



**City of Tampa**  
Rental Certificate  
Application Instructions



Citizens who currently rent a residential property in the City of Tampa must apply for their rental certificate either online, or by mail. Please note that property owners (or their agent) must submit an application for each unit that is rented. For example, if you own a triplex and live in one unit and rent out the other two units, you must submit two applications, one for each unit that is rented.

The only requirements for applying online is that you have:

1. Access to a personal computer or device using Internet Explorer, Firefox, or Chrome browser. Safari works, but only if you select yourself as the Applicant and Property Manager, and do not provide Tenant Info.
2. And an email address to receive correspondence about your rental certificate

For quicker service, the Neighborhood Empowerment Department highly recommends that you apply online. However, if you are not able to apply online you can request a paper copy of the Rental Certificate application and submit the completed form in person or by mail to the: Neighborhood Empowerment Division, located at 2105 N. Nebraska Ave (first floor). The mail-in version of the Rental Certificate application is also available (in PDF format) on the Rental Certificate Registry website at: [tampagov.net/rentalcert](http://tampagov.net/rentalcert).

**Instructions for Applying Online:**

The City of Tampa provides a Citizen portal that allows you to apply for and inquire about the status of your rental application (whether submitted online or by mail). To apply for a rental certificate online, you must first create a user account. We trust that using the Citizen Portal will provide you with a better level of service, that makes living and working in our community a more enjoyable experience.

To access the City of Tampa citizen portal website directly go to: [aca.tampagov.net](http://aca.tampagov.net)

***How to Create a User Account:***

1. Once you are at the citizen portal website, you must be a registered user to apply for a Rental Certificate. If you are not already a registered user of the citizen portal, click on “Register for an Account”.



2. After you have registered and created your user account, you must then Login

**Application Instructions:**

3. After logging in, you may start your application by clicking on the “New” button (located in the center of the blue menu bar, at the top of the screen)

**To start your online rental certificate application:**

1. Login
2. Click "New"
3. Select "Code Enforcement/Rental Certificates"

[How to Search for Information](#)

[Click here to access Civiclms](#)

[Click here to download our new Contractor Central App](#)

[Instructions for using the Contractor Central App](#)

To login: enter your user name & password here

### Please Login

Many online services offered by the City require login for security reasons. If you are an existing user, please enter your user name and password in the box on the right.

### New Users

If you are a new user you may [register](#) for a free Citizen Access account. It only takes a few simple steps and you'll have the added benefits of seeing a complete history of applications, access to invoices and receipts, checking on the status of pending activities, and more.

[Register Now »](#)

Login

User Name or E-mail:

Password:

[Login »](#)

4. Select “Code Enforcement/Rental Certificate” option.
5. Click the checkbox indicating you agree with the “Conditions and Use for Online Services”, and then select “Continue Application”.
6. For “Type of Record” select “Rental Certificate”. **Please do not select “Complaint”.** If you select complaint, you will be registering a complaint against your rental property. If you do not see “Rental Certificate” as an option, this means you forgot to login. In this case, login and start over.
7. Next, you must search for your rental property address by entering the house number and street name of the rental property address.
  - If only one address is found that matches your search criteria: the address parcel and owner information will automatically load into your application.
  - If multiple addresses are found: select the appropriate address from the list.

**Address Search Result List** X

Addresses

Showing 1-3 of 3

	<u>Address</u>	<u>City</u>	<u>State</u>	<u>Zip</u>
<input type="radio"/>	302 W West St, A, T 33602, 302 W West St	T		33602
<input type="radio"/>	302 W West St, A/B, T 33602, 302 W West St	T		33602
<input checked="" type="radio"/>	302 W West St, <b>B</b> , T 33602, 302 W West St	T		33602

This is the Unit or Apartment

**Note:** If your rental property has an apartment or unit number, make sure you select the address for your specific unit. If the address for your specific unit does not appear in the list, then select the master address instead, and later in the application process you will be prompted to provide the correct unit number.

- After the correct address, parcel, and owner information for your rental property has loaded into your application, click “Continue”.

**Note:** If you have recently purchased this property, and the owner information is still showing as the previous owner, this means that either the Hillsborough County Property Appraiser database has not been updated yet, or the City of Tampa database has not been refreshed yet. These updates occur on a frequent schedule. Please allow more time for these update to occur, and try back in a couple of days to submit your application. However, If you have not recently purchased this property, but the owner information is incorrect, please report this problem to the Neighborhood Enhancement division by sending an email to: [NeighborhoodEnhancementACA@tampagov.net](mailto:NeighborhoodEnhancementACA@tampagov.net) (or by calling: 813-274-8876).

