What is the Complex Application?
Registering Complex Application via DCRA’s portal allow customers to submit applications, pay, and receive Compliance Inspection Certificates. Registering your complex will allow you to supply all the applicable documentation online so we can effectively charge you only your billable units in your complex. A complex is defined as a group of similar buildings or facilities on the same site.

How to access the site?
You must use one of the three (3) compatible browsers: Microsoft Edge, Firefox or Google Chrome. To navigate to the portal on DCRA Website’s main menu go to Services → Online Services → Permit Services → Proactive Inspection Program as shown below in Figures 1a – 1b.
Department of Consumer and Regulatory Affairs

Proactive Inspection Program

Keeping it "Safe & Simple!": Now you can pay your Proactive Inspection Fees ONLINE!

Recommended browsers: Firefox, Internet Explorer (11.0 and above) and Chrome.

NOW AVAILABLE!
Proactive Inspection Program
DCRA wants to ensure all rental units in the District of Columbia meet residential Property Maintenance and Business Codes. Property Owners and Managers can NOW register their Residential Property Complex, Pay Fees, and Receive Certificates ONLINE!
dcra.dc.gov/proactive-inspection-program

Department of Consumer and Regulatory Affairs (DCRA) has automated the selection of multi-family units for Proactive Inspections. Customers can
2. Click “Submit Your Application” and you will be directed to the portal Home page as shown on the next page *Figure 2.*

![Portal Home Page](image)

*Figure 2*

The portal requires a valid username and password. If you do not have a username and password, use the “Register for an Account” link in the upper right corner of the screen to create an account. **Please note,** once the account is created your username cannot be changed.

![Login Page](image)

**How to use Forgotten Password?**

If you have forgotten your password, use the “I've forgotten my password” link, enter the email address of your account to reset the password. You will receive an email with a temporary password to login to portal.
How to submit a permit application?
Once you have logged into the portal you will be directed to the “Home” tab. Locate the blue box within the “Home” tabbed page section and select the “Register My Complex” link, see Figure 3:

![Figure 3]

How to Logout of the Portal?
You can logout of the portal by selecting “Logout” in the upper right corner of the website as seen below in Figure 4. After using the portal, it is imperative that you save any pending applications and ensure that you have signed out.

![Figure 4]
Registering your Complex

After selecting “Register My Complex” within the “Home” tabbed page, the screen will refresh with the General Disclaimer box. You must read and accept the terms governing the use of the website seen in Figure 5.

1. Read the General Disclaimer and click the checkbox “I have read and accepted the above terms”
2. Click “Continue Application”

![Figure 2]

3. Select a Service Type as shown below in Figure-6. For instance, if you are submitting an application for “Shop Drawing” from the dropdown list
4. Click “Continue Application”

Please follow on-screen instructions for the application to submit it online. On-screen navigation will guide you through all steps to complete the application online.
Applicant / Owner Information

You are required to provide valid contact information as shown in Figure-8. Select *Add New* and complete that information. If the logged-in user the applicant you can also select *Select from Account* which will auto populate the information that was provided when registering the user account.
If *Select from Account* was used you can select the *Edit* below the contact information to verify and make any necessary updates.
Complex Information

Provide the required Complex information as shown in Figure 9. Then you will be required to provide valid detail information pertaining to all the licensed buildings in your complex like in Figure 10 by selecting Add a Row.

If any of your units are Section 8, Owner-Occupied, or Subsidized you will be required upload supporting documentation to validate that information.
### Licensed Building(s)

**BUILDINGS**

Showing 1-3 of 3

<table>
<thead>
<tr>
<th>License Number</th>
<th>Building Number</th>
<th>Building Name (and)</th>
<th>Street Name</th>
<th>Street Type</th>
<th>Quad</th>
<th>Zip Code</th>
<th>Total Number of Units</th>
<th>Section B Units</th>
<th>Other Subsidy Units</th>
<th>Owner-Occupied Unit</th>
<th>Total Billable Units</th>
<th>Total Inspectable Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>DBL123456</td>
<td>101</td>
<td>Franklin ST NE</td>
<td>22026</td>
<td>10</td>
<td>10</td>
<td>20</td>
<td>7.5</td>
<td>Actions</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
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<td>Red ST NE</td>
<td>22020</td>
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<td>0</td>
<td>25</td>
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<td>Actions</td>
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<td></td>
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<td>22020</td>
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<td>20</td>
<td>7.5</td>
<td>Actions</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

