



User Guide
Civics Property Management Portal
Last Updated 1/25/2024

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Background on the Civics Portal

This project was supported by grant funding from the NYS Attorney General's Office, via the Enterprise Community Partners' Cities RISE program. The program is intended to support innovative projects to advance equitable code enforcement.

The City of Rochester implemented the new Infor software system in May 2023 to enhance the management of Code Enforcement, Trade Licensing, Permitting, and other key processes. Additional City functions are planned to transition into this software in the coming years.

The software includes a new Civics public-facing online portal which provides a suite of self-service functions to help property owners and managers better manage their portfolios and interaction with the City.

This currently includes:

1. Designating and updating building owner and property manager contact information
2. Viewing lists of all open code violations per property
3. Submitting work schedule for open Code Enforcement cases

Future features are planned to include:

1. Applying for electrical, plumbing, and elevator technician licenses
2. Applications for Permits, Certificates of Occupancy Renewal, Certificates of Zoning Compliance and more.
3. Automated email notifications for inspections, cited violations, etc.
4. Viewing the new property code compliance score
5. Tax and water bill payments

Review of City Code Requirements and Use of Civics Data

Building Owner Registry- Property Manager Requirements

Link to view the online City Code, Section 90-20: <https://ecode360.com/12769846>

Partial Excerpt from 90-20:

E. The City shall maintain a registry of all buildings containing the following information, which shall be provided by the owner on forms available from the City:

(1) Name, street address and business telephone number of the owner.

(2) If the property owner is not a natural person [i.e. an LLC or corporate owner] or is a natural person and the building is required to have a certificate of occupancy pursuant to § 90-16, the name, street address and business telephone number of the agent, manager or principal maintenance person to be responsible for and in control of the property shall also be provided on the application.

- If a principal, a partner or the owner resides in a 13020 through 13905 or 14001 through 14925 zip code, he or she may designate him or herself as such property maintenance person.*
- If a principal, partner or the owner does not reside in a 13020 through 13905 or 14001 through 14925 zip code, he or she **must designate a person who resides in Monroe County as such property maintenance person.** Such designation can be a responsible employee of a property maintenance company located in Monroe County. Any designation made pursuant to this section shall remain in full force and effect until changed or terminated.*

*(3) For purposes of this section, **a post office box shall not be accepted as a street address.***

(4) All notices of violation and other service of process upon an owner, if mailed, shall continue to be mailed to the owner's tax mailing address if such address has been provided by the owner to the City.

(5) It shall be a violation of this chapter for an owner to fail to provide the information or to provide inaccurate information required herein for the registry. A ticket may be served on the owner of a building who fails to register, reregister or otherwise comply with the provisions of this section. The violation shall be considered a health and safety category violation for which the penalties set forth in § 13A-11D(1)(b) of the Municipal Code shall apply.

LLC Property Owner Disclosure Requirements

Link to view the online City Code, Section 90-20, **subsection F**: <https://ecode360.com/12769846>

The LLC disclosure submission is a component of the Building Owner Registry and Vacant Building Registry requirements, and is completed within those associated applications.

Excerpt from 90-20:

F. If the owner is a limited liability company, the following additional information and documentation shall be provided to the building owner's registry:

[Added 5-23-2023 by Ord. No. 2023-172[4]]

(1) A document identifying the names and business addresses of all members, managers, and any other authorized persons, if any, of such limited liability company.

(2) If any such member, manager, or authorized person of the limited liability company is itself a limited liability company or any other business entity that is not a publicly traded entity, REIT, UPREIT, or mutual fund, the names and addresses of the shareholders, directors, officers, members, managers, and partners of such limited liability company or other business entity shall also be disclosed until full disclosure of ultimate ownership by natural persons is achieved.

(3) For the purposes of this Subsection F, the terms "members," "managers," "authorized person," "limited liability company" and "other business entity" shall have the same meaning as those are defined in § 102 of the Limited Liability Company Law.

(4) The identification of such names and addresses shall not be deemed an unwarranted invasion of personal privacy pursuant to Article 6 of the NYS Public Officers Law.

Vacant Building Registry Requirements

Link to view the online City Code, Section 90-21: <https://ecode360.com/13766427>

Partial Excerpt from 90-21:

C. Vacant building registration. With the exception of exemptions specified in Subsection F herein, the owner or owners of a vacant building (hereinafter referred to individually and collectively as "the owner") shall register such building with the Commissioner of the Department of Neighborhood and Business Development (Commissioner) no later than 60 days after the building becomes vacant and shall renew the registration on an annual basis thereafter for so long as the building remains vacant.

(1) Initial registration. The initial registration shall be submitted on a form provided by the Commissioner and shall include the following information and documents:

(a) The address of the vacant building.

(b) The name, address, and telephone number of each owner of the building.

(c) A photocopy of a government-issued photo identification for each owner.

(d) If the owner is a limited liability corporation (LLC), then the registration shall identify the names and business addresses of all members, managers, and any other authorized persons, if any, of such LLC, and, if any such member, manager, or authorized person of the LLC is itself an LLC, then the registration shall include such additional information and documentation as is required by § 90-20F for LLCs enrolling in the building owner's registry.

(e) If the owner is not a natural person, then the registration shall specify the name, street address and business telephone number of a natural person who is designated by the owner as responsible to serve as an agent, manager or principal maintenance person who is in control of the vacant building property.

(f) If the owner resides or is located outside of Monroe County, the registration must include the name, street address, and telephone number of a person or business entity residing or located in Monroe County who shall be responsible for maintaining the vacant building property.

(g) A vacant building management plan in accordance with Subsection D herein.

(h) A certificate indicating that the property is insured for the period that the building remains vacant.

(i) Payment of the registration fee in the amount specified herein in Subsection C(3).

