

Housing Connect Landlord Portal FAQs

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1. What is Landlord Portal

Landlord Portal is a new online tool that allows landlords with tenants on our Housing Choice Voucher (HCV) program to review information pertaining to issued payments, tenants, scheduled and completed inspections, program forms, and tax documents at your convenience without having to call or visit our office.

2. How do I register/create a new account?

Complete your Registration in three easy steps!

1. To get started, select <https://housingconnect.myhousing.com/Account/Login> to be directed to Landlord Portal. Select **Register**. A new window will open. Select the box titled **Landlord**.

Let's set up your account

Setting up an online account with MyHousing is quick and easy. Just enter a few details to get started, and help us find you in our system. To start, please select your Registration Type below.

APPLICANT

You are on at least one waiting list for housing assistance.

LANDLORD

You rent your unit to a resident receiving rental assistance. If you are a portability PHA, please register here.

2. **Account Lookup:** Lookup your account by entering the Tax-Id associated with the property for which you receive a monthly HAP payment.

1 Account Lookup 2 Account Validation 3 Create Account

Tax ID

Confirm your Tax ID

Continue

3. **Account Validation:** A Username will be *automatically* assigned to you. **Please make a note of it for future use.** Enter and validate a new password you want to use to login with.

1 Account Lookup 2 Account Validation 3 Create Account

Please make a note of your user name below and enter the password you would like for your account to complete the registration process.

User Name JDoe

Email Jdoe@myemailaddy.com

Password

Confirm Password

Preferred Language English

Your registration is complete!

Registration Complete!

Jane Doe you have successfully created an account. Please make a note of your user name below and your chosen password. Click on the Login link below to login.

Username: **JDoe**

[Click here to login and get started!](#)

3. Who can register?

Only active landlords can create new accounts.

4. How is Landlord Portal useful to me as a landlord?

As a registered landlord, you will be able to use Landlord Portal to review:

- A list of your active and leased HCV tenants
- Your HAP payments, by tenant, for the prior 12 months
- Reexamination or recertification dates for your tenant(s)
- Helpful program forms
- Year-end tax documents

Additionally, you will be able to access and view:

- Upcoming unit inspections
- View and download Inspection reports

5. What do I do if I can't remember my username/password, or I want to change my password?

If you need to recover your username and/or password, you can do so by selecting the Forgot Password link. You will receive an email with your Username and a link to reset your Password. If you need additional assistance, please contact Laura Wixom at lwixom@housingconnect.org

Login

If this is your first time here, click the **Register** button below to create an account.

