



LANDLORD COOPERATION PROGRAM (LCP) HOW TO ENROLL

1. HOW DO I ENROLL INTO LCP?

Please follow these instructions to enroll in PGW's LCP:

- Go to PGW's website at www.pgworks.com
- Place cursor over link "CUSTOMER CARE"
- Scroll down and click on LANDLORD PROGRAMS
- Scroll down and click on LOG IN & DOWNLOAD
- Click on the link ENROLL
- Enter your HOUSING INSPECTION LICENSE (renter's license) number.
- Enter the name as it appears on the license and then click on NEXT. The system will then take you to the acceptance of the Terms and Conditions of LCP.
- Review the Terms and Conditions and accept them by clicking in the circle next to the phrase: "I AGREE..." then click on the tab AGREE to the right of the page.
- At STEP 2, the actual enrollment application, create your username and password combination.
- Enter your personal contact information such as mailing address and phone numbers.
- Click on SUBMIT.

2. HOW DO I ADD ADDITIONAL PROPERTIES?

Please follow these instructions to register your rental property(ies) into your new LCP account: _

- Log into the LCP account;
- If prompted, accept the terms and conditions of the program;
- When directed to the LCP HOME PAGE, click on the link VIEW ALL PROPERTIES under the heading PROPERTY MANAGEMENT;
- Click the box to acknowledge that the user is the owner of the property and then click on the tab entitled VIEW UNPROTECTED PROPERTIES. Once the new page loads, there will be three sections: COOPERATIVE PROPERTIES, UNCOOPERATIVE PROPERTIES and FIND ADDITIONAL PROPERTIES;
- Scroll down to the FIND ADDITIONAL PROPERTIES section. Enter the Department of Licenses and Inspection (L&I) license number and either the last name as it appears on the license or the property street name. Then click on the tab SEARCH FOR RENTAL LICENSE;
- The system will take you to the top of the page again. Scroll down to the bottom of the page to view the account's license information. If everything is correct, click on the tab entitled YES, I AM THIS LANDLORD and follow the on-screen instructions to register the property;
- Follow these instructions until all licenses and properties are registered.

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3. I HAVE MULTIPLE LCP ACCOUNTS WITH PROPERTIES REGISTERED IN EACH OF THEM. AM I ABLE TO HAVE ONE ACCOUNT WITH ALL MY PROPERTIES REGISTERED IN THAT ONE ACCOUNT?

Select one of your accounts to be your one "MAIN" account. Then:

- Log into your other accounts
- From the Home Page, click on the link titled VIEW ALL PROPERTIES
- From the COOPERATIVE PROPERTIES SECTION, click on the boxes to the left of the listed properties to select that property.
- Scroll down to the bottom of the section and click the REMOVE tab.
- Follow these instructions for all other LCP accounts you have.

4. IF I SELL THE PROPERTY, WHAT SHOULD I DO?

To remove the property from your account, please follow these instructions:

- Log into your LCP account.
- Click on the link titled VIEW ALL PROPERTIES under the PROPERTY MANAGEMENT bar.
- Click in the check box(es) to the left of the address to select the property(ies) you want removed.
- Scroll down to the bottom of the list of properties and click on the grey button REMOVE.
- Follow the on-screen instructions to remove the property(ies) from your LCP account.

5. HOW DO I UPDATE MY CONTACT INFORMATION? I MOVED AND NEED TO CHANGE MY HOME ADDRESS, OR CHANGE MY EMAIL ADDRESS, OR CHANGE MY PHONE NUMBER.

Please follow these instructions to make your changes:

- Log into your LCP account.
- Click on the link titled MY ACCOUNT.
- Click on the link titled UPDATE YOUR USER INFORMATION.
- Click on the tab titled EDIT CONTACT INFO.
- Make your necessary changes.
- Click on the SAVE tab to save your changes.

NEED ADDITIONAL INFORMATION?

Please contact lcp@pgworks.com or view the Frequently Asked Questions on our website.