(2) Renewed registration. The term for each initial registration and for each renewed registration filed in accordance with this section shall expire on the last day of the 12th month following the filing of the initial or renewed registration. If a subject building remains vacant after the registration term expires, then the owner must file a renewed registration no later than the expiration date. The renewed registration shall be submitted on a form provided by the Commissioner and shall include an updated version of the information and documents that are required for the initial registration listed in Subsection C(1).

(3) Registration fee. Each registration, whether it be initial or renewed, shall be accompanied by the payment of a registration fee that is based on the type and the tenure of the vacant building in accordance with the following fee schedule:

Building Type	Year 1: Initial Registration	Year 2: First Renewed Registration	Years \geq 3: Each Subsequent Registration
1- to 3-unit residential	\$250	\$500	\$1,000
4- to 6-unit residential	\$500	\$1,000	\$2,000
7+ unit residential	\$100 per unit	\$200 per unit	\$400 per unit
Commercial: the greater of:	\$1,000 or \$0.05 per square foot	\$2,000 or \$0.10 per square foot	\$4,000 or 0.20 per square foot

Provided, however, that the fee shall be \$100, regardless of property type, for every initial registration that is accompanied by a vacant building management plan that provides for either of the demolition or the rehabilitate/reoccupy option compliant with Subsection D herein, and provided further that if the plan for demolition or rehabilitate/reoccupy is not approved by the Commissioner or is not implemented in accordance with the plan and time frame specified by the owner, the owner shall be required to pay an additional surcharge fee on the subsequent renewal registration that shall be the initial Year 1 registration fee for the pertinent building type, less \$100.

Vacant Building Management Plan Requirements

Excerpt from online City Code, Section 90-21: <https://ecode360.com/13766427>

D. Every vacant building registration must be accompanied by a vacant building management plan (management plan). The management plan shall address one or more of the following three management options for the vacant building property:

(1) Demolition. *The plan for this option shall include a time schedule indicating when major phases of the work are to be initiated and completed, including those activities necessary to protect worker safety, human health and the environment and to satisfy site restoration and design standards as set forth in the City's Demolition Regulations in Chapter 47A of the Municipal Code.*

(2) Rehabilitate and reoccupy. *The plan for this option shall include a time schedule of the major phases of repair, renovation and rehabilitation activities to be completed no later than the expiration of the registration to which it is attached.*

(3) Stabilize and maintain. *If the building is to remain vacant indefinitely or for so long as it will remain vacant prior to the implementation one of the foregoing demolish or rehabilitate/reoccupy options, the plan should include a list and time schedule for all measures necessary to maintain and secure the building in accordance with the owner's duties and standards of safety and sanitation, as well as a statement of the reasons why the building will be left vacant either indefinitely or temporarily prior to implementing one of the demolition or rehabilitate/reoccupy options.*

The Management Plan shall be reviewed by the City, and the registration application to which it is attached shall not be deemed complete until the management plan is approved. The City shall notify the owner that the management plan is either accepted or rejected and, in the case of a rejection, what additions or modifications are necessary to make the management plan acceptable.

How Contact Information Provided in Civics will Be Used

The information provided in the Building Owners Registry and Vacant Building Registry will:

1. Help City of Rochester Code Enforcement make contact with the person(s) responsible for individual properties in the event of emergency or if action needs to be taken for the property to comply with the City Code.
2. In the event the legal property owner (per the deed) is determined to be unreachable, the designated property manager (who is an authorized agent of the owner) may be served legal notices on their behalf.
3. **IMPORTANT:** the legal owner retains sole legal responsibility for the property and all costs, fines, fees, etc. Regardless of what is provided in Civics, the legal owner will still be mailed all official notices, tickets, fines, fees, bills, etc. addressed to the tax bill mailing address on file with the Bureau of Assessment. Electronic copies of these mailings will be attached in Civics and viewable by contacts associated with each property. If the legal owners' tax bill mailing address needs to be updated, please visit the following webpage for the form and instructions: <https://www.cityofrochester.gov/assessment/>
4. Allow the City to better document connections and link owners or groups of owners using multiple corporate entities that own properties. The new LLC disclosure and standardization of account and contact information is also intended to further improve this, compared to prior paper submissions. This information may be used to target enforcement or legal action pertaining to a combined portfolio of properties across linked entities. It will also be used to link people and entities in the calculation of the Owner/Manager Code Compliance Score presented in BuildingBlocks. For example, the portfolios of two LLCs using the same mailing address will be merged and a single score will be calculated for them.
5. The tax bill mailing address of the legal owner will be used to determine the property owner's proximity to the City of Rochester. An owner is eligible to be their own property manager if they have an address located in zip codes 13020 through 13905 or 14001 through 14925.
6. The address provided in Civics for a property manager will be used to determine the proximity of that person's business address to the City of Rochester. Property managers must maintain a business or residential address within Monroe County.

Please list your address for official City mail and notices. This should match your tax bill mailing address if you are a property owner. Please provide your business address, or the address of your primary residence if you don't have a business address.

Important note: Provision of false information constitutes fraud. If fraud is confirmed, the City of Rochester may pursue enforcement of code infractions and/or additional legal action.

What Information will be Available to the Public Online

See below for what pieces of information will be publicly viewable and/or downloadable on the City's BuildingBlocks platform, Open Data Portal, Property Information lookup tool, and other public applications. This is consistent with the City's policy and practice since 2017.

All of this information is subject to the Freedom of Information Act and the City may be required to disclose it upon request.

