Address


Suite, Apt, etc.

City State Zipcode

Phone Number Fax Number

Email Address

Is there a lien holder for this property?

Driver's License or ID Number * 

Issuing State *

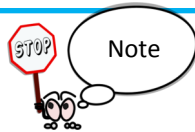
Scan of Owner Driver's License *

(JPG, PNG, or PDF)
For best results, we recommend that your file be no larger than 1 MB.

[Back to List](#)

Now that you have completed the first part of the application, you can start on the second part. At this point you can add as many properties as you have listed on the rental affidavit. Each of them must be added individually but to the same application. You do not need to fill out a new application for each property if the owner information remains the same

Remember the note !!



Do all of this before you click the orange button “Save changes on this form and add a property”.

????

Click on the orange button !!

”.

Save changes on this form and add a property

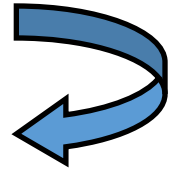
You click on this button each time, for each property you want to add to the application

The screen “Create a Rental Property” will display so you can fill in the information regarding a rental property.

Create a Rental Property

Property Address	Street Number *	Direction	Street Name *	Street Type	Direction Suffix
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	City *	State *	Zipcode *		
	<input type="text"/>	<input type="text"/>	<input type="text"/>		
Unit Address or Number	<input type="text"/>				
Rent Amount	<input type="text" value="0"/>				
Rent Includes Utilities	<input type="text" value="No"/> <input type="button" value="v"/>				
Property Manager	Business Name <input type="text"/>				
	First Name <input type="text"/>	Middle Name <input type="text"/>	Last Name <input type="text"/>		
	Street Address <input type="text"/>				
	Suite, Apt. info. <input type="text"/>				
	City <input type="text"/>	State <input type="text"/>	Zipcode <input type="text"/>		
	Phone Number <input type="text"/>		Fax Number <input type="text"/>		
	Email Address <input type="text"/>				
Unit Type	<input type="text" value="Single Family Res"/> <input type="button" value="v"/>				
Status	<input type="text" value="Rented location"/> <input type="button" value="v"/>				
Is this property insured?	<input type="text" value="No"/> <input type="button" value="v"/>				
Scan of 2-page Checklist with 2-page Affidavit *	<input type="text"/> <input type="button" value="Browse..."/>				
	<p>You can download a blank affidavit here and you can download a blank inspection checklist here. You must print out and complete both the checklist and the affidavit, scan both of them into a single file, and upload the scanned file. For best results, we recommend that you generate a black and white PDF using the "document" setting of your scanner. Your file MUST be 4 MB or less in size.</p>				
	<input type="button" value="CREATE"/>				

Upload your Rental Affidavit and Owner Self Inspection Checklist together as one document for that specific rental property by clicking on the Browse button



Scan of 2-page Checklist with 2-page Affidavit *

Browse...

(JPG, PNG, or PDF)

You can [download a blank affidavit here](#) and you can [download a blank inspection checklist here](#).

You must print out and complete both the checklist and the affidavit, scan both of them into a single file, and upload the scanned file. For best results, we recommend that you generate a black and white PDF using the "document" setting of your scanner.

Your file MUST be 4 MB or less in size.

CREATE

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Click on the “**Create**” after you have completed uploading and/or attaching your required documents for the specific rental property



A blue bottom will pop up and you can Add any additional rental properties to the application by clicking on it and repeating the steps



Please be sure to **“Save”** your application. You may revise your application within 10 business days from the start of the process. Just log back in to view and edit your application by clicking on **“details”** or **“see all your past activity”**

Hello new user!

Please [edit your profile](#) so that we can help fill out forms for you and keep you up to date on your transactions.

Recent Activity

Date	Description	Cost	
5/8/2017	Rental Property Registration Application 17-003330	\$0.00	Details

See [all your past activity](#).

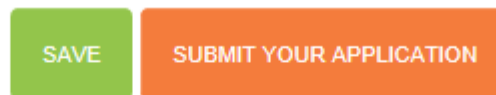


Fees You Owe

Reason for Fee	Amount	
You have no payments due at this time.		

