

# Code Enforcement Multiple Housing Permit Payment Process Tier 2 and Tier 3 properties

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2023



*Planning, Building and  
Code Enforcement*

# Objectives

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In this presentation you will understand how to:

- Make an online payment for Tier 2 and Tier 3 properties

What you will need to begin:

- Your Residential Occupancy Permit Invoice (ROP)



*Planning, Building and  
Code Enforcement*

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# Making your online payment.

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# Go to Sjpermits.org, select Pay Permit Fees

Log In or Register
Available Online Permits
FAQs
Resources
Get Development Updates
SjPlans
Privacy Policy
Feedback Form
Contact Us

## WELCOME TO SJPERMITS.ORG

Please read our FAQs if you are new to this website and need more information about online permits and other permit services.

### Please Take Our Survey

We are in the process of improving sjpermits.org. To help us serve you better, please take our short [survey](#).

Take the survey

## PERMIT AND PROPERTY INFORMATION



Search Permits,  
Property & Zoning

You can view the  
following information:

1. Zoning designation
2. Permit history
3. Plan review status
4. Property information
5. Proposed projects

## I WANT TO



Apply for Online  
Permit



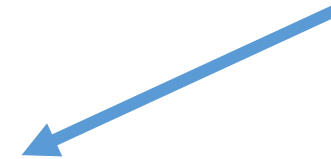
Log in | Register



Schedule an  
Inspection



Pay Permit Fees

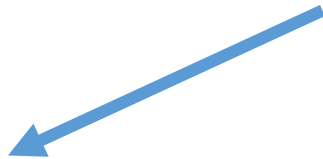


# Click Certify or Pay Fee for MH Permit

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**WELCOME TO SJPERMITS.ORG**

**YOU ARE HERE TO**



Certify or Pay Fee for MH Permit

Pay Fee for Other Permit

Using your ROP invoice, input your RSN number, then click Enter

## MH Permit Payments and Self Certification

To continue, type your customer number (RSN) and hit 'Enter'.

Use the Owner, Residential Landlord, or Alternate RSN from your invoice or letter.

If you have not completed certification for Tier 1 properties, you will be taken to the Self-Certification page.

If you do not have any properties needing Self-Certification you will be taken to the Public Portal payment page where you can pay for your permits.

You will have to reenter your RSN on that page.

RSN:

**Permit Center | 200 East Santa Clara Street, San José CA 95113 | (408) 535-3555**

The City of San José Online Permits website is developed by Intergraph Corporation and City of San José.



# Verify you entered the correct ROP number and confirm the record is correct, then click Continue to proceed.

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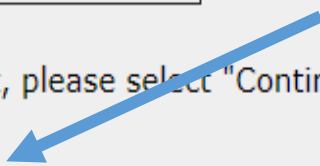
## Verify Customer Identification Number

The City's records show that the Customer Identification Number entered is associated with the following company, property owner or trustee:

MARTIN STACY ET AL 3131 NEAL AVE SAN JOSE CA 95117-2611
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If this is correct, please select "Continue"

Continue >>



If this information is not correct, please return to the previous page and reenter your Customer Identification Number. If you have entered the number correctly and the information displayed is not correct, please contact the City at (408) 535-3555 to have your record updated.

**Permit Center | 200 East Santa Clara Street, San José CA 95113 | (408) 535-3555**

The City of San José Online Permits website is developed by Intergraph Corporation and City of San José.

Using your ROP invoice, input your People RSN number then click search

UNREGISTERED USER PAYMENT

CUSTOMER IDENTIFICATION NUMBER

Enter the PeopleRSN from your invoice  
OR the Invoice Number  
OR the Permit/File Number.  
For Permit Numbers include the full year and do not include dashes (e.g. 2019010101)  
For File numbers include the dash (e.g. PD21-001)  
Please enter only one of these search parameters.

PeopleRSN	Invoice Number	Permit/File Number (2019010101 or PD21-001)
<input type="text"/>	<input type="text"/>	<input type="text"/>

Please double-check the invoice number being selected for payment as many invoices have the same fee amounts. **Payments cannot be transferred between Permits/Files if misapplied.**

By making payment online, I acknowledge that I am aware of the [cancellation and refund policies](#) for City of San Jose Development Services permits, per [San Jose Municipal Code](#).

Return to Login Page

Clear Search

Search



Scroll down to review all the outstanding invoices. Check the boxes that you wish to make a payment for and click Pay Selected Fees Now. If you have Housing Fees to pay, be sure to check those boxes as well. Your invoice will have a breakdown of your total fees.