Username

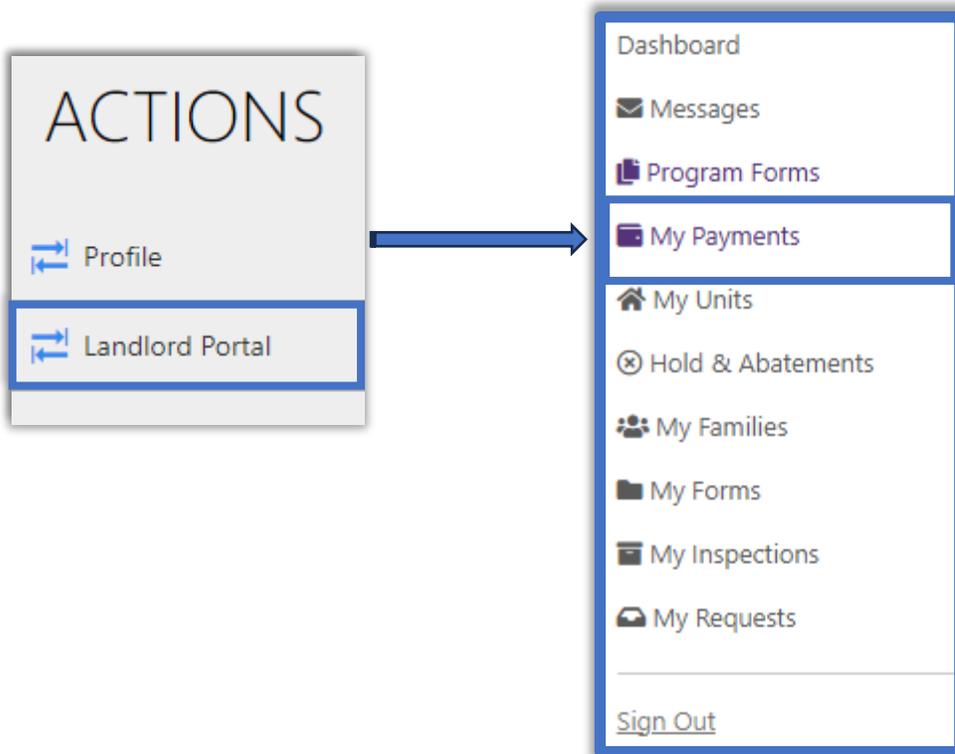
Password

[Login](#) | [Register](#) | [Forgot Password?](#)

6. How can I find information about my HAP payments?

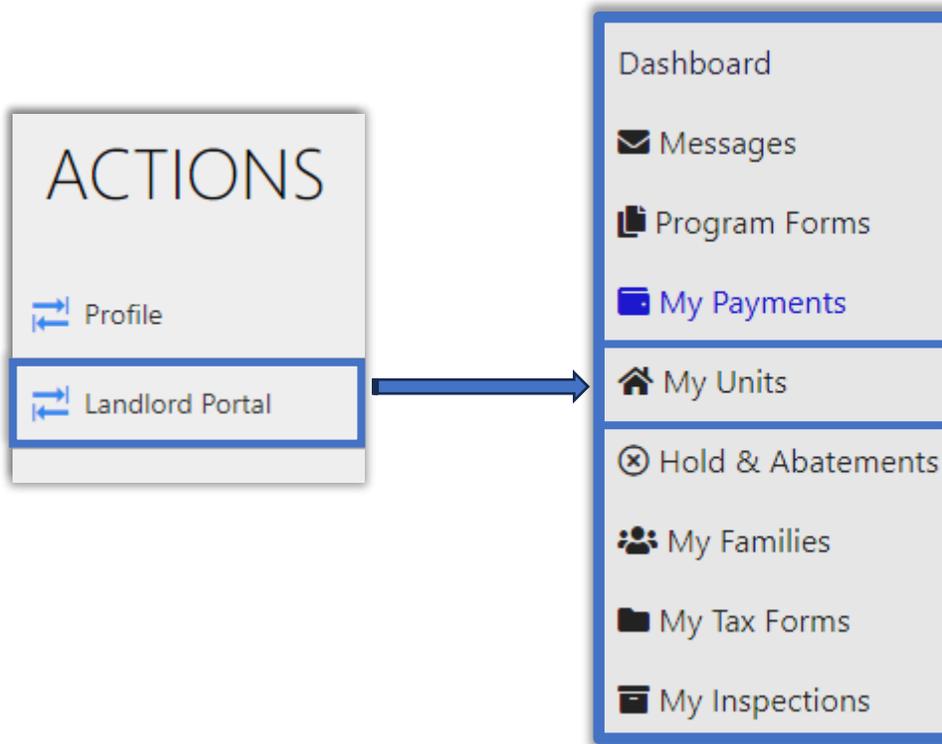
Log in first, and then click on the "[Landlord Portal](#)" link in the menu to the left. Select "[My Payments](#)" from the list of options.

Clicking on the "[View Details](#)" button will provide you with detailed payment information.



