ARRO | Rent Registration
Frequently Asked Questions

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PRE-REGISTRATION

1. What are Initial and Annual Registrations?

Initial Registrations are filed when a building has never before been registered with DHCR. The building is usually newly constructed and has become subject to Rent Stabilization due to receipt of 421 -A Tax Benefits and/or a NYC Regulatory Agreement. To file, **mail** or **hand-deliver** your complete submission to DHCR's Gertz Plaza location. The size of your submission will depend on the number of apartments in your building and involves the 3 different **paper forms** below. Please take note, Initial Registration forms have been updated, effective July 2021. For more information and revised instructions, visit https://hcr.ny.gov/rent-registration#initial-rent-registration. See also FAQs 15 and 16:

RR-1(i): Apartment Registration Form (submit one for **each apartment**)
RR-2(i): Building Summary Form (submit one per building)
RR-3(i): Building Services Form (submit one per building)

After the Initial Registration is on file, **Annual Registrations** are filed to report the April 1st status of the building and apartments for all subsequent Registration Years required. For **years 2001 onward**, Annual Registrations are **filed online** using DHCR's Annual Rent Registration Online (ARRO) system. If filing an Annual Registration for earlier years, you can request the paper forms for those years by emailing PSU@hcr.ny.gov. These forms are then filed by mail or hand-delivery to DHCR's Gertz Plaza location.

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2. How do I learn if my building has ever been registered with DHCR?

You can enter the subject building address into DHCR's Rent Regulated Building Search. If registered, among the information displayed will be the Building Registration Number, which is used when filing Annual Registrations, as well as the most recent registration year on file.

You can also visit a Borough/District Rent Office, bringing with you your photo identification and proof of ownership (deed or tax bill), with supportive documentation, as needed, that identifies you as the owner by name.

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3. How can I see what years and what amounts have been registered for my building?

Owners that have registered the apartments for their building using ARRO, can view and print a DHCR Rent Roll for that building by logging into the application, clicking on FORMS & REPORTS on the top right and then clicking GENERATE A RENT ROLL FOR A SELECTED BUILDING AND YEAR. Please note that it may take up to two weeks for recently filed registrations to be available for these reports.

Otherwise, owners and authorized representatives can request for a Rent Roll in person by visiting a Borough/District Rent Office to submit a Request for Records Access, which is comprised of completed DHCR Form REC-1 with all required supporting documentation (see page 2 of the form for more information).

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4. Who do I contact if I have a question?

The Rent Registration Unit, by email at PSU@hcr.ny.gov, or call the RentInfo Line at (833) 499-0343. If you already have a Provider Code, include it in your email with the Subject Building address. Our mailing address is NYS DHCR, Gertz Plaza - 92-31 Union Hall Street, Jamaica, NY 11433.

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5. How do I request access to the Annual Rent Registration Online (ARRO) system?

Please email PSU@hcr.ny.gov requesting for access and include:
(1) Your name, **(2)** your organization name (if applicable), **(3)** your actual, physical street mailing address and **(4)** your phone number.

Send this email using the email address to be associated with the ORRA account. You will receive a User ID and password via email.

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6. How many characters should my password be and what restrictions are there on password names?

NOTE: Do NOT use special characters in your password

Your password is case-sensitive and must:

- Be eight to thirty-two characters in length.
- Contain at least one number.
- Contain at least one upper case character.
- Contain a least one lower case character.
- Not contain any special character.
- Not match a previously used password.
- Not match your User ID.
- Must be changed every **90 days**.

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7. I forgot my Password. What do I do?

1) Go to the Owner Rent Regulation Applications system.
2) Click the link in LOGIN TO OWNER RENT REGULATIONS APPLICATIONS.
3) Enter your User ID.
4) Click FORGOT YOUR PASSWORD?.
    a. You will be prompted to re-enter your User ID and the email address that you entered when registering as a system user. You will receive an email with a link to Reset Password.

If you have changed your email address since you first registered as a system user, contact the Rent Registration Unit via email at PSU@hcr.ny.gov to request your email address be updated. Please include your User ID and the email address in the email.

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8. I forgot my User ID. What do I do?

1) Go to the Owner Rent Regulation Applications system.
2) Click the link in LOGIN TO OWNER RENT REGULATIONS APPLICATIONS.
3) Click the FORGOT YOUR USER ID? link.
    a. You will be prompted to enter the exact name and email address that you used to register as a system user. If you cannot remember this information or you have changed your email address since you registered as a system user, contact the Rent Registration Unit for assistance via email at PSU@hcr.ny.gov. Please include your name and email address in the email.

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9. How do I update my Provider Information?