Property Role	Information	Provided Via	Publicly Viewable?
Legal Property Owner	Name	Monroe County Clerk + Bureau of Assessment	Yes
Legal Property Owner	Mailing Address	Bureau of Assessment	Yes
Legal Property Owner	LLC Owner Disclosure	Building Owner Registry: File Upload	No
Building Owner Registry Primary Applicant	Name	Civics Profile + Building Owner Registry	Not unless also the Property Manager
Building Owner Registry Primary Applicant	Phone Number	Civics Profile + Building Owner Registry	Not unless also the Property Manager
Building Owner Registry Primary Applicant	Mailing Address	Civics Profile + Building Owner Registry	Not unless also the Property Manager
Building Owner Registry Primary Applicant	Email Address	Civics Profile + Building Owner Registry	Not unless also the Property Manager
Building Owner Registry Primary Applicant	Photo ID	Building Owner Registry: File Upload	No
Property Manager	Name	Civics Profile + Building Owner Registry	Yes
Property Manager	Phone Number	Civics Profile + Building Owner Registry	Yes
Property Manager	Mailing Address	Civics Profile + Building Owner Registry	Yes
Property Manager	Email Address	Civics Profile + Building Owner Registry	No
Property Manager	Photo ID	Building Owner Registry: File Upload	No
Vacant Building Registry Primary Applicant	Name	Civics Profile + Building Owner Registry	Not unless also the Property Manager
Vacant Building Registry Primary Applicant	Phone Number	Civics Profile + Building Owner Registry	Not unless also the Property Manager
Vacant Building Registry Primary Applicant	Mailing Address	Civics Profile + Building Owner Registry	Not unless also the Property Manager
Vacant Building Registry Primary Applicant	Email Address	Civics Profile + Building Owner Registry	No
Vacant Building Registry Primary Applicant	Photo ID	Building Owner Registry: File Upload	No

Getting Started with Civics- Creating a Profile

1. Visit <https://infor.cityofrochester.gov/>
2. Click Login
3. Click “Don’t have an account? Sign up!”
4. You will be prompted to create a new profile on One Stop ROC, the City’s centralized system for online logins for the public. Enter your email address.
5. Look for an automated email to verify your account
6. Return to <https://infor.cityofrochester.gov/>
7. You will be prompted to create a new profile in Civics.
8. **IMPORTANT:** before proceeding, read the guidance on choosing a Individual vs Company below. This will save you a lot of headache to set up your account properly from the start.

Choosing Account Type- Individual vs Company

Enroll as an Individual: in the vast majority of circumstances, the City recommends for users to create their Civics account as an individual “natural person”, ie “John Smith”. You are permitted to register a property in the Building Owner Registry in the role as owner on behalf of any person or company for which you are an authorized agent. This is typically provided through a management agreement, power of attorney, incorporation paperwork, or other similar legal document. If you don’t meet these criteria, contact the property owner. Do not create an account for an individual other than yourself. An upload of a government issued Photo ID will be required.

Enroll as a Company: Choose this option **only** if you need to submit official records **in the name of a corporate entity**, such as an LLC. Do not create an account for a corporation unless you are an authorized officer, executor, administrator, trustee, guardian, operator, agent, or controlling member of the entity. This is typically provided through a management agreement, power of attorney, incorporation paperwork, or other legal document. If you don’t meet these criteria, contact the property owner. By setting up this account you are confirming you are authorized as such to submit official records in the name the entity. An upload of a government issued Photo ID will be required.

Even if you meet these standards, **the City does not recommend you create an account as a Company** unless there are significant legal or privacy reasons for doing so. This is because you may potentially need to maintain multiple accounts, each with a separate email address, which can be cumbersome. See below for further detail.

Regardless of who is registered in the Building Owner Registry in the role of owner, all bills, notices, tickets, fines, and other official communications from the City will be addressed to the name of the property owner per the deed on record with the Monroe County Clerk, and will be mailed to the tax bill mailing address on file with the Bureau of Assessment. These can’t be updated in Civics and must be updated via external processes with those offices.

The system will not permit you to register as a property manager with an account registered as a company. Only individual “natural persons” are eligible. Larger property management companies are advised to have one managerial person register as an individual and centralize their company’s access to

Civics, serving as primary manager on all properties. Other contacts may be added as secondary contacts.

Common Account Setup Scenarios for Owners/Managers for the Building Owner Registry

Scenario	Recommended Setup	<u>Not Recommended</u> but Acceptable
<p>1. I am property owner “John Smith”</p> <p>I want to register a property that I own on the deed as “John Smith”</p> <p>I also want to designate myself as the Property Manager</p>	<p>a. The property owner should create an account as themselves, an individual “natural person”, “John Smith”</p> <p>b. Initiate the Building Owner Registry from your individual account. Either the property owner or the owner’s authorized agent may do so</p> <p>c. If your address is local to the Rochester area you qualify as the property manager and you will not need to invite anyone else, or do anything further to meet the property manager requirement</p>	
<p>2. I am property owner “John Smith”</p> <p>I want to register a property that is owned on the deed by an LLC that I own or control</p> <p>I also want to designate myself as the Property Manager</p>	<p>a. The property owner should create an account as themselves, an individual “natural person”, “John Smith”, <u>not as the LLC</u></p> <p>b. Initiate the Building Owner Registry from your individual account. Either the property owner or the owner’s <u>authorized agent</u> may do so</p> <p>c. If your address is local to Rochester you qualify you qualify as the property manager and you will not need to invite anyone else as property manager</p>	<p>a. If desired, you can maintain two accounts with two different email addresses:</p> <ul style="list-style-type: none"> • One for the LLC property owner • One for you as an individual “natural person” (this is because a company can’t be designated as property manager) <p>b. Initiate the BOR from the LLC account, then invite your 2nd account as manager</p>