PeopleRSN

1479529

Invoice Number

Permit/File Number (2019010101 or PD21-001)

Please double-check the invoice number being selected for payment as many invoices have the same fee amounts. **Payments cannot be transferred between Permits/Files if misapplied.**

By making payment online, I acknowledge that I am aware of the [cancellation and refund policies](#) for City of San Jose Development Services permits, per [San Jose Municipal Code](#).

Return to Login Page

Clear Search

Search

OUTSTANDING INVOICES

Search:

	Invoice Number	Permit #	File #	Invoice Amount	Due Date
<input checked="" type="checkbox"/>	1707623	1356006-MH		101.56	2022-08-18
<input type="checkbox"/>	1615261	1356006-MH		14.75	2022-01-30
<input checked="" type="checkbox"/>	1570730	1356006-MH		91.24	2021-10-21
<input type="checkbox"/>	1570731	1356006-MH		220.00	2021-10-21

Total Fee Amount(for selected):

\$0

Pay Selected Fees Now

Once you selected Pay Selected Fees, you will see the Payee Detail screen confirming your information and making a payment authorization. Select your option to pay by credit card or eCheck.

### PAYEE DETAIL

When submitting a credit card payment, a **non-refundable service fee of 2.4%** will be collected by a third party (Wells Fargo Merchant Services) to cover transaction processing fees. To avoid this fee you have the option to pay online via ACH/eCheck, or you may mail a check, or you may pay in person with cash or check. **Note:** the City is not able to accept in-person payments when City Hall is closed to the public.

People Name : Multiple Housing

Organization Name : Code Enforcement

Address Line1 : 123 MAIN STREET

City : San Jose

State : CA

Country : USA

Bill amount : \$ 101.56

Postal Code : 95121

Payment Authorization

☐ I authorize the city to charge my credit card the amount listed above subject to the terms of my credit card issuer.

☐ I authorize the city to collect this fee by Electronic Fund Transfer from my checking account. I understand that my ACH/eCheck payment will be processed within 1-2 banking days. If the payment returns unpaid, I authorize you or your service provider to collect the payment and my state's return item fee and, if applicable, costs, by EFT(s) or draft(s) drawn from my account. [Click here to view your state's returned item fee and, if applicable, costs](#) I understand that this authorization will remain in full force and effect until I notify you that I wish to revoke it by calling (408) 535-3555 and allow you reasonable opportunity to act on my notice.

Pay by Credit Card

Pay by eCheck

Cancel Payment

# Add your billing and payment details then select Pay

## Billing Information

\* Required field

First Name *	Multiple
Last Name *	Housing
Company Name	Code Enforcment
Address Line 1 *	123 MAIN STREET
City *	San Jose
Country/Region *	United States of America
State/Province *	California
Zip/Postal Code *	95121
Email *	

## Your Order

Total amount

\$101.56

## Payment Details

Card Type \*

☐ VISA Visa

☐ Mastercard Mastercard

Card Number \*

Expiration Month \*

Expiration Year \*

CVN

This code is a three or four digit number printed on the back or front of credit cards.