Please email PSU@hcr.ny.gov with the updated information along with your Provider Code and/or user ID.

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10. What is a Provider Code?

It is a unique series of numbers assigned to your user account for identification purposes. When you access ARRO, your Provider Code is displayed with your Provider Information.

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11. Can I register multiple buildings under one Provider Code?

Yes. To add a building after logging into ARRO, select a Registration Year, enter the Building ID number and click ADD.

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12. Can more than one person use this system under the same Provider Code at the same time?

Yes. The Administrator has a User Maintenance function which enables them to add/remove users and assign access levels. All buildings and apartments being registered should be filed under a single provider code. This creates a database of all your buildings/apartments making it easier for you to access each year.

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13. I file registrations for multiple corporations. Do I need separate User IDs?

If you are the managing agent and are authorized to sign and certify that services are being maintained in all properties, the User ID which is connected to your email address should be used.

Please note: The online Affidavit and Certification utilizes the User ID and Password associated with your name and email address as your individual online signature affirming the affidavit.

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14. I have a User ID for myself but a friend who does not have access to a computer has asked me to file their registrations for them. Can I use my User ID to file for them?

Yes, you can file for them using the ARRO Third Party Filing Procedures available on the Rent Registration information webpage.

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INITIAL REGISTRATION

15. What is my building's Building ID number?

Item #1 of Form RR-2(i)

For NYC buildings, you can contact NYC Housing Preservation and Development (HPD) for your building's MDR number and enter that number into the field. If an MDR number is not yet available, and there is a time-sensitive matter and a compelling reason, DHCR can issue a Building ID number for the building, to be updated later.

For ETPA county buildings, DHCR assumes responsibility for issuing the Building ID number. Therefore, the field can be left blank. If a Building ID number for it is already on file, the registrations will be filed under that number. If no Building ID Number is on file, a number will be issued.

After the Initial Registration is on file, you can learn the Building ID Number by entering the subject building address into DHCR's Rent Regulated Building Search or by contacting DHCR.

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16. What date did my building become Subject to Rent Stabilization?

Item #18 of Form RR-2(i)

For newly constructed buildings, it is the date of the completion of construction, which is to be used for the Building Summary Form (RR-2(i)) and the Apartment Forms (RR-1(i)).

NOTE: The "Date Building Became Subject to Rent Stabilization" entered on the Building Summary Form determines the Initial Registration Year of the building. Dates between 4/1/XXXX and 3/31/XXXY result in a XXXX Initial Registration Year. For example, if the date entered is 3/1/2021, the Initial Registration will be for Registration Year 2020.

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ANNUAL REGISTRATION

17. When are Annual Rent Registrations due?

Registrations are accepted starting **April 1** of the registration year and must be submitted no later than **July 31** of the registration year.

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18. I finished entering the registration information but the SUBMIT option is not available. What do I do?

Take note that the SUBMIT option becomes available on **April 1** of the registration year.

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19. Can I file Annual Registrations on ARRO for my building while Initial Registrations are being processed?

No. Once the Building ID number for your building has Initial Registrations on file, you can proceed with filing on ARRO.

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20. What are the general steps to registering in ARRO?

1) Log into the Owner Rent Registration Applications (ORRA) system.
2) Select the ANNUAL RENT REGISTRATION application and click GO TO APPLICATION on the **ORRA Home** screen to be brought to the ARRO "**Building List**".
3) Select a Registration Year.
4) Enter the property's Building Registration Number and click ADD.
5) When you ADD a building, you will be brought directly to the "**Building Detail**" screen.*
    a. Enter information for the tabs on this screen, clicking UPDATE at the bottom of each tab to save.
    b. Click APARTMENTS to go to the "**Apartment List**" screen.
        i. Click ADD AN APARTMENT or ADD to go to the "**Apartment Detail**" screen.
            1. Enter information for the tabs on this screen, clicking UPDATE at the bottom of each tab to save.
        ii. Click **APARTMENT LIST** to return to that screen to add additional apartments and enter the information for each.
6) Click ANNUAL RENT REGISTRATION – **BUILDING LIST** at the top left of the page.
    a. Click the VIEW option for the building to review the information entered.
    b. Click the SUBMIT option for the building to go to the **Certification screen** to certify and submit the registration.

For more information on the application process, click on the HELP and APPLICATION INSTRUCTIONS buttons on the top right of the application screen.

*NOTE: To view all properties on the Building List for a Registration Year, select the Registration Year, leave Status and Building Registration Number blank, and click SELECT. Then, to continue a building registration that is "In Progress", click the SELECT option for the building.

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21. I do not know my building registration ID number. How do I find it?