[Add a Row] [Edit Selected] [Delete Selected]

[Continue Application] [Save and resume later]
Supporting Documents
Upload the required documents by clicking the “Add” button to support your application, as shown in Figure 11.
Review and Certify Permit Application

As part of the final step in submitting the application online, you’re required to review and accept the certification as shown in Figure 12.

**Figure 12**

**Step 4: Review**

Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue Application" to move on.

**Record Type**

**Applicant**

Lin-Manuel Miranda  
Hamilton, LLC  
123 My Street  
Washington, DC, 22024  
United States

**Custom Fields**

**GENERAL INFORMATION**

Complex Name:  
Number of Buildings: 3

**Licensed Building(s)**

<table>
<thead>
<tr>
<th>License Number</th>
<th>Building Number</th>
<th>Building Number (end)</th>
<th>Street Name</th>
<th>Street Type</th>
<th>Quad</th>
<th>Zip Code</th>
<th>Total Number of Units</th>
<th>Section 8 Units</th>
<th>Other Subsidy Units</th>
<th>Owner-Occupied Unit</th>
<th>Total Billable Units</th>
<th>Total Inspectable Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>BB123456 101</td>
<td>Franklin ST NE</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>20</td>
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<td>0</td>
<td>20</td>
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<tr>
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<td>Rad ST NE</td>
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<tr>
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<td>10</td>
<td>0</td>
<td>20</td>
<td>7.5</td>
</tr>
</tbody>
</table>

**Attachment**

The maximum file size allowed is 10 MB. html,htm,mhtml are disallowed file types to upload.

<table>
<thead>
<tr>
<th>Name</th>
<th>Type</th>
<th>Size</th>
<th>Latest Update</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*No records found.*

**Figure 13**

**Note:** Any time during the application process, you can save and resume your application by clicking “Save and Resume later” at the bottom right of each screen.
Payments

Prior to the agency approval, applicants must pay the Proactive Inspection fees. The Department of Consumer and Regulatory Affairs (DCRA) will charge property owners with 3 or more units a fee per unit of $35.00, whether vacant or occupied, and up to $2000 maximum for each property complex inspected. Payment is made by Visa, Master Card, or Discover, not exceeding $20,000. Payments can only be made by one (1) credit card.

If you need to register another complex that you own you can select Continue Shopping to complete another application and pay them all at one time. If not, you can select Check Out which will take to the shopping cart. Figure 14
Citizen Portal screen will be refreshed with a **Check Out** page as shown in *Figure 14*. The applicable fees for the Permit Application is shown on the page along with the **Check Out** option.
Once you click “Check Out” the payment screen will be displayed as shown in *Figure 15*. Next, enter your credit card information.
You are required to pay the Proactive Inspection fee before submitting the application. Once your application is submitted, the system will display a receipt page with your permit tracking number on it.
Managing your applications in ACA

You have the option of saving your incomplete application. While working on your application, you can click "Save and resume later" to save your application and continue later.

Your incomplete or submitted applications are listed in the Enforcement page as shown in Figure 18.

Prior to Compliance Inspection Certificate issuance, you’re required to pay the balance of the license fees as well as have your randomly chosen units pass the compliance inspections. You will receive an email informing you when your complex is certified or if anything else is needed. Return to Citizen Portal and you will see a link under the Action column of your permit for making any additional payments as shown in Figure 19.
COMPLEX APPLICATION

Complex Application User Guide v 1.0

If you have any questions about this User manual or about the Proactive Inspection Process, please call DCRA at 202-481-3524