



Landlord Portal FAQs

For Landlord Portal support, you may email your questions to landlord@hasco.org

1. What is the Landlord Portal?

The Landlord Portal is an online tool for landlords participating in HASCO's Housing Choice Voucher (HCV) program. It allows landlords to securely view and access information related to:

- HAP payments, separated by tenant
- Tenants and units
- Payment holds or abatements
- Tax forms (1099s)
- Reexamination or recertification dates for your tenants
- Request updates to your account, including mailing address and contact information
- Scheduled and completed Housing Quality Standard (HQS) inspections
 - This includes the ability to download inspection reports

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

Complete your registration in three easy steps:

Step 1: Access the Portal

Select the [Landlord Portal link](#) and click **Register**. When a new window opens, 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.
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Step 2: Account Lookup

Enter the Tax ID associated with the property receiving HAP payments.

The screenshot shows a three-step registration process. Step 1, 'Account LookUp', is highlighted with a red box. It contains two input fields: 'Tax ID' and 'Confirm your Tax ID', each with a blue information icon to its right. A 'Continue' button is located at the bottom right. Steps 2, 'Account Validation', and 3, 'Create Account', are shown as inactive in the background.

Step 3: Create Login Credentials

A username will automatically be assigned to you. **Please save this username for future use.** Create and confirm your password to complete registration.

The screenshot shows the 'Account Validation' step, which is highlighted with a red box. It includes instructions: 'Please make a note of your user name below and enter the password you would like for your account to complete the registration process.' Below this are fields for 'User Name' (pre-filled with 'JDoe'), 'Email' (pre-filled with 'Jdoe@myemailaddy.com'), 'Password' (with a blue information icon), 'Confirm Password', and a 'Preferred Language' dropdown menu set to 'English'.

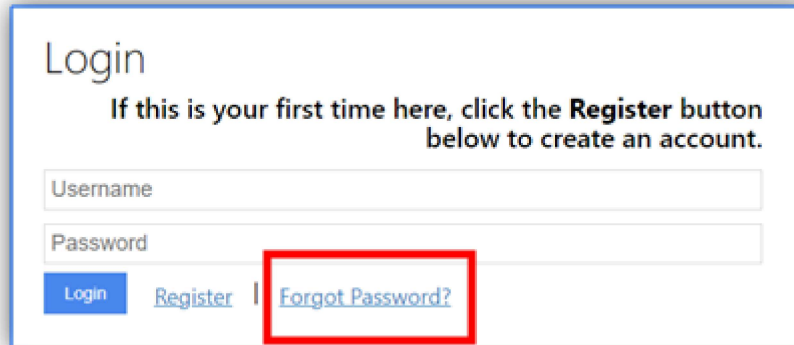
The screenshot shows the 'Registration Complete!' screen, highlighted with a red box. It features a congratulatory message: 'Jane Doe you have successfully created an account. Please make a note of your user name below and your chosen password. Click on the Login link below to login.' Below the message, the 'Username:' is listed as 'JDoe'. At the bottom, there is a blue link that says 'Click here to login and get started!'.

3. Who can register?

Only active landlords participating in HASCO's HCV program may register an account.

4. What if I forget my username or password, or want to change it?

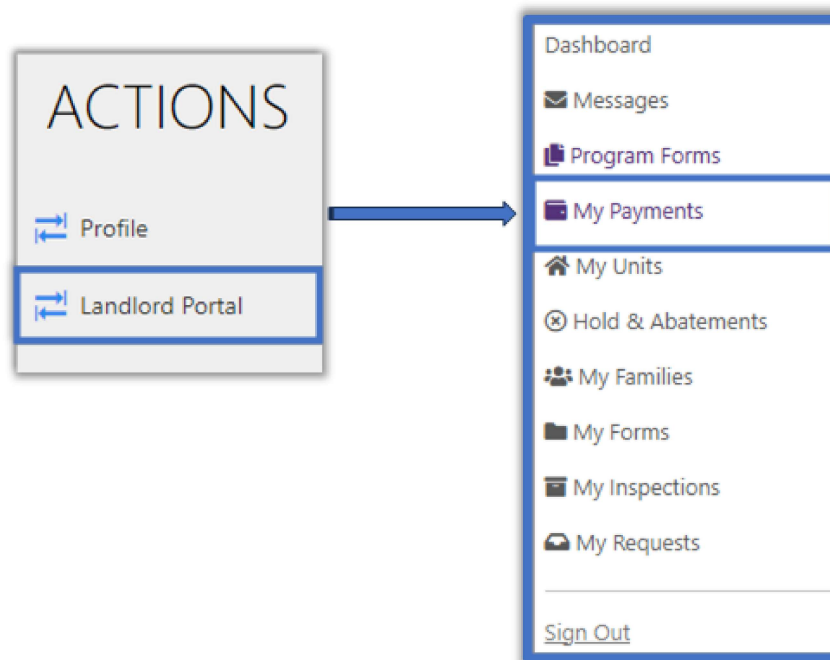
Select the **Forgot Password** link on the login page. You will receive an email with your username and instructions on how to reset your password.