Use the Rent Regulated Building Search on the DHCR website. For helpful information, refer to the HELP function on the top right of the search page. If you cannot locate your building ID number using this application, please email PSU@hcr.ny.gov for assistance.

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22. I have successfully accessed ARRO and do not know where to begin. What is my first step?

In the top right of the page, click APPLICATION INSTRUCTIONS. These instructions guide you step-by-step through the entire process.

The HELP function in the top right of the page is also available throughout the system, which will provide assistance for the areas available on the page.

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23. On the Building List screen, what does the drop-down box Status mean?

This box is intended for users with many buildings to sort the buildings by either "In Progress" or "Submitted." The Status box defaults to BLANK and for most users, it should remain BLANK.

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24. My building list displays the Status as "In Progress". What does this mean?

The Status will be displayed after you have begun the registration process for the selected registration year. The statuses displayed will be as follows:

Blank - You have not started entering the registration information for the building.

In Progress - You have started entering the registration information for the building.

Submitted - The building and associated apartment registrations have been completed, certified and submitted to DHCR for processing.

Registered - The building was registered by the provider via a means other than this online registration system.

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25. I am trying to enter the owner information on the building form and I keep getting an error 'Entry is invalid, either Contact Name or Corporation or Association must be entered?' What am I doing wrong?

You must enter a Contact Name **OR** the Corporation/Association. You cannot enter both.

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26. How do I register the ownership of COOP/CONDO Units?

On the ARRO Apartment Detail screen FOR EACH UNIT:

1) Click the Owner/Managing Agent/Coop-Condo Owner Tab;
2) Click the drop-down menu for **CONTACT TYPE**, in which you must select **COOP/CONDO OWNER**;
3) Enter the Coop/Condo Owner information;
4) Click Update.

For more information, including how to complete the Building Detail screen for Coop/Condo buildings, click on the HELP and APPLICATION INSTRUCTIONS buttons on the top right of the application screen.

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27. I registered my building online last year but when I select the next registration year none of the data was brought over to the current year. Do I have to enter everything again?

You may have tried to access the next registration year before DHCR processed the previous year.

If you selected the building and no data was populated:

1) Go to your building list.
2) Enter the registration year being worked on.
3) Leave STATUS and BUILDING REGISTRATION NUMBER blank.
4) Click SELECT.
    a. This will populate your building list. DELETE the building from this list and then click SELECT again. Your data will be populated.

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28. How do I change an apartment number?

You must enter a new apartment number and delete the old one.

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29. I deregulated an apartment last year and it still appears on the apartment listing for this registration year. What is the process for removing deregulated apartments from the online system?

You should DELETE the apartment from this year's apartment list. Next year this apartment will not be displayed.

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30. How do I register an apartment that is now permanently exempt due to a High Rent Vacancy?

As a result of the 2014 Amendments to the Rent Stabilization Code, if an apartment became deregulated from rent regulation because of a High Rent Vacancy after January 8, 2014, you are legally required to file an annual registration form with DHCR indicating the permanently exempt status of the apartment. You are required to use the Owner Rent Regulation Application (ORRA) Annual Rent Registration system on the April 1st following the deregulation. You are required to serve a copy of this form on the first deregulated tenant in occupancy.

If the apartment became deregulated from rent regulation prior to January 8, 2014, while it is not legally required, DHCR recommends you file an annual registration with DHCR using the Owner Rent Regulation Application (ORRA) Annual Rent Registration system where applicable, and serve a copy of the form on the tenant in occupancy.

NOTE: Pursuant to the Housing Stability and Tenant Protection Act (HSTPA), High Rent Vacancy is not available for permanent exemption effective dates 6/14/2019 and later, with the exception of units in 421-a(16) buildings qualifying for Market Rate Threshold Exemption (MRTE). Owners registering 421-a(16) buildings, also see FAQ #31.

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31. I have a 421-a(16) building. How do I file an Exit Registration for units that are Permanently Exempt due to Market Rate Threshold Exemption (MRTE)?

File an Annual Apartment Registration In ARRO, and on the Apartment Detail screen, Exempt Status tab, for Permanent Exemption Effective Dates 06/14/2019 and later, select Reason "Other" and in the text box provided, enter "421a16 MRTE".

For Permanent Exemption Effective Dates 06/13/2019 and prior, select Reason "High Rent Vacancy".

In addition, refer to HCR Form MRTE-N, Notice of 421-a(16) Apartment Market Rate Threshold Exemption, for instructions for completing the form and its service to the first deregulated tenant for the apartment. For the correct form for the Registration Year, visit HCR Owner Forms.

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32. How can I review or print my building and apartments before submitting them to DHCR?