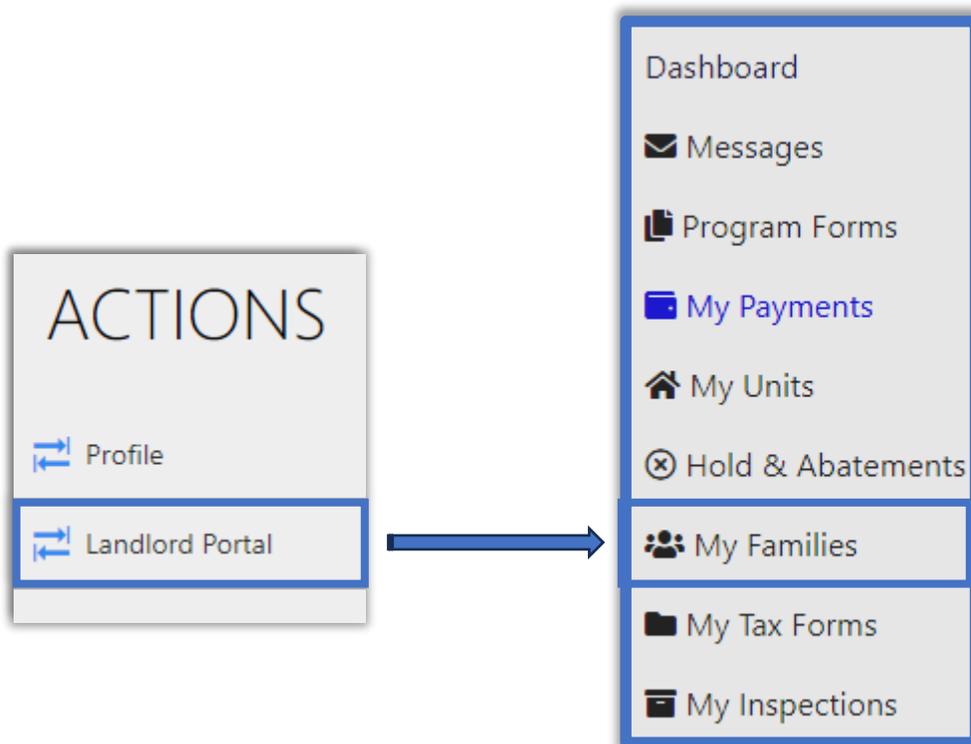
7. How can I find information about my rented units?

Log in first, and then click on the "[Landlord Portal](#)" link on the left side menu. Select "[My Units](#)" from the list of options. Clicking on the View Details button will provide you with additional information such as Resident and Unit Demographics.



8. How can I find information about my tenants?

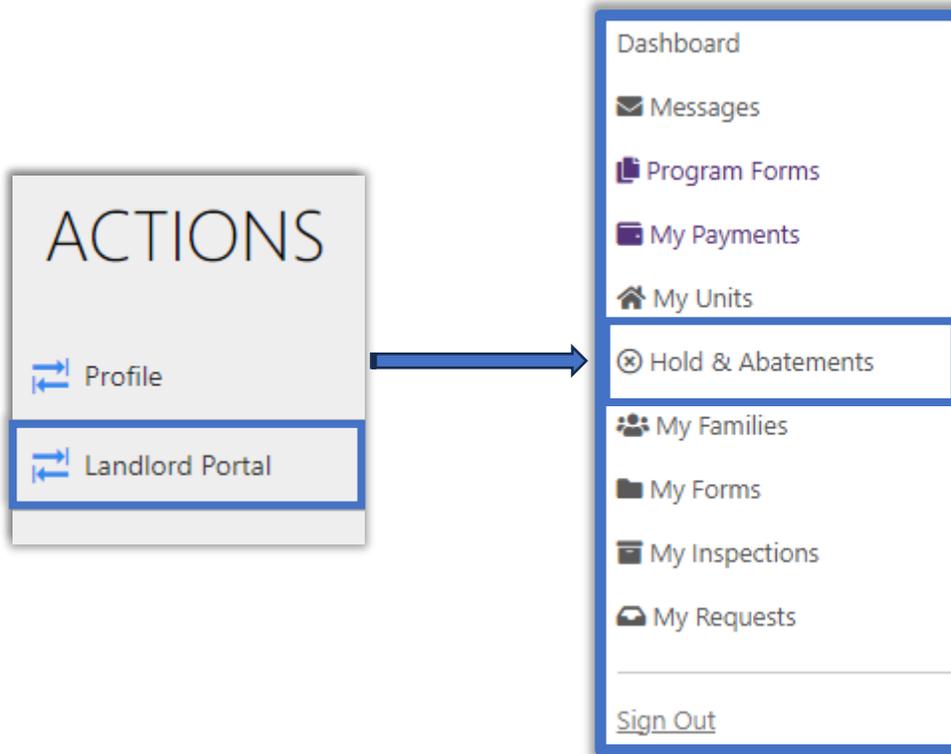
Log in first, and then click on the "[Landlord Portal](#)" link on the left side menu. Select "[My Families](#)" from the list of options. Clicking on the View Details button will provide you with additional information, such as the assigned Caseworker.