The screenshot shows a login form with the title "Login". Below the title is a message: "If this is your first time here, click the **Register** button below to create an account." There are two input fields: "Username" and "Password". Below the input fields are three buttons: "Login", "Register", and "Forgot Password?". The "Forgot Password?" button is highlighted with a red rectangular border.

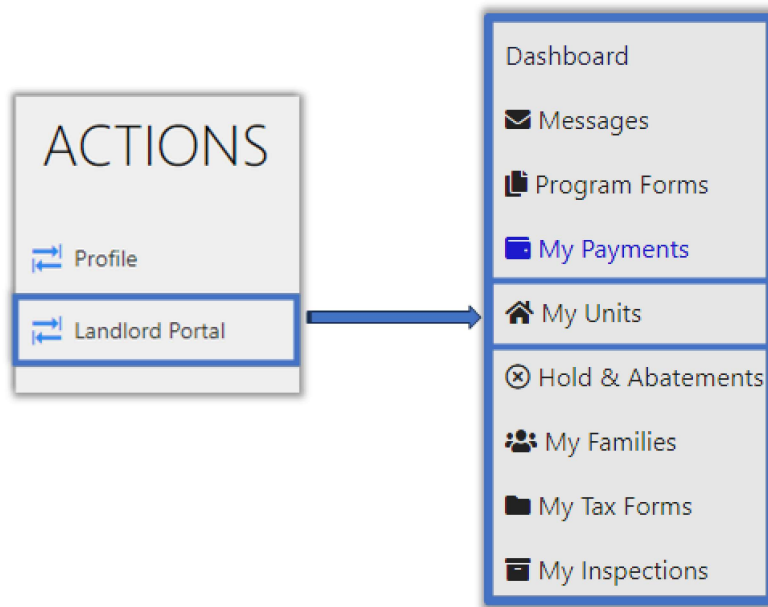
5. How do I view my HAP payment information?

After logging in, click the Landlord Portal dashboard and select **My Payments** to view payment history and details by tenant. Select **View Details** for additional payment information.



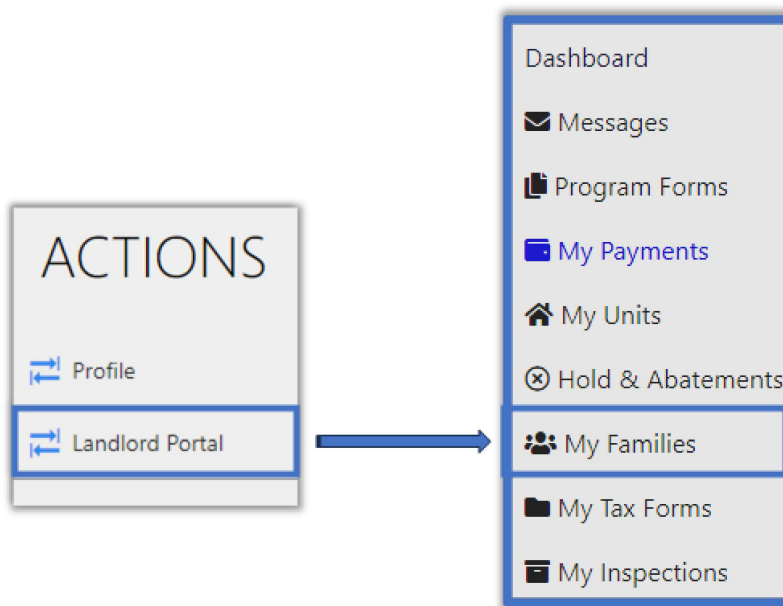
6. How do I view information about my rental units?

After logging in, click the Landlord Portal dashboard and select **My Units**. Select **View Details** for additional information, including Resident and Unit demographics.