Scenario	Recommended Setup	<u>Not Recommended but Acceptable</u>
<p>3. I am property owner “John Smith”</p> <p>I want to register for a property I own on the deed as “John Smith”</p> <p>I want to designate a property management company I have hired to manage the property</p>	<p>a. The property owner should create an account as themselves, an individual “natural person”, “John Smith”</p> <p>b. The property management company should create an account as an individual “natural person” (ie “John Smith”), not as the company. The individual chosen should be a managerial level person who will serve like the company administrator account for Civics on behalf of all of their employees at the company.</p> <p>c. Initiate the BOR application from the owner’s individual account. Either the property owner or the owner’s <u>authorized agent</u> may do so. If the property manager is an authorized agent, they may also initiate the BOR.</p> <p>d. Invite the company’s primary property manager <u>individual account</u> to the BOR as the property manager. The primary manager can then have their employees create accounts and invite them as additional secondary contacts to the BOR to enable them to view and submit records associated with the property. The primary manager will retain the ability to manage all properties in the company’s portfolio, including adding and removing secondary contacts as time goes on.</p>	

Scenario	Recommended Setup	<u>Not Recommended but Acceptable</u>
<p>4. I am property owner “John Smith”</p> <p>I want to register for several properties owned by several different LLCs that I own or control</p> <p>I also want to designate myself as the Property Manager</p>	<p>a. The property owner should create an account as themselves, an individual “natural person”, “John Smith”, <u>not as the LLCs</u></p> <p>b. Initiate the Building Owner Registry applications from the individual account. Either the property owner or the owner’s <u>authorized agent</u> may do so</p> <p>c. If your address is local to the Rochester are you qualify as the property manager and you will not need to invite anyone else as property manager. Or, you can invite another person as property manager.</p>	<p>a. You will need to maintain several accounts, each with a different email addresses:</p> <ul style="list-style-type: none"> • One per LLC property owner • One for you as an individual “natural person” <p>b. Initiate the each BOR application from the respective LLC owner account, then invite your individual account as Property Manager</p> <p>c. Alternatively, you could incorporate a “master LLC” that controls all the subsidiary LLCs, and make an account for the master LLC. That account could initiate all BOR applications, and you would still need to invite your individual account as Property Manager.</p>

Scenario	Recommended Setup	<u>Not Recommended</u> but Acceptable
<p>5. I am property <u>manager</u> “John Smith”, hired by property owner “Jane Doe”</p> <p>I want to register a property owned by “Jane Doe” on her behalf</p>	<p>a. The property manager should create an account as themselves as an individual “natural person” (ie “John Smith”), not as a company</p> <p>b. John Smith should initiate the Building Owner Registry from your their individual account. Either the property owner or the owner’s <u>authorized agent</u> may do so. Most hired property managers are authorized agents.</p> <p>c. If John Smith’s address is local to Rochester he may qualify as the property manager and you will not need to invite anyone else as property manager. You may invite additional contacts to the BOR application as desired to enable them to view records associated with the property.</p>	

Implications of Using a Company Account

1. **Property manager requirement:** When a company account initiates a Building Owner Registry application as the lead applicant, they will be required to add a property manager main contact. The property manager must be a real person and not a company. Alternatively, if you initiate as an individual who is an authorized agent on behalf of a company, you will satisfy the manager requirement. **Note:** the owner of record from the deed and assessment records will always be what is shown in public online data as the “owner”.

2. **Multiple Corporations:** If you have several LLC’s and some may not be authorized agents over the others, you would potentially need to maintain several different accounts, each for a different LLC, with a different email for each. In cases like this, you are better off creating an individual account as authorized agent for all of the LLC’s.

Or, you could incorporate a master LLC that controls all the subsidiary LLCs, and create an account for the master LLC. You would still need a second separate account for you as an individual if you wish to designate yourself as property manger.

3. **Using Both Account Types:** If you need to conduct business in the system as both an individual and a company, you will need to maintain two different accounts with two email addresses. You

may need to initiate a Building Owner Registry application in your company account as the property owner, and then invite your individual account as the property manager.

Implications of Using an Individual Account

1. **Listed Owner Name for Building Owner Registry:** When you create an individual account as Jane Doe, anytime the account initiates a Building Owner Registry application, the applicant name will list "Jane Doe". The owner or an authorized agent must initiate the application and invite any property managers. If the owner of record for the property is "ABC LLC", Jane is certifying that she is an authorized agent of ABC LLC and permitted to submit official records on their behalf. **Please note:** The owner name on the deed and tax bill will be what is displayed in publicly available data.
2. **Property Manager Contact Requirement:** Companies may not be invited and designated as the primary property manager point of contact in the system for the Building Owner Registry, the property owner can only designate accounts that are real person individuals.
3. **Larger Property Management Companies:** It is recommended that larger property management companies set up an account under one individual who is a supervisor employee, and have them designated as the official manager for all of the properties the company manages. The other employees can still be added as secondary contacts to the property and have the same level of access to records.

[Claiming Your Properties- the Building Owner Registry Application](#)

You must submit one Building Owner Registry application for each property you own or manage. This will update the City's official records for property point of contact and give all individuals listed in the application access to submit and view official records associated with the property.

Property Manager Instructions:

1. **Please note:** a company is not an eligible property manager, only a "natural person" (ie John Smith) may be designated as a property manager. You need to create an account as a natural person. For larger property management companies with multiple employees, see further guidance in the above section for recommended account setup.
2. **Disclaimer:** only the property owner or their authorized agent may initiate a Building Owner Registry application. An authorized agent would be provided this authority via a management agreement, power of attorney, incorporation paperwork, or other similar legal document. If you don't meet these criteria, contact the property owner.
3. If you are not an authorized agent of the property owner, they will need to create an account and invite you as an "**Additional Applicant**" to on the Building Owner Registry application to officially designate you as property manager for each property.
4. Look for an automated email inviting you once they do so for each property. Make sure you have created an account and are logged in before clicking the link. Once you have been invited, you will have access to the draft Building Owner Registry application can help complete and submit it. See instructions below.
5. Once the application is complete and in the status "Registered", you will have access to all records associated with that property, such as open code enforcement cases.