9. How can I find information about my tenant's payment holds or abatements?

Log in first, and then click on the "[Landlord Portal](#)" link on the left side menu. Select "[Holds and Abatements](#)" from the list of options.

The list can be sorted by unit address, type (Unit or Abatement) or status (Open or Closed) by clicking on the down arrow of the drop-down menus.



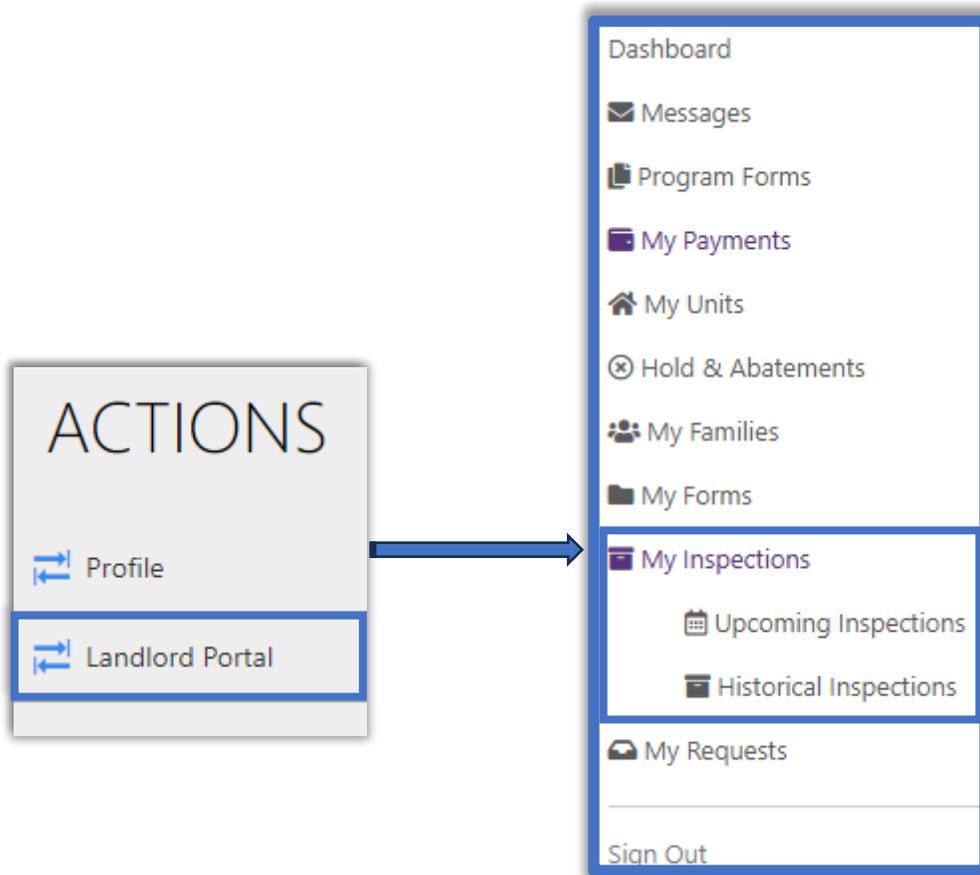
10. What inspection information is available in Landlord Portal?

With Landlord Portal, you can view both [Historical](#) and [Upcoming](#) inspections.

Log in first, and then click on the "[Landlord Portal](#)" link on the left side menu. Select "[My Inspections](#)" from the list of options.

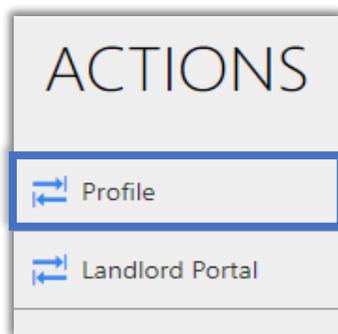
Select Historical Inspections to view past inspections. To download the Inspections report, select the "[Download Results](#)" link.