Click FORMS & REPORT on the top right of the screen. Under the Forms box, click GENERATE A PREVIEW. Under the Reports box, you can also click GENERATE AN APARTMENT REGISTRATION LISTING to review a chart of apartment information before submission.

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33. How do I submit the Annual Registration in ARRO?

Entering information for the building and the apartments and clicking UPDATE to save the information is not enough.

After you have completed entering the information, return to the "Building List" screen to click VIEW to review the information entered.

Then, click the SUBMIT option for the building to proceed to the Certification page to certify and submit the registration.

Once submitted, the status of the application on the Building List screen will change from "In Progress" to "Submitted".

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34. In NYC Rent Guidelines Board Order #53, the one-year lease guideline cannot be added to the legal rent until the beginning of the seventh month of the lease term. How do I register the Legal Rent?

Enter the Legal Rent amount that is in effect for April 1 of the Registration Year being filed. Lawful rent increases that may become effective after April 1, such as the one-year lease guideline in NYC RGB Order #53, cited above, are to be reflected in the Legal Rent amount that will be registered for April 1 of the following Registration Year.

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35. How does an owner register the rent(s) in ARRO for a rent stabilized apartment receiving ERAP assistance?

In the Legal Regulated Rent field, a rent can be entered that includes all lawful rent increases, including lease renewal, IAI, and MCI, even if they are not being collected due to the receipt of ERAP assistance. In the Other Adjustments - Other field, "ERAP" can be entered. In the Actual Payment by Tenant field, the lower rent that is actually being paid can be entered.

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36. How do I obtain a copy of the Data Upload Instructions?

The Data Upload Instructions are available on the Rent Registration Information webpage.

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37. How do I upload my data into the Annual Rent Registration Online system?

Click on ADMINISTRATION in the top right of the page and then click REGISTRATION DATA UPLOAD.

Provider: displays the Provider Code and name associated with your registration Provider Code.

Registration Year: input the registration year in which the Upload is intended for.

File: click on the BROWSE button and select the file to be imported. This file must adhere to the Data Upload Instructions, may only be in *.txt or *.sdf file format, and must be greater than 0 Bytes, but no larger than 10 MB.

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38. My Data Upload file had errors, so I tried to upload it again and now I receive the message that the building already exists. Why?

You need to go to your building list; enter the registration year and click SELECT to populate your building list. DELETE the building you are trying to upload and proceed to upload again.

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39. How do I print the 'official' building and apartment forms for DHCR?

Click FORMS & REPORTS on the top right of the screen. In the Forms box, click GENERATE REGISTRATION FORM FOR A SELECTED BUILDING or GENERATE REGISTRATION FORM FOR A SELECTED APARTMENT.

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40. I am trying to print my tenant copy of the apartment forms and nothing happens. Why am I unable to print?

Pop-Up Windows - This Web site utilizes pop-up windows. If you use a pop-up blocker, you can still access most site features. However, to view all information on the site, you must disable your pop-up blocker. For example, if you use Internet Explorer 6, the built-in pop-up blocker is turned on by default but can easily be disabled for a trusted site. When you see a notification in the status bar that a pop-up was blocked, simply click this notification, then choose "Allow pop-up windows from this site." For other browsers and pop-up blocking software, look for similar "trusted site" functionality.

Javascript - JavaScript should be enabled in your browser to fully utilize all the features within this Web site. JavaScripts are used to enhance usability and interactivity.

Cookies - To use this Web site, your browser must be configured to accept session cookies. Please ensure that support for session cookies is enabled in your browser. The session cookies used by this application should not be confused with persistent cookies. Session cookies exist only temporarily in the memory of the web browser and are destroyed as soon as the web browser is closed or after 20 minutes of idle time.

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POST-REGISTRATION

41. How do I pay the Rent Stabilization fee?

Your Rent Stabilization fee is billed by NYC Department of Finance and appears on your tax bill. Do not send any payments to DHCR.

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42. How do I print Certified Rent Rolls and Certified Apartment Rent Histories from ARRO?

After logging into ARRO, click FORMS & REPORTS at the top right of the screen. The reports available for printing are in the lower box labeled Reports. Click GENERATE A RENT ROLL FOR A SELECTED BUILDING AND YEAR for a Rent Roll **or** click GENERATE A REGISTRATION APARTMENT INFORMATION FOR A SELECTED BUILDING for an Apartment Rent History. Apartment Rent Histories can be generated for 5 years or All years.

Buildings and apartments for previous registration years may be printed if you submitted a subsequent registration for the building with your assigned provider code. Buildings with more than one owner will only have access to the apartments submitted under your assigned provider code.