Property Owner or Authorized Agent Instructions:

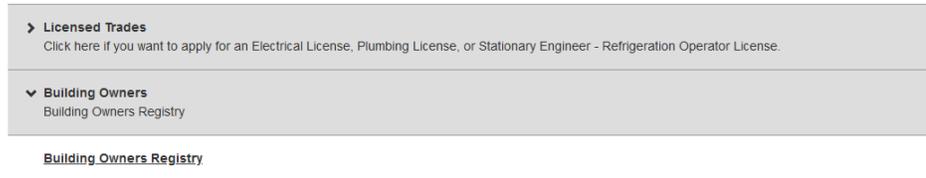
1. **Disclaimer:** only the property owner or their designated agent is authorized to initiate a Building Owner Registry application. By doing so, you are certifying that you are an authorized officer, executor, administrator, trustee, guardian, operator, agent, or controlling member of the property owner. By initiating this application you are confirming you are authorized as such to submit official records in the name the entity. An upload of a government issued Photo ID will be required.
2. Login, or navigate to **My Homepage**, click **Submit New Application**

The screenshot displays a web application interface. At the top left is a blue logo resembling a stylized flower or star. To its right are three navigation links: "My Homepage", "Submit New Application" (highlighted with a red box and a red arrow pointing to it), and "Lookup Record". Below the navigation bar, the user is greeted with "Welcome, Matt!". Underneath, there are two sections: "Address" with the text "30 Church St Rochester, NY 14620" and "Contact" with a blacked-out area. A "My Profile" button is located below the address. On the right side, there is a "MY FEES" section with a notification icon (a blue circle with the number 0). Below this, it shows "Total Amount Due" as "\$0.00" and a blue "Make Payment" button.

Submit a New Application

Applications

Apply for a license, or to update the City's records



3. Under **Applications**, find the **Building Owner Registry**
4. Designate a Property Manager if Required:
 - a. A property manager is required if the property is owned by an LLC or corporation, or if the owner is located outside of zip codes 13020 through 13905 or 14001 through 14925. The manager may not be a company, they must be a natural person, and they must have an address located in Monroe County. If your Civics account is for an LLC, this will require you to invite yourself on a secondary account with a second email address.
 - b. Under **Additional Applicants**, click **Invite Applicant**
 - c. Enter their email address and then click invite
 - d. They will be able to access the application once the application is saved and they have created an account with that email address
5. **Add Site- Address Search**
 - a. Click **add site** to locate the property you wish to register
 - b. Search the address in the pop-up. Don't enter anything in the boxes on the right side. The number and street must be entered in the separate boxes on the left side. Click **Search**.
 - c. **Important note:** If the official tax parcel address has an address range such as "104-110 State St", you must search an address within that range. The search does not support ranged addresses. We recommend searching the lowest address in the range, for example: 104 State St. As long as you select an address at the parcel, the application will be valid for the whole parcel.
 - d. View the list of matching address under **Results** at the bottom of the popup, click inside the small circle to the left of a matching address. For properties with address ranges, choose the lowest address ie 104 State St, and this will automatically select the entire property inclusive of the full range. Then click **Add Site**. Once you click save and continue, you can return to the application and see the full list of addresses associa

Choose an Application > Application Information > Attachments (Recheck Self-Certification If Providing Missing Information) > Review > Confirmation

Fill in the record information. Fields with * are Required. Does this work?
What kind of record are you submitting?
Building Owners Registry

This field indicates your responsibility for this request:

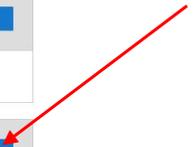
Additional Applicants ⓘ [Invite Applicant](#)

There are no additional applicants to display here.

Sites ⓘ [Add Primary Site](#)

Location Details

Add the address you are registering.



Add Primary Site

Map

Type ⓘ

Address Parcel

Number ⓘ

20

Street Name ⓘ

Lion

Dir ⓘ

Select ▼

Suffix ⓘ

Select ▼

Unit / Apt # ⓘ

City ⓘ

Postal Code ⓘ

[Clear All](#)

[Search](#)

Results

20 Lion St Rochester NY 14615



[Cancel](#)

[Add Site](#)

- e. Click Save and Continue
- f. Click confirm and Submit- the application status will update to "Gov ID Required"
- g. **Uploading a Government Issued Photo ID Immediately**
 - i. This does not need to be the owner's ID. If an authorized agent of the owner is submitting, it may be their ID.
 - ii. On the confirmation page immediately after submitting, click the blue link text BOR# to reopen the partially complete application

- iii. Scroll down to the bottom
- iv. Under **Attachments**, click add, and upload a photo of your government issued photo ID. Choose document type: “government photo ID”

h. Uploading a Government Issued Photo ID After the Fact

- i. This does not need to be the owner’s ID. If an authorized agent of the owner is submitting, it may be their ID.
- ii. Return to My Homepage
- iii. Under **My Records** locate the pending Building Owner Registry submission
- iv. Click **View Details** to open the submission.
- v. Under **Attachments**, click add, and upload a photo of your government issued photo ID. Choose document type: “government photo ID”

i. LLC Ownership Disclosure

- i. Any property owned by a Limited Liability Corporation (LLC) must disclose all natural person owners, members, managers, or other authorized persons of the LLC as part of the BOR. If the LLC is owned by another LLC, the “natural person” owners, members, managers, or other authorized persons of the owner LLC must be listed. This is required per City Code section 90-21.
 - ii. This can be completed via paper or fillable PDF, and uploaded after the draft BOR application is initially submitted. [Click here to download a fillable PDF template](#) for the LLC disclosure requirement
- j. Complete this application for every property you own, and within 10 days any time the contact information changes