To view scheduled [Upcoming](#) inspections, select "[Upcoming Inspections](#)". If there is not a current scheduled inspection you will see a default date of 01/01/0001.



11. How can I review my own profile information?

Log in first, and then click on the "My Profile" link to the left. You will see general contact information associated with your user profile on Landlord Portal. For your protection, changes to your information cannot be made online. Please contact Laura Wixom at lwixom@housingconnect.org, and she will assist you in making any necessary updates.

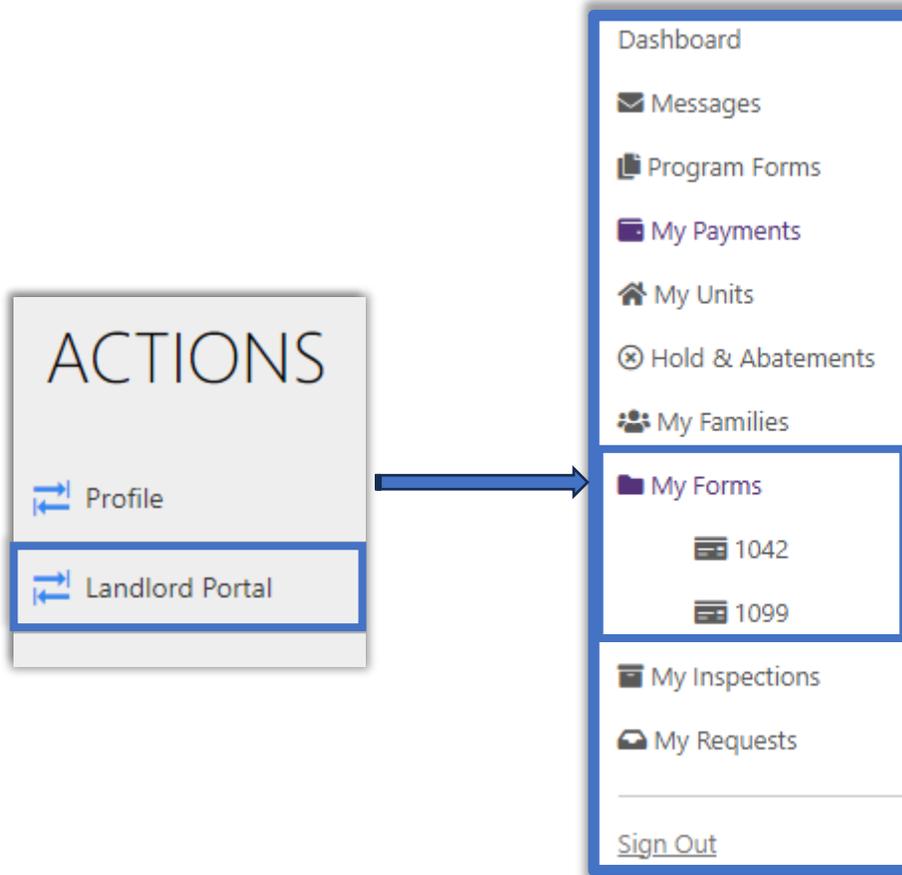


12. Can I access my 1099 or 1042 documents?

Yes. You can view/print current and historical 1099 or 1042 documents.

Log in first and click on the "Landlord Portal" link to the left. Select the action button entitled "My Forms".

Click 1099 to retrieve the selected tax document and a new window will appear. Select the tax form NESC or MISC.



If you do not want to receive electronic 1099's, visit the Profile information under Actions when first logging in, and toggle the "Receive Electronic 1099" option off.



13. Some of my tenants are missing. Why can't I see all of them?

This occurs if you are a Management Company or a landlord with multiple properties. To link you to all your properties please email please email Laura Wixom at lwixom@housingconnect.org so she may assist you.

Please have the Name and Tax ID of all the properties you manage ready and available to ensure we can assist you in a timely manner.

14. I have other questions. Who can I contact for support?

For Landlord Portal support, you may email your questions to Laura Wixom at lwixom@housingconnect.org