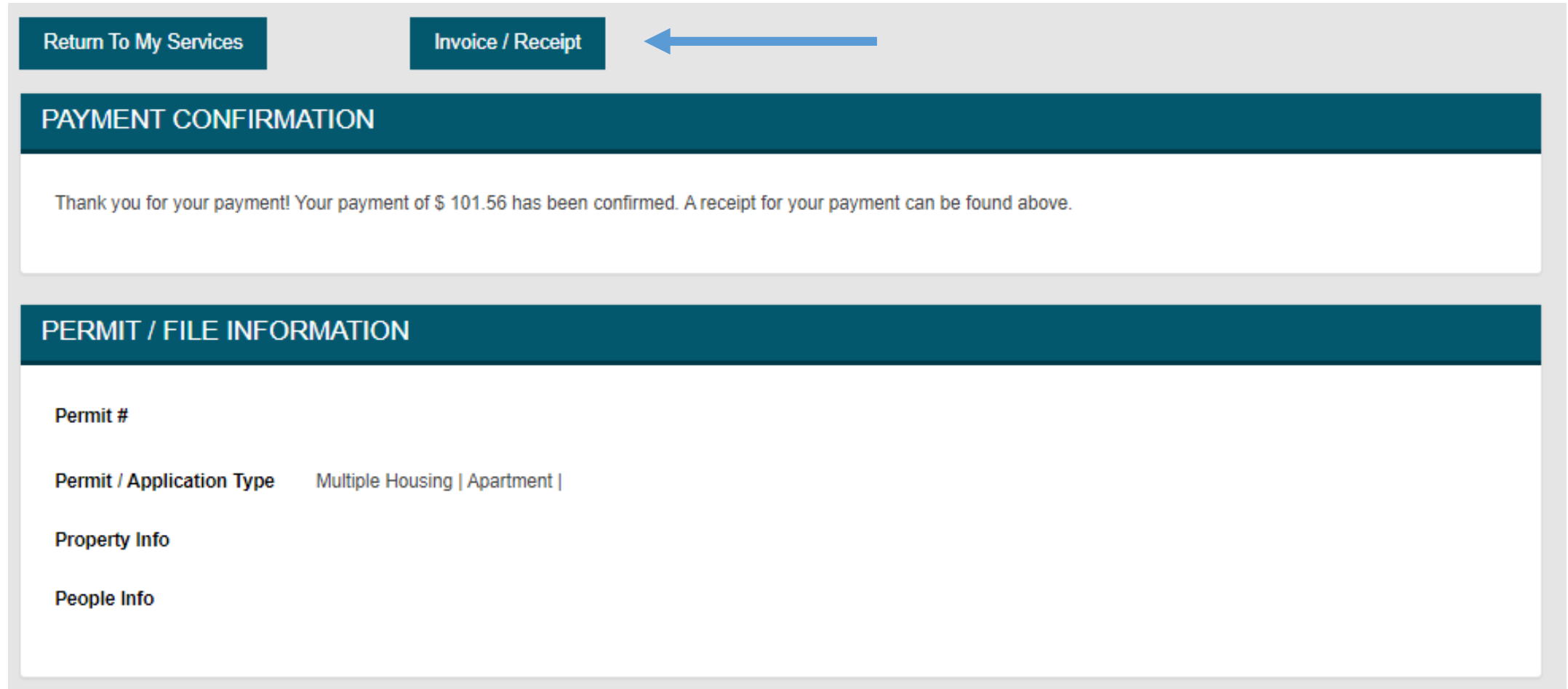
Cancel



Pay

You will then see your Payment Confirmation that your payment was completed.

You can also view and print your receipt or return to My Services.



[Return To My Services](#) [Invoice / Receipt](#) ←

## PAYMENT CONFIRMATION

Thank you for your payment! Your payment of \$ 101.56 has been confirmed. A receipt for your payment can be found above.

## PERMIT / FILE INFORMATION

[Permit #](#)

[Permit / Application Type](#) Multiple Housing | Apartment |

[Property Info](#)

[People Info](#)

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This concludes the online payment process.

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# Questions?

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1. If your data or information about your property is not accurate, please contact [MHPProgram@sanjoseca.gov](mailto:MHPProgram@sanjoseca.gov) for IT support.
2. If you have questions about your ROP invoice, email [MHPProgram@sanjoseca.gov](mailto:MHPProgram@sanjoseca.gov) attention Accounting Department, for any payment confirmations, balances or any other accounting related issues.
3. You can request copies of your routine inspections as well as copies of any validated complaints by emailing [https://sanjoseca.govqa.us/WEBAPP/\\_rs/\(S\(2riwahoo14bgi4ljflolth0x\)\)/supporthome.aspx](https://sanjoseca.govqa.us/WEBAPP/_rs/(S(2riwahoo14bgi4ljflolth0x))/supporthome.aspx)
4. You can review your property's permit history by going online to the [permit center](#).
5. You can update your ROP mailing address by emailing [CEAddressUpdate@sanjoseca.gov](mailto:CEAddressUpdate@sanjoseca.gov).
6. You can follow up with Housing Fee's by emailing [RSP@sanjoseca.gov](mailto:RSP@sanjoseca.gov)

# FAQs

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1. Accounts that fail to pay ROP fees before the deadline will automatically reassessed for penalty and interest fees.
2. Service level tier assignments will be reviewed after the inspection cycle is completed. More information about the Multiple Housing Program is available in the [FAQs](#).
3. The requirements to move to tiers consists of 1) no major (permit) violations; 2) less than two minor violations average per unit inspected at the time of the routine inspection; 3) no substantiated complaints and 4) no expired permits.
4. This is a fee for service program. The Residential Occupancy Permit invoice includes SJ Fire inspection costs plus Housing Department program fee.