



Welcome to the new HASCO Landlord Newsletter page! We appreciate your continued partnership with us in supplying affordable housing to our clients here in Snohomish County. Your participation, communication, and service allow our clients to find affordable housing.

In an effort to increase communication, we are creating this digital Landlord Newsletter, where we can share tools and best practices, policy updates, and even provide some resources to help you succeed.

For our first article, we highlight our “HASCO Landlord Portal” including how to set up your portal and a few of the portal features. Below that, we have included what to do if you need are experiencing IT issues while trying to use your portal as well as an invitation to our first Virtual Information Session for landlords.

Creating your HASCO Landlord Portal

1. The first step of creating your portal is to go to the HASCO website at www.hasco.org
2. From there, hover your mouse pointer over the header labeled “**Landlord Center**” and select “**Landlord Portal.**”
3. This opens a new window which lets you log in with a username and password. On the right-hand side under “**Messages,**” in big bold letters, it should say “**Welcome to the Landlord Portal.**”
4. Once you are on this page, click on “**Create an Account.**” For this, you are going to need the Tax ID Number provided on your W9 form. It is super important that you enter the Tax ID Number in the proper format of xxx-xx-xxxx or xx-xxxxxxx and select “**Match Landlord.**” From there, you will continue to follow the prompts to create a username and password.
5. We recommend that you explore the profile options, especially “**Notifications.**” This allows you to set up the notification options such as letting you know after a payment has been processed or that your 1099 is available on the portal, just to name a few.

Tools within the Landlord Portal

Once signed into your portal, there is a lot of information available to you at your fingertips. These tools can be used to help you provide exceptional tenant experiences while working with our agency.

Payment Section: In the payment section, you will find the most recent and past payments history.

- The payments are organized by date and check number, with the most recent payment on the top. If there are multiple checks written on the same date, they are organized by check number.
- When you have more than one unit on a check, we recommend that you press the arrow on the left, which will provide you with a detailed list of how much we paid for each specific family on that check. If you just want to see one specific check, you can use the search function above and enter the Check/DD # in the search box and hit “Go.”

- In addition, you can save documents for your records in several formats (CSV, Microsoft Excel and Word, PDF).

Upcoming Inspections: When the inspection department schedules an inspection or updates a recently completed inspection, the information will be presented here.

- This can be helpful in the event your tenant comes to you because they have lost the letter and do not know what to do. One solution you have as the property owner is to log in to the portal and select “**Upcoming Inspections**” to see when it is scheduled.

Families: If there is one thing we know about the housing industry, it is that we all must be able to adapt to change, and the same is true for HASCO. We no longer publish each housing specialist’s caseload on the website. This is because we have multiple voucher programs and unless you know the correct, exact program, it can create more confusion than clarity. To help reduce confusion, we want to share the information we have in the **Families** section.

- When you click the **Families** hyperlink, a table will appear, organized by the last name of the head of household on the voucher. This table includes the name, address, most recent Housing Assistance Payment (HAP) amount, and Next Re-exam Date, just to name a few.
- On the left-hand side of each family's last name is a little magnifying glass. If you click the magnifying glass it will open the details of that family. On this page, you will be able to see the current family members, the address, unit characteristics, and the Tenant Advisor.
- The full name under the Tenant Advisor heading is the current resident’s housing specialist and under that is the housing specialist’s email address. This way you can email the correct housing specialist if you need to reach out. It also provides you with the details of all the family members on the voucher, which can be helpful in the event you are dealing with any lease violations.

Technical Support

We all understand that there may be times that you need some IT support. Some examples of that support include being locked out of your account, needing to change the login username, or managing multiple smaller properties and wanting all of these to be connected to one log in.

- If you need technical support, please email your request and your current username in the subject line to IT@hasco.org. If that request is to add properties to your account, please include the new property name so that we can process your request.

Invitation: Virtual Information Session for Landlords

Lastly, HASCO would like to formally invite all property owners, HAP Payees, and future property owners to our Virtual (online) Information Session, with the featured topic on Rent Increases.

- There will be two identical sessions to choose from, you do not have to attend both: **October 13, 2022, from 11:00AM to 12:30PM, or October 18, 2022, from 2:00PM – 3:30 PM.**
- To register for either session, email our Landlord Liaison (Landlord@hasco.org) and include which date and time you would like to attend.
- Please register by no later than **October 10, 2022.**

Thank You

Thank you so much for taking the time to read the HASCO digital newsletter! This newsletter will be updated quarterly. If you have any questions about this article, would like to register for one of the sessions, or have other questions about being a landlord for Housing Choice Voucher holders, please do not hesitate to reach out to our Landlord Liaison directly at Landlord@hasco.org.

Ways Home. Paths Forward.



(425) 290-8499 Phone • (425) 290-5618 Fax
www.hasco.org • 12711 4th Ave West • Everett, WA 98204