7. How can I find information about my tenants?

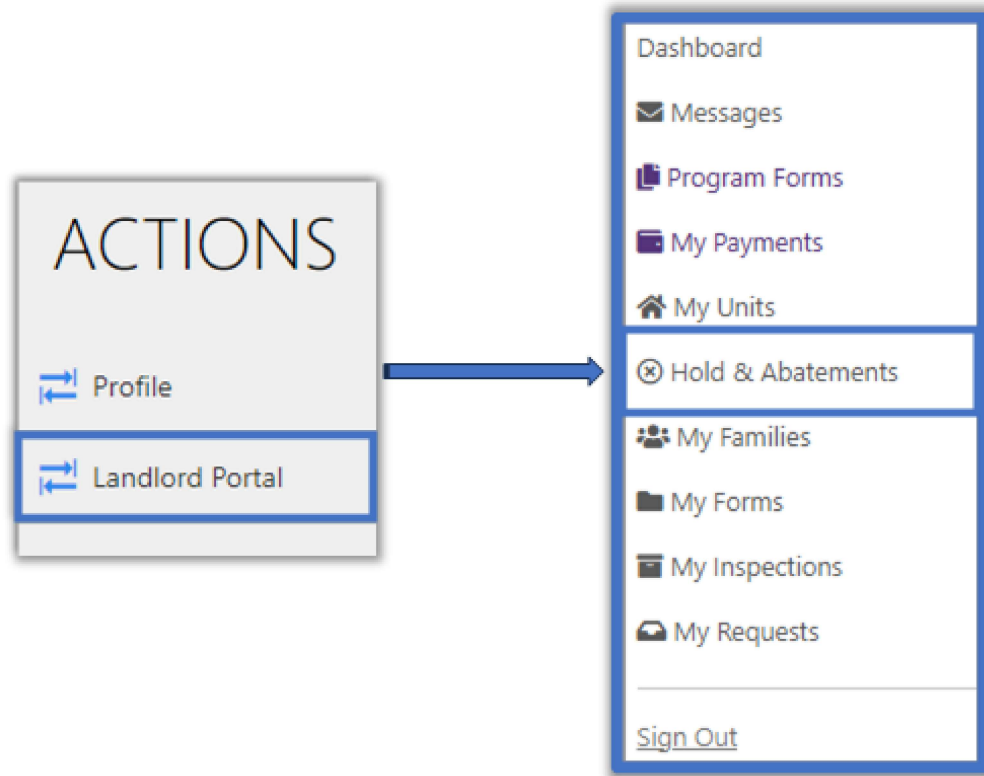
After logging in, click the Landlord Portal dashboard and select **My Families**. Select **View Details** for additional information.



8. How do I view information about my tenant's payment holds or abatements?

After logging in, click the Landlord Portal dashboard and select **Holds and Abatements**. Using the drop-down menu, this list can be sorted by:

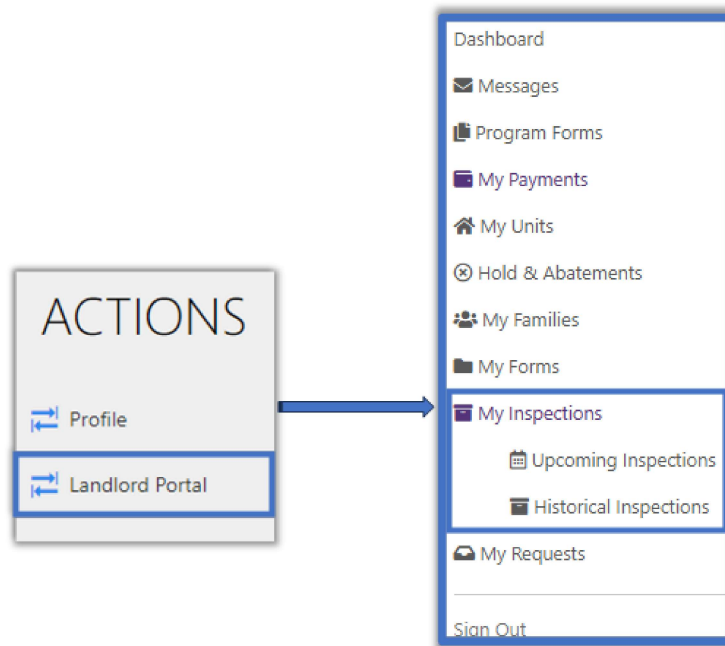
- Unit address
- Hold/abatement type
- Open or closed status