The Vacant Building Registry Application

1. Click **Submit New Application** near the top of the page
2. Locate the **Property Owners** section of applications, and click it to expand the list
3. Click **Vacant Building Registry**
6. Designate a Property Manager if Required:
 - a. A property manager is required if the property is owned by an LLC or corporation, or if the owner is located outside of zip codes 13020 through 13905 or 14001 through 14925. The manager may not be a company, they must be a natural person, and they must have an address located in Monroe County. If your Civics account is for an LLC, this will require you to invite yourself on a secondary account with a second email address.
 - b. Under **Additional Applicants**, click **Invite Applicant**
 - c. Enter their email address and then click invite
 - d. They will be able to access the application once the application is saved and they have created an account with that email address
4. **Add Site- Address Search**
 - a. Click **add site** to locate the property you wish to register
 - b. Search the address in the pop-up. Don't enter anything in the boxes on the right side. The number and street must be entered in the separate boxes on the left side. Click **Search**.
 - c. **Important note:** If the official tax parcel address has an address range such as "104-110 State St", you must search an address within that range. The search does not support ranged addresses. We recommend searching the lowest address in the range, for example: 104 State St. As long as you select an address at the parcel, the application will be valid for the whole parcel.
 - d. View the list of matching address under **Results** at the bottom of the popup, click inside the small circle to the left of a matching address. For properties with address ranges, choose the lowest address ie 104 State St, and this will automatically select the entire property inclusive of the full range. Then click **Add Site**. Once you click save and continue, you can return to the application and see the full list of addresses associated.
5. Choose your management plan option. Enter a proposed reoccupation date, and the date the property originally became vacant.
6. **LLC Ownership Disclosure**
 - a. Any property owned by a Limited Liability Corporation (LLC) must disclose all natural person owners, members, managers, or other authorized persons of the LLC as part of the BOR. If the LLC is owned by another LLC, the "natural person" owners, members, managers, or other authorized persons of the owner LLC must be listed. This is required per City Code [section 90-21](#).

- b. Add rows in the table below with the name and contact information for other contacts associated with the property. Continue this process until all LLCs in the ownership chain have disclosed all their associated “natural persons.”
 - c. Alternatively, this can be completed via paper or fillable PDF, and uploaded after the draft application is initially submitted. Click here to [download a fillable PDF template for the LLC disclosure requirement](#)
7. Enter your name to certify the document, and click **Save and Continue**
8. Review your information for accuracy, and click **Submit**. You will receive a confirmation email.
9. On the resulting **confirmation page** that loads after submission, or from your confirmation email, **click the blue application ID number** to return to edit the application
10. Required Attachments
 - a. Near the bottom of the page, click **Add** to upload your **Vacant Building Management Plan** as a PDF or Word file. See above section of this page “Vacant Building Management Plan Required Details” for what must be included in the management plan for it to be accepted.
 - b. Upload a copy of an active property insurance certificate
 - c. Upload a photo of a government issued photo ID for the person submitting the application. It does not need to be the owner’s ID. If an authorized agent of the owner is submitting, it may be their ID.
 - d. If you didn’t complete the LLC disclosure in the table per step 7 above, you must complete it now by uploading a PDF. Click here to [download a fillable PDF template for the LLC disclosure requirement](#). When you are ready, scroll to the bottom and upload the file under attachments and choose the attachment type LLC Disclosure.
11. Once these are uploaded and saved, check to see that the **Status has changed to Completeness Check**. If so, no further action is required at this time.
12. You will receive another confirmation email once your application has been approved, or if further information is required
13. Once the application is approved, you will need to log into Civics to **pay the application fee**. This can be done from the Civics homepage under **My Fees**

Viewing and Filtering the “My Records” List

1. Navigate to **My Homepage** by clicking the text at the top of the window
2. Scroll down to view the **My Records** section. You will see a list of all of your Building Owner Registry applications, Vacant Building Registry applications, Certificate of Occupancy applications, Open Enforcement Cases, Certificate of Occupancy (C of O) Cases, and other records.
3. If you have a large number of records, click **Filter By** near the top of the section, and choose the type, such as “Certificate of Occupancy”, and “Open” records. You can also filter by address.
4. Click the **View Details** button to open the detail page where you can edit and interact your record, upload documents, cancel some records, and other actions.

Open Cases- Viewing Violations List and Submitting a Work Schedule

Viewing the List of Violations

1. When viewing an open code enforcement case, you will find a section called **Violations List- Work Schedule Submission**
2. Click the dropdown at the right side to expand the section
3. This section shows a list of all code violations that have been cited on this case with the following details:
 - a. Those that have been addressed and confirmed at a reinspection will be marked “abated”
 - a. Each violation has a due date by which it must be fixed and reinspected
 - b. Left unresolved the violation will “expire” and be eligible for ticketing and fines.
 - c. The due date is based on the severity of the specific violation and can be as little as one day after it was cited in the case of serious health and safety hazards.
 - d. Violation due dates can be 1 day, 5 days, 10 days, or 30 days after the original citation date. These due dates are also listed in the official Notice and Order document you would have received via mail or email.
4. You can also download an official PDF list of violations by clicking the blue link text at the top right of the case page- you can choose “ALL OPEN CASE VIOLATIONS” or “ALL CASE VIOLATIONS”

Submitting a Work Schedule

If you don’t anticipate you can resolve a violation and have it reinspected before the due date, you can propose a work schedule with new due dates. Work schedules must be reviewed and approved by Code Enforcement managers. If you have questions or need assistance, please contact your inspector.

1. **Please note:** The system will not allow you to submit new proposed completion dates more than 30 days from today’s date for 1-day, 5-day, and 10-day violations. You won’t be able to submit a date more than 90 days from today’s date for 30-day violations. Supporting

documentation will be required to confirm why each violation can't be addressed within the normal required timeframe. If there are extenuating circumstances preventing you from meeting these timeframes, please speak with your inspector for consideration.