Please note, it may take up to two weeks for recently filed registrations to be available for these reports.

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43. I forgot to include an apartment with the original submission. How do I process an ADD-ON registration using the Online system?

The process for filing ADD-ONS to previously submitted Annual Rent Registration information is as follows:

1) Add the apartment to the Annual Rent Registration online system.
2) Print the official ADD-ON apartment form along with the certified building summary form (see FAQ #39 for details).
3) Write the word "ADD-ON" on the top of the form.
4) Send the forms to the Rent Registration Unit at DHCR, Rent Registration Unit, Gertz Plaza 92-31 Union Hall Street, Jamaica NY 11433.
5) Supply a copy of the form to the tenant.

Alternatively, you may manually complete a blank Annual Apartment Registration form along with an Annual Registration Summary for the year in question, and follow steps 3 to 5 above. To request blank forms, email PSU@hcr.ny.gov, and specify the registration year(s).

NOTE: Apartments added-on to a previously submitted building will also need to be added-on to the next year's submission. For your database to be populated with the additional apartment, it must be submitted through ARRO.

If you are submitting "Add-Ons" based on a government directive (ex. HPD, DHCR, Court), you must attach a copy of the government directive. The Registration Unit will review "Add-Ons" and attached government directives and process those changes that are directed.

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44. I submitted my building and/or apartments and found errors. How do I process an AMENDMENT?

Special Note: The Rent Code Amendments of 2014 provide that, an owner seeking to file an amended registration for other than the present registration year must seek an order from DHCR by filing an Administrative Determination (for details see Restrictions On Filing Amended Registrations) unless the amendment has been already directed by DHCR or another government agency that supervises the housing accommodation.

The process for filing Amendments to previously submitted Annual Rent Registrations using the online system is as follows:

1) Print the building and/or apartment form to be amended (see FAQ #39 above for details on printing).
2) Write the word "AMENDMENT" on the top of the form and enter the corrected information on the form using a pen and marking it with a highlighter.
    a. When amending the apartment, include a copy of the certified building summary form.
3) Send the forms to the Rent Registration Unit at DHCR, Rent Registration Unit, Gertz Plaza 92-31 Union Hall Street, Jamaica 11433.
4) Supply a copy of the Amendment to the tenant.

If you are submitting an amendment for a prior year registration, initial or annual, you must attach a government directive (ex. HPD, DHCR, Court), and follow the above procedures. The Registration Unit will review amendments and attached government directives and process those changes that are directed.

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45. How do I get forms to amend registrations?

To amend Annual Registrations, owners that have already registered their building in ARRO must reprint copies of the originally submitted forms by going to FORMS & REPORTS in ARRO.

Owners that do not have copies of the originally submitted Annual Registration forms from their own records or do not have access to them in ARRO, can request for blank forms to reproduce the originally submitted forms. After reproduction, proceed with amendment marking steps with pen and a highlighter. To request blank forms, email PSU@hcr.ny.gov, and specify the registration year(s).

To amend Initial Registrations, use copies of the originally submitted Initial Registration forms. If they are not available, reproduce the registration already on file by using the blank forms available at the links below and then proceed with amendment marking steps with pen and a highlighter.

RR-1(i): Apartment Registration Form (submit one for **each apartment**)
RR-2(i): Building Summary Form (submit one per building)
RR-3(i): Building Services Form (submit one per building)

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46. How can I check whether my annual registration amendments were processed?

Once processed, amendments will appear in the building's Rent Roll and Apartment Rent Histories, including those reports generated in ARRO. Generally, amendments to registrations take several weeks to be entered but this time frame can vary based on seasonal fluctuations in intake.

An asterisk (*) next to the apartment number on the Rent Roll and "-A" next to the Registration Year on the Apartment Rent History indicates the apartment was amended. Also, take note of the Filing Date for the apartment on these reports, which will reflect the date the amendment was received.

Owners that have already registered their building in ARRO can go to FORMS & REPORTS to view the building's Rent Roll and Apartment Rent Histories. See FAQ #42 for more information.

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47. My 421-a NYC Tax Benefit application has been denied after my building was initially registered with HCR as required by the application process. How can I get the registration(s) with DHCR removed from the database?

You can request HCR to review this matter by submitting the **Application by Owner To Determine Whether Building/Apartment Is Exempt From ETPA/Rent Stabilization Law** (HCR Form RS-3) and attach supportive documents, which may include Tax Bills indicating that 421-a benefits were not received.

A complete submission to HCR includes copies of the filing for each affected tenant. Please see the form at the following link for more information: https://hcr.ny.gov/form-rs-3.

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