



DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

Marc Elrich  
County Executive

Aseem K. Nigam  
Director

April 3, 2020

SAMPLE LETTER

**ANNUAL DHCA RENTAL HOUSING SURVEY – DUE APRIL 30, 2020**

During the month of April, Montgomery County Department of Housing and Community Affairs (DHCA) is conducting the Annual Rental Housing Survey of Multifamily Rental Properties. Per the Montgomery County Rental Housing Data Collection Code 29-5, landlords are required to provide information annually on facility services, amenities, dwelling units, rents, utilities, vacancies, turnover and other pertinent information. DHCA collects and publishes the Rental Survey information to measure the supply and availability of rental housing in Montgomery County and to help identify housing market trends.

As the landlord for «**CommunityName**» you are required to complete both the Facility and Units sections of the Rental Housing Survey on DHCA's Licensing and Registration website. We have provided the instructions with corresponding screenshots for the online Rental Housing Survey. In addition, we request property managers to review and update (if needed) the property's affordability programs shown on the third tab. If you do not have access to a computer or need assistance, contact our office at 240-777-0311 to request an appointment to use a DHCA computer or to work with a staff member. Please allow enough time to complete the survey to meet the April 30 deadline.

We appreciate you taking the time to complete the survey. Do not hesitate to reach out if you have questions or need assistance.

Regards,

Dana Burke  
Licensing and Registration

Enclosures

**Division of Finance and Administration**

Asset Management      Grants Administration      Licensing and Registration      Management Services

---

1401 Rockville Pike, 4th Floor • Rockville, Maryland 20852 • 240-777-0311 • 240-777-3699 FAX • [www.montgomerycountymd.gov/dhca](http://www.montgomerycountymd.gov/dhca)

## INSTRUCTIONS FOR CREATING AN ACCESSMCG ACCOUNT

An Access MCG account is required in order to submit your completed 2020 DHCA Rental Survey.

1. If you have an existing Individual AccessMCG account, log-on with your email and password.
  - Follow steps 3, 4, 5 then skip to 15.
2. If you need to create a new AccessMCG account, use the below email on file:
  - Email: «**EmailAddress**» or
  - You may use a different email.
3. Go to the Licensing and Registration website at. <http://montgomerycountymd.gov/dhcalicensing>
4. Go to AccessMCG box and click **More Information**
5. Go to the [AccessMCG Extranet website](#)
6. Select **Register New User** on bottom left
7. You will see a blue banner with **Search My Business** and **Access MCG Extranet Account Self-Service at the top.** (See AccessMCG screenshot)
  - **SKIP:** “Read this first: If you received a temporary username and password from the County (e.g., Ex-Employee, Supplier), please click here.”
  - **GO TO:** “If you are registering for personal, individual purpose and not for business purpose.”
8. Under **Your Role**, select the circle next to **Individual** and then the **Select Individual Role** button.
9. Complete the required fields, including Email address, Name, Telephone Number and Address.
10. You will need to create a case sensitive password with at least 8 characters, 1 number and 1 symbol.
  - The password cannot be your name or email address.
  - Enter the same password in both **New Password** and **Confirm Password**.
11. Once all fields are complete, select the **Create** button at the bottom left.
12. An email will be sent to the email address entered with a link and security code to validate the email address.
13. Select the link provided to complete your AccessMCG registration.
14. Once you are registered, go back to the [AccessMCG Extranet website](#) (#5 above) and enter **Your Email** and new **Password** (from step #10) and select **Log In**.
15. After you have logged into AccessMCG Extranet Portal, select **DHCA Licensing and Registration Online** account.
16. New AccessMCG users may be prompted to validate their account with the License and Contact ID numbers (see below):
  - **License #:** «**LicenseNumber**»
  - **Contact ID #:** «**LicenseContactPIN**»
17. Select License/Registration #: «**LicenseNumber**» to open the license record.

If you need further assistance, please call DHCA Licensing and Registration at 240-777- 0311

## **DHCA RENTAL SURVEY INSTRUCTIONS**

1. Log into AccessMCG Extranet Portal select [DHCA Licensing and Registration](#) Online account.
2. Select License #: «**LicenseNumber**» to open the license record and take the Rental Survey.
3. Select the **Survey, Facility** tab to answer all rental survey facility questions. (see screenshot)
  - a. Review the Information on File on the left of the screen and, if needed, Update Information in the space provided in the facility Basic Information box.
  - b. In the Survey Information box, enter the survey preparer's name and contact information
  - c. Complete the Facility section on pets, leases, security deposits, renovations, administrative costs, etc.
  - d. Answer all questions on the available facility services, utilities and special needs accommodations.
    - To edit, use the Ab with pencil icon. (see screenshot)
    - Add services by clicking the blue + and selecting from the drop-down menu. (see screenshot)
    - Check if the service is paid by the landlord or the tenant.
    - If known, enter the amount paid for utilities by the tenant and payment frequency.
  - e. For each special need accommodation offered, enter the number of units available.  
Note - If a red exclamation sign appears next to a field, there is incorrect or missing information.
  - f. Click Update after each entry to the facility's service/utilities/special needs to save.
  - g. After all services, utilities and special needs are completed, select Save at top or bottom right (see screenshot)
4. Select the **Survey, Units** tab: (See Screenshot Enclosed)
  - a. The 2019 Rental Units will display at the bottom of the screen. (if available)
  - b. Export the 2019 Rental Units by selecting the **Export to XLSX** button.
    - If you do not have 2019 Rental Units data, your exported spreadsheet will be blank.
  - c. Open the Rental Survey Units for License #: «LicenseNumber» Excel file.
  - d. Review, edit, add or delete unit information on the spreadsheet for all units in the facility as of April 1, 2020.
    - Verify all units' information on the spreadsheet. Follow the instructions and data format requirements shown at the top of the **Survey, Units** tab.
  - e. Save the Rental Survey Units for License #: «LicenseNumber» file on your computer.
  - f. Go back to the **Survey, Units** tab, select *Browse* on the right, then select the saved Rental Survey Units for License #: «LicenseNumber» file from your desktop.
  - g. Click the *Upload Survey Units Information* button next to *Browse*.
  - h. A confirmation message is displayed at the top of the page when the file is accepted and the uploaded file is shown on the *Documents* tab left of the Survey, Facility tab.
  - i. If the file has incorrect formats or missing information, a message detailing the row and column of the error will display.
    - Correct any errors by checking online instructions and data format (see step 4(d)). Repeat steps 4(e to g) to upload file again.
5. Select the **Survey, Affordability Programs** tab: (See Screenshot)
  - a. Verify and/or update all information.
  - b. Check the top box if property is a senior-only facility.
  - c. In the Income-restrictions section, enter the number of units available for each category listed, i.e., Average Median Income (AMI), Moderately Priced Dwelling Units (MPDU), etc. If there are no units, enter zero (0).
  - d. In the Affordability Program Source section, click "Yes" for each program offered at the facility. If there are none, leave blank.
  - e. Click *Save* in the upper right when complete.

Both **Survey, Facility** and **Survey, Units** must be completed to comply with  
Montgomery County Code 29-51.

Please see enclosed screenshots

If you need further assistance, please call DHCA Licensing at MC311 or 240-777-0311