- On the next part of the application, you will be prompted to identify the Applicant and the Property Manager. To select either yourself or the owner of the property as the Applicant, click on the “Select from Account” button. You may then select yourself or the owner of the property as the applicant. If the property manager is not the owner or the applicant, then select the “Add Contact” button instead, and enter the Property Manager contact information.

**Note:** If you are using an iPad or an iMac device, some versions of the Safari internet browser are not compatible with the Accela Citizen Portal software, and you may experience difficulty or unusual symptoms, in which information that you have selected or entered, does not carry forward to your application. The solution to this problem is to switch to a device that uses a Windows operating system.

## Rental Certificate



### Step 2: Step 2 > Contact Info

**To select yourself as the "Applicant":  
Click on "Select From Account"**

To add a new contact, click the Add Contact link. To edit a contact, click the Edit link.

**If the Applicant or the Owner of the property is the "Property Manager":  
Click the "Select From Account" button and then select yourself, or the Owner from the list provided.**

**If the Property Manager is someone else:  
Click on "Add Contact" and provide the contact information for the Property Manager.**

10. On the next section of the application called "Rental Property", please provide information related to your specific rental unit, such as the "Type of Structure" and whether or not this is a Section 8 Housing unit. You must also attest, that the rental property is in compliance with the City of Tampa minimum housing standards. For more information about these standards go to:

[https://www2.municode.com/library/fl/tampa/codes/code\\_of\\_ordinances?nodeId=COOR\\_CH19PRMASTST\\_ARTIITEPR](https://www2.municode.com/library/fl/tampa/codes/code_of_ordinances?nodeId=COOR_CH19PRMASTST_ARTIITEPR)

11. At the bottom of the "Rental Property" section of the application, you may optionally provide the name and contact information for you tenant, and tell us the responsibilities the tenant has for maintaining the property. By providing this information, in the event there is a Code Enforcement issue related to the property, the Code Officer will cite the tenant instead of the Owner of the property, when applicable.
12. The final section of the application will allow you to review all of your entries. If all of the information that you provided is accurate, click "Continue Application" for the last time, and your application will be submitted.

**Note:** If your application is successfully submitted, you will see the following confirmation screen, and you will be assigned a rental certificate ID number (as shown below). You will also receive an email, indicating the status of your Rental Certificate application. To view the status of your rental certificate, click on the rental certificate record ID. In the example below, this would be: [RCA-16-000019](#).

Receipt

This message indicates you have successfully submitted your rental application.

Your application and/or payment has been successfully processed.

302 W West St, A, T 33602

RCA-16-000019

This is your rental application/certificate#

- 13. If your rental certificate was issued immediately, you can print your Rental Certificate document by clicking on the Rental Certificate ID (as shown above), and then scrolling down the page to the section called "Attachments". Your rental certificate will be shown in the list of attachments. You may then click on the document name (as shown below) to view and/or print your rental certificate document.

**Click here to view the current status of your Rental Certificate application.**

Processing Status

\* Issuance

Due On 08/25/2016, Assigned To TBD  
Marked As Issued On 08/05/2016 By Marlene Rigal

Due On 08/25/2016, Assigned To TBD  
Marked As Pending On 08/05/2016 By ADMIN ADMIN

Address Review

Enforcement Review

Zoning Review

Reviews Completed

**Click here to view and/or print your Issued Rental Certificate**

Attachments

The maximum file size allowed is 500 MB.  
html;htm;mht;mhtml are disallowed file types to upload.

Name	Record ID	Record Type	Entity Type	Type	Size	Latest Update	Action	Entity
ENF Rental Certificate 20160805_095907.Pdf	RCA-16-0000011	Rental Certificate	Record	Rental Certificate	86.18 KB	08/05/2016	Actions	Rental Certificate - RCA-16-0000011

To view your Rental Certificate later:

1. Go to the citizen portal at: [aca.tampagov.net](http://aca.tampagov.net)
2. Login
3. Click on "Search"
4. Select "Enforcement Cases" (you will then see a list of your Enforcement Cases)
5. Click on your Rental Certificate ID

You will now be able to view your rental certificate, and monitor the status (if it is not already issued).