

**DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT
DIVISION OF CODES AND STANDARDS**

9342 Tech Center Drive, Suite 500, Sacramento, CA 95826
P.O. Box 277820, Sacramento, CA 95827-7820
(800) 952-8356 / TTY (800) 735-2929 / FAX (916) 854-2564
[HCD Website: www.hcd.ca.gov](http://www.hcd.ca.gov)



April 1, 2024

INFORMATION BULLETIN 2024-03 (RT)

TO: Escrow Companies
Business Customer Section Participants
Interested Parties

FROM: Kyle Krause, Deputy Director
Division of Codes and Standards

SUBJECT: **Registration and Titling Program—Business Customer Section**

This Information Bulletin supersedes Information Bulletin 2021-01.

In a continued effort to enhance our business delivery systems, the California Department of Housing and Community Development (HCD) has considered the valuable feedback provided by our business customers regarding the Registration and Titling (R&T) Business Customer Section (BCS) pilot program.

The BCS was originally created for high-volume escrow companies in an effort to address the specific needs of our business customers, and thereby specialize and improve the efficiency of our customer service team. The BCS has recently been outpaced by some of HCD's newest innovations and improvements including online services, additional staffing resources, and more efficient application status reports. As a result, HCD is consolidating all operations under an improved organizational business structure as of April 1, 2024.

What is changing? What is staying the same?

Access to HCD's knowledgeable representatives will remain available to all customers to provide prompt response to inquiries about submitted applications or provide assistance with complex R&T applications.

Customers may contact R&T via email, phone, U.S. mail, and online resources:

Online Services: <https://cahcd.my.site.com/s/>

Email: ContactRT@hcd.ca.gov

Phone: (800) 952-8356

Mail: P.O. Box 276025
Sacramento, CA 95827-6025

HCD continues to encourage utilization of [Codes & Standards Online Services](#) (C&S OS) for fast, automated submissions of R&T applications and access to R&T's online payment system. Also available through C&S OS are real-time status updates for online submissions, including a personalized dashboard for simple and immediate access to the applications associated with your account.

If you have any questions or concerns, contact HCD's Registration and Titling Program at ContactRT@hcd.ca.gov or (800) 952-8356.