9. What inspection information is available in the Landlord Portal?

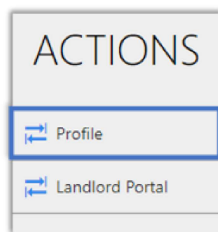
The portal provides access to both *upcoming* and *historical* inspections. After logging in, click the Landlord Portal dashboard and select **My Inspections**. You will have the option to:

- View scheduled inspections
- Review completed inspections
- Download inspection reports

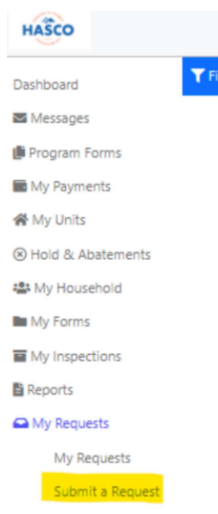


10. How do I review and update my own profile information?

After logging in, click the **My Profile** link to review your contact information.



For security purposes, profile changes cannot be made online. If updates to any of this information are needed, please use the **My Requests** feature. Select **Submit a Request**.



A pop-up window will appear with instructions on how to complete your request and whether any supporting documentation is required. To proceed, click **Continue** in the bottom-right corner to close the pop-up window.

The Requests feature is a quick and convenient option for landlords. Here you can:

- Submit a change of Personal Information.
- Enroll/update direct deposit information: **Requires a form**

Once submitted we will process your Request within 3 business days.

Please note: If you want to update your direct deposit. You must fill out the form on www.hasco.org under Landlord forms [here](#)

To get started, **please read the following instructions.** When ready, click **CONTINUE** to be routed to the Submit a Request page:

To update your contact information (change of address, phone number, etc.):

1. Select the **Change of Personal Information** Request Type from the drop down box
2. Complete the required fields
3. Enter your new contact information in the Comment Box.
4. Once all fields are complete click the submit button

To enroll in/update your Direct Deposit information: Requires a Form

1. Select the **Direct Deposit Enrollment/Change** Request Type from the drop down box
2. Complete the required fields
3. Attach the completed *Direct Deposit Authorization* form
4. Once all fields are complete click the submit button

[Cancel](#)

[Continue](#)

Your name will automatically populate in the form. You will then need to select a request type from the drop-down menu.

**If you are requesting an update to your banking information, you will be required to upload a completed copy of [HASCO's Direct Deposit Form](#).*

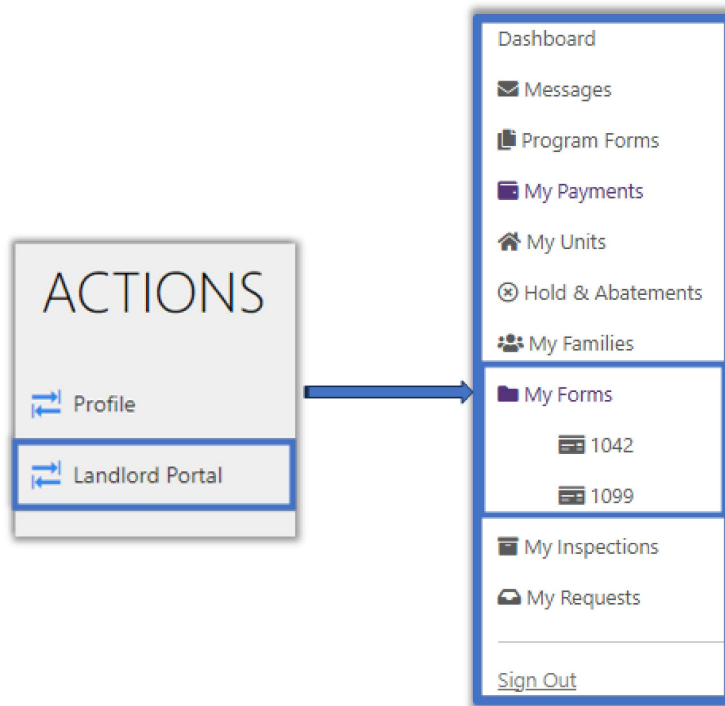
Alternatively, you may complete this [fillable version](#) of the form on HASCO's website, which will be submitted to HASCO directly for processing.

Once you have completed the request and uploaded and required documentation, click **Submit**.

11. Can I access my 1099 tax forms?

Yes, you can view/print current and historical 1099 documents.

After logging in, click the Landlord Portal dashboard and select **My Forms**. Click **1099** to retrieve the selected tax document and a new window will appear. Select the form you are intending to access.



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

If you are a management company or own multiple properties, some accounts may not yet be linked in the system.

To link all of your properties, contact landlord@hasco.org for assistance.