2. Click the pencil icon to the left of each open violation and enter a proposed completion date for each. Enter a note for each stating why the violation can't be completed by the original due date. Complete this for all open violations.
3. Upload supporting documents in the separate case documents section near the bottom of the page to provide evidence supporting your notes and proposed completion dates. For example, this could include documentation of an important materials scheduled delivery date, or an approved eviction warrant for the unit scheduled for later in the month.
4. Click submit at the bottom of the Violation List & Work Schedule Submission section to send the work schedule to the inspector for review.
5. You will receive an email notification if the work schedule is approved or denied. Review the notes to see if revisions are requested or more information is needed. The inspector may approve some proposed dates, but deny others. Contact your inspector if you have questions or need to discuss.
6. All violations must have their proposed completion dates approved for the work schedule to become active.

Maintaining a Work Schedule

1. Once a work schedule has been approved, your proposed completion dates become the new due dates for each violation.
 - a. As long as you address the violations and have the property reinspected by the proposed dates, your property will not be included in your portfolio average when calculating your code compliance score, and your violations will not be ticketed
 - b. If necessary, you can submit a new work schedule request to extend the work schedule dates.
2. Once the first proposed completion date passes and the violation is not abated, you will have 7 days until your work schedule will automatically be revoked.
3. Once revoked, all open violations will revert to their original due date and may be overdue and immediately eligible for ticketing.
4. The work schedule can also be manually revoked by Code Enforcement if it is determined that the property owner or property manager has pled guilty or been convicted of violated a law related to the conduct of property management, or if they have provided false information or misrepresentations in their communications with the City of Rochester.
5. Please remember it is the responsibility of the property owner or their designated manager to fix code violations and reach out to the City to complete a reinspection in a timely manner so as

to avoid having violations expire and/or an active work schedule revoked. **Re-inspections must be scheduled with at least 7 days notice.**

Frequently Asked Questions (FAQ) and Common Issues

1. Will the owner and manager contact information from the Building Owner Registry be posted publicly online?
 - a. Please see the section above- [What Information will be Available to the Public Online](#)
 - b. The City's launch of **the Civics portal has not increased the amount of owner/manager contact information that the City makes public online**. Starting in 2009 the City collected the same information via paper applications, and that information were entered into a database. Since 2017 the data has been made publicly available online in the City's Property Information viewer, the BuildingBlocks platform and other tools.
 - c. As a reminder, **all of this information is subject to the Freedom of Information Act**, and the City would be required to disclose it upon request. If you are concerned about privacy or safety, the City recommends maintaining a business address separate from your residence.
 - d. **Please note** that the property owner name and address that will be displayed online will be populated from the **official legal owner** records maintained by the Bureau of Assessment, not the information submitted in the BOR or VBR. The owner name will match the legal owner per the deed on file with the County Clerk, and the address will be the tax bill mailing address. If you need to update this information, please visit this page for instructions and contact info: <https://www.cityofrochester.gov/assessment/>

2. Why is a government issued photo ID required?
 - a. Due to the ease of access to the online Civics system from anywhere in the world, the City has an obligation to mitigate the risk of individuals falsely submitting records for properties they don't own, or other forms of falsifying records. The photo ID would only ever be used in the event where there is a dispute between two Civics accounts claiming to be the same person, to help confirm who is the "true" owner, or in cases where the City may need to confirm the identity of the account for other reasons.

3. Who can register and manage their own properties in Civics? Why am I required to designate a property manager contact on the Building Owner Registry?
 - a. A property manager may initiate the Building Owner Registry application on behalf of the property owner if they are an authorized agent of the owner.
 - b. Per [City Code section 90-20](#), a property owner may manage their own properties if they meet all of the below requirements:
 - i. are not a corporation or LLC
 - ii. they have a business or residential address* located within zip codes 13020 through 13905 or 14001 through 14925
 - iii. their address* is not a P.O. Box

*The City considers the official tax bill mailing address of the property owner to be their business or residential address
 - c. Any property owner who does not meet the above criteria is required to designate an additional property manager contact to ensure the City has a local "natural person" contact who is responsible for the property, and able to respond quickly in the event of emergencies, and authorized to make decisions on behalf of the owner in such circumstances as well other code enforcement related matters.

- d. The designated property manager must meet all of the following requirements:
 - i. They must be a “natural person”, a company is not eligible. It is recommended that property management companies create an account for a supervisor level person to manage records within Civics and serve as the lead contact, even if their employees may be doing most of the day-to-day work. They can invite other employees as secondary contacts.
 - ii. The manager’s Civics account address is located in Monroe County
 - iii. The manager’s Civics account address can't be a P.O. Box
4. What do I do if I need to register properties for multiple LLC’s or companies? Do I need multiple accounts in Civics?
- a. No, multiple accounts are not necessary. The City strongly recommends Option 1 to minimize the number of Civics accounts needed.
 - b. **Option 1 (Recommended):** Single Account, "Natural Person" Authorized Agent- You are permitted to create an account as yourself as a “natural person” (i.e. John Smith) and initiate the Building Owner Registry on behalf of any of the LLC’s you are a member, owner, or for which you are an authorized agent. Any authorized agent of the LLC would be permitted to file the Building Owner Registry on behalf of the owner and sign the certification as the owner. However, this does not change the legal property owner name for the City’s official records. The legal property owner name (as listed on the deed) will still appear on all official records and bills
 - c. **Option 2:** Multiple Accounts, One Per LLC- This would require you to create a separate login account for each LLC and maintain a separate email address for each. This can become quite cumbersome, so **the City does not recommend this method.**
 - d. **Option 3:** Single Account, Master LLC- alternatively, you could incorporate a master LLC that owns and controls all of your subsidiary LLC's. You could then create a single account in the name of the master LLC and conduct business on behalf of all the LLC's. Please consult an attorney to assist with this process. **The City does not recommend this method.**
 - e. **Please note:** if the account that initiated the Building Owner Registry is an LLC, you will still be required to invite yourself as an additional applicant to designate yourself as the property manager, since a property manager is required for all properties owned by an LLC. The property manager must be a “natural person”, and can’t be an LLC. Using options 1 or 3, you would need to maintain at least two accounts: one as the LLC and one as a natural person property manager.
 - f. **Please note:** regardless of the option chosen, the Building Owner Registry submission will not alter the legal property owner name (which matches the deed) or the official tax bill mailing address which are maintained by the City's Bureau of Assessment. The legal owner name and official tax bill mailing address will still be used and printed on all bills and official notices issued by the City of Rochester. All records for the property owner posted publicly online will also list the legal property owner name and official tax bill mailing address. If you need to update the official record for property owner name or tax bill mailing address, please see instructions on this page:
<https://www.cityofrochester.gov/assessment/>