Now that you have completed the application and uploaded all the required documents (your ID, rental affidavit and checklist for each rental property; You are ready to submit your application.

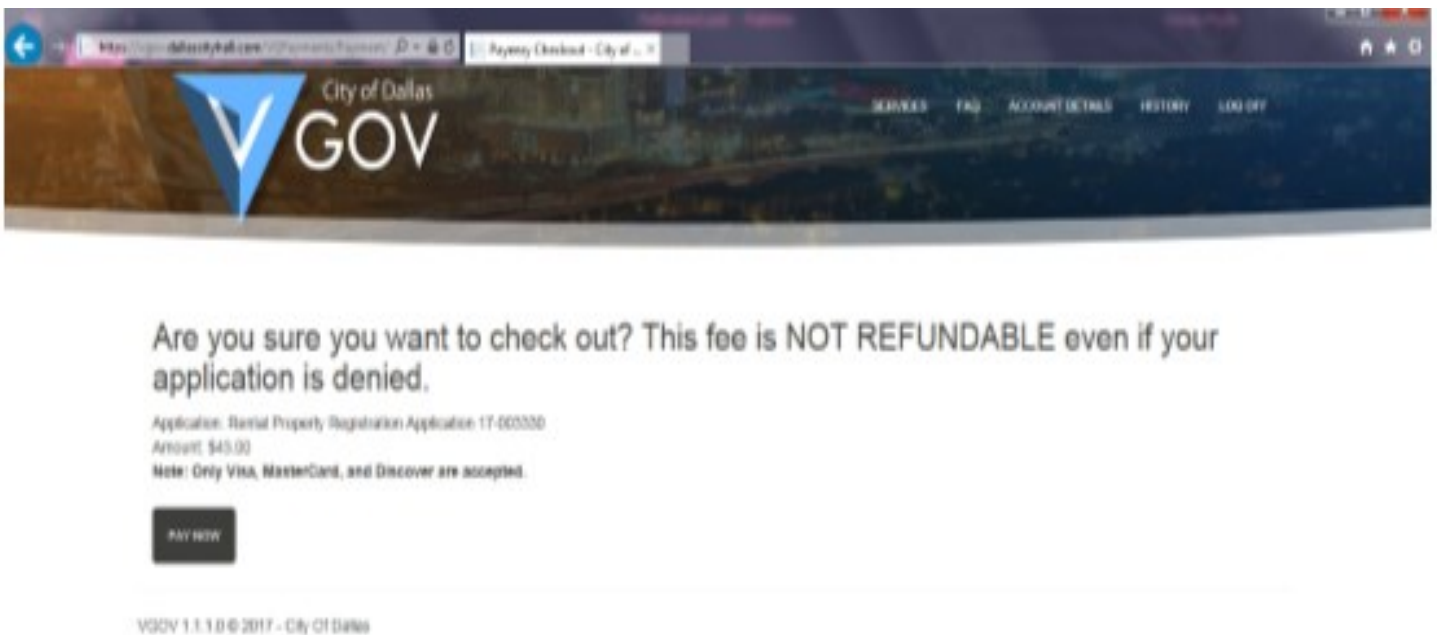
Just click on the orange **“Submit Your Application”** button



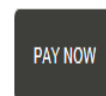
[Back to List](#)

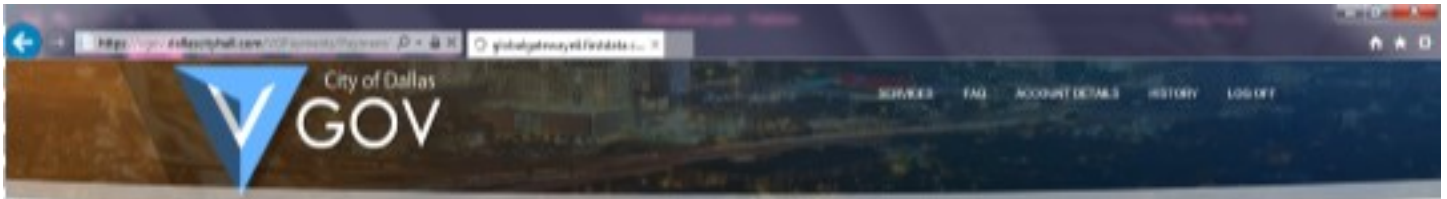
This screen will appear with a very important message:

1. Asking if you are ready to check out.
2. Advising you that when you pay the fee(s) are non refundable
3. It references your application number
4. The total fee amount
5. The types of credit cards the system will accept



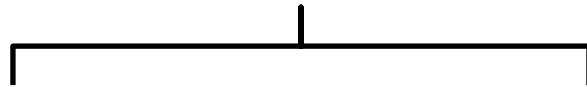
If you are ready. Click on the Black “Pay Now” button and you will be routed to the payment “Payeezy” portal to complete the payment process





Please wait while we redirect you to our payment provider

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Making your Payment





City of Dallas City of Dallas VGOV Fee Payment

Review Your Order

Invoice Number

17-003330

Quantity	Item	Unit	Price
1	Rental Property Registration Application 17-003330	\$43.00 USD	43.00
Total		USD	43.00

[« Return to City of Dallas VGOV Fee Payment](#)

Pay With Your Credit Card

Cardholder Name

Credit Card Number



Expiry Date (MMYY)

Address

City

State/Province

ZIP/Postal Code

Country

Email

A confirmation email will be sent to this address.

Your private information is secured using SSL (Secure Sockets Layer), the leading security protocol on the Internet. Information is encrypted and exchanged with an https server.

We respect your privacy. We will pass your name, address or e-mail address on only to the merchant.

After you have paid you will be routed back to the VGOV page which displays the listing of registration applications for your rental properties.

The screenshot shows the VGOV website interface. At the top, there is a navigation menu with links for ADMINISTRATION, SERVICES, FAQ, ACCOUNT DETAILS, HISTORY, and LOG OFF. A green notification banner states: "Your payment for the registration application 17-000032 was successful! You should receive an email notification and receipt shortly." Below this, the main heading is "Registration Applications for Rental Properties" with a link to "Create a New Application". A table lists three applications:

Invoice Number	Application Date	Last Modification	New or Renewal	Application Status	Property Type	Submission Deadline	
17-000032	12/29/2016	12/29/2016	Initial Registration	Submitted	Condominium Units		Details
17-000031	12/29/2016		Initial Registration	Incomplete	Single Family	1/26/2017	Edit or Submit Delete Details
17-000028	12/21/2016	12/21/2016	Initial Registration	Incomplete	Condominium Units	1/26/2017	Edit or Submit Delete Details

You will also receive an email confirmation that your application has been submitted and a receipt for your payment indicating the order is now complete and the transaction approved

The receipt page includes the following information:

This is the receipt for your purchase at VGOV Fee Payment.

Order Information

Quantity	Item	Unit	Price	Total
1	Rental Property Registration Application 17-000032		43.00 USD	43.00
		Total	USD	43.00

This order is now complete. Transaction approved!

Here is your receipt:

This transaction was processed in test mode.

----- TRANSACTION SUCCESS -----
 City of Dallas VGOV
 1810 Marilla Dr
 Dallas, TX 75201
 Dallas, Texas

TRANSACTION
 ACC: Mastercard \$ 43.00 USD

CARDHOLDER NAME : myca, Louise
 CARD NUMBER : 0000000000000000

Your application for a rental property registration is under review. For more details, visit this link: <https://app-test.dallascityhall.com/RentalRegistrations/RegistrationApplications/Details/1687313e15-0364-712-1034712656f>

Code Compliance Services provided or requested the following additional information:
Please attach a copy of your drivers license

Your application will be in a review period for 7-10 business days. You will receive a message as displayed on the left

Your application for a rental property registration has been approved.

You can see the details of your application, and print or download your rental permits from this page: [Approval Document](#).

Code Compliance Services provided the following additional information:
Please attach a copy of your drivers license

Once your application has been approved you will receive an email notification as displayed on the left, with a link that will allow you to view your permit

THE MOMENT YOU HAVE BEEN WAITING FOR!!



YOUR SINGLE FAMILY REGISTRATION IS COMPLETE!

<http://dallascityhall.com/departments/codecompliance/Pages/Rental-Registration-.aspx>