5. Can a hired property manager submit the Building Owner Registry on behalf of the property owner?
 - a. Yes. The property manager may initiate the BOR as long as the property manager is an authorized agent of the owner and has been granted authority to submit official records on behalf of the property owner. This is typically done via a management agreement, power of attorney, or if the manager is a controlling owner of the LLC property owner. In such cases the property manager may initiate the BOR on behalf of the property owner, and invite themselves as property manager.

6. Why am I having errors inviting my property manager to the Building Owner Registry? How do I accept an invite to be added as a property manager?
 - a. The most common issue is that the property manager is not allowed to be a company, per the City Code. They must be a “natural person”. It is recommended that property management companies create an account for a supervisor level person to manage records within Civics and serve as the lead contact, even if their employees may be doing most of the day-to-day work.
 - b. The manager must also have an address located in Monroe County, and the address can't be a P.O. Box
 - c. When accepting an invite from an email to be added as Property Manager, make sure you log into Civics first before clicking the link. If you are not logged in, it will show an error page. If you encounter the error page, attempt to log in and check your status. In most cases it will have accepted the invite.

7. I completed the BOR in Civics and I still can't see my property or case records. Is this an error?
 - a. It is likely that you didn't fully complete the application
 - b. Locate the BOR record in your “My Records” list within Civics. Double check to make sure that the status shows as “Complete”. Otherwise check the “Current Step” - the following may still be required to complete the BOR:
 - i. **A photo ID upload** is required
 - ii. **A property manager must be designated**
 - iii. The currently designated **property manager is ineligible** because their Civics account is for a company. Only individual natural persons are eligible
 - iv. The currently designated **property manager is ineligible** because their address is located outside Monroe County
 - v. **LLC disclosure upload** is required

8. I can't find the correct property address. The address search looks like it isn't giving me the correct address that matches the tax parcel address. The address includes a single apartment?
 - a. When filling out a BOR application, you will click “select site” to launch a popup window where you will search the address. Enter the street number in the top left box. Enter the street name in the box below that. **Don't touch the other boxes.**
 - b. Make sure there are no spaces before or after your text entries before clicking search.
 - c. If your property has an address range, we recommend searching the lowest address in the range. For example, for 100-110 State St, search 100 State St.
 - d. The results will show every address and sub-address associated with the parcel. **Select any of the addresses to proceed.**

- e. Even though it may look like you are only registering for a portion of the property, the BOR will be completed for the entire property as long as you have selected one address at the tax parcel.
9. I no longer am property manager for the property, how do I remove myself?
- a. **If the property owner initiated the BOR and invited you as property manager:** you can locate the BOR application from the Civics homepage under the My Records section. Open the record and find the applicants section, click into it and you can remove yourself as a contact. Scroll down to the bottom and click submit to finalize your removal.
 - b. **If you initiated the BOR on the owner's behalf:** There is no way for you to remove yourself at this time. Instead the property owner or new property manager should submit a new BOR. Once it is complete, it will overwrite the old BOR and the new manager will be listed. If for some reason you have an urgent need to be removed, please email CivicsTechSupport@CityofRochester.gov and staff can remove you in the system backend.
10. I no longer own this property, how do I remove myself?
- a. The property owner listed in the City's public records online will match the legal property owner name and official tax bill mailing address per the City Assessor and Monroe County Clerk. Deed transfers can take up to 3 weeks to reflect in the online systems. If you find an error or need to update the tax bill mailing address, please see instructions on this page: <https://www.cityofrochester.gov/assessment/>
 - b. If you initiated the Building Owner Registry application, is no way for you to remove yourself or delete it in Civics. The new property owner or new property manager should submit a new BOR. Once this is complete, it will overwrite the old BOR and the new contacts will be listed in public records. If for some reason you have an urgent need to be removed, please email CivicsTechSupport@CityofRochester.gov and staff can remove you in the system backend.
11. How does the BOR relate to the code compliance scoring system in BuildingBlocks?
- a. The information submitted via the BOR will be used to link you to properties for the purposed of computing your portfolio average score. It will also link you to other property owners or property managers using the same mailing address, phone number, etc. It will consider such linked identities one entity for the purpose of scoring, and all of the properties owned or manager by these identities will be averaged together. For more background on the scoring system please visit: www.CityofRochester.gov/CodeComplianceScore/

Contact Information

The most **updated version of this guide** can be found at: www.CityofRochester.gov/CivicsPortal

For technical support, please email CivicsTechSupport@CityofRochester.gov and **attach a screenshot of the error or issue you are experiencing**. The City does not have the capacity to provide customer support over the phone. Please provide up to 3 business days to receive a response.

To contact your inspector, please look up their information here:

<https://maps.cityofrochester.gov/portal/apps/webappviewer/index.html?id=b7ccd37b38044e93ae724f4a26f5741b>