What is Landlord Portal?

Landlord Portal is an online tool that allows Section 8 landlords to review their information and that of their tenants.

How do I get access?

We will email access information to you.

Who can access Landlord Portal?

Only Section 8 landlords who have paid for the services may access Landlord Portal.

How is Landlord Portal useful to me?

As a user, you will be able to review your profile, your tenant's information, and upcoming recertification, status of inspections and re-inspections, upcoming inspections, failed inspection items, your HAP payments by resident, holds & abatements. You will also be able to download forms and read current announcements.
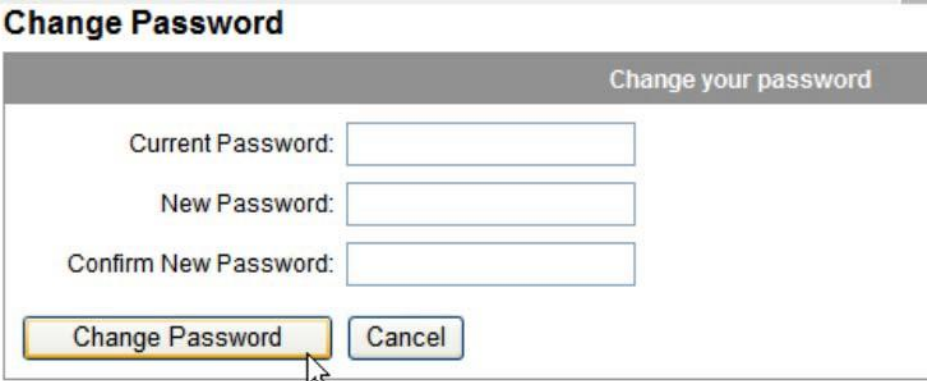
How can I change my password?

Click on the "Change Password" link on the bar at the top of the page. Enter your current password once, and then your desired new password twice to confirm. Click on the "Change Password" button to submit your request. We strongly recommend the use of passwords which are longer than 8 characters in length and combine letters, numbers and special characters for your own security. It is your responsibility to protect your password. Do not share it with other people or write it down where it can be easily found.

Step 1: Click on **Change Password**

Step 2: Type-in your Current Password and New Password. Click on **Change Password**.
Note: Your password must be minimum of 6 characters.

I forgot my password. How can I recover it?

Click on the "Forgot your Password?" link on the log in page. Enter either your user name or email and then click on the "Send password" button. A new password will be sent to the email you used to register. You can change this password by following the steps on the previous question.

Step 1: Click on **"Forgot your password?"** link

Step 2: Enter your UserName or Email address associated with your account. Type the CAPTCHA code as it exactly appears on the image.

Note: If you do not receive the password, please be sure to check your SPAM folder.

Forgot your Username and/or Password

Forgot your Username and/or Password
Enter your Username
or
Enter your Email

BTTT2

[ ] Type the code from the image

[Send Password] [Cancel]

I know my password but still can't log in. What can I do?

You user account has most likely been locked out as a result of too many unsuccessful log in attempts. Please contact us by e- mail at rochelle@fd-housing.org.

What is the meaning of the icons used?

🔍 Show details in new page

📝 Edit record details or create new record

➤ Expand details on the same page

⌄ Collapse details

⬇ Download file

How can I find information about my tenants/families?

Log in first and then click on the "**My Families**" link to the left. You will see a list showing general information about your tenants. By clicking on the magnifying glass icon to the left you will see more details, such as head of household entity ID and unit characteristics.

| Change Password \| |
|---|
| **HCV Landlord** |
| My Families |
| My Units |
| My Payments |
| My Profile |
| Holds & Abatements |
| Communications |
| - Announcements |
| - Forms |
| - Requests |

How can I find information about my rented units?

Log in first and then click on the "My Units" link to the left. You will see a list showing general information about your units. By clicking on the magnifying glass icon to the left you will see more details about the unit and dates of upcoming and past inspections.

How can I find information about my HAP?

Log in first and then click on the "My Payments" link to the left. You will see a list showing general information about your HAP organized by check number. The list can be filtered by check number, a particular unit address (by clicking on the down arrow of the "Unit" drop down menu) or by a date range. By clicking on the arrow to the left you will be able to expand the list and see the details of the check.
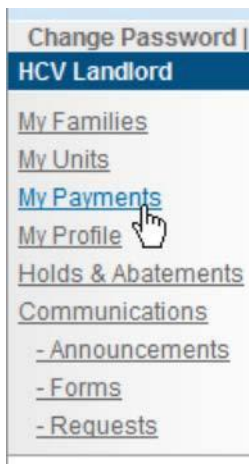
## How can I find information about my tenant's payment holds or abatements?

Log in first and then click on the "Holds & Abatements" link to the left. You will see a list showing general information about your tenant's holds and abatements. The list can be filtered by unit address, type (Unit or Abatement) or status (Open or Closed) by clicking on the down arrow of the drop down menus.
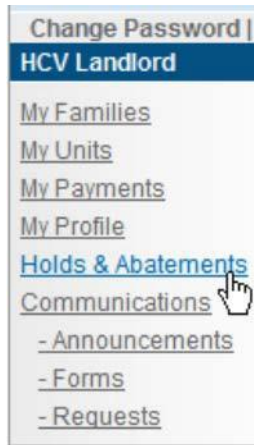
How do I read announcements from FDHA?

Log in first and then click on the "Announcements" link to the left under the "Communications" section. You will see a list showing the latest announcements. This list can be sorted by title, text content or date (timestamp) by clicking on the corresponding column titles. The icons on top will allow you to convert this information to a variety of formats and download it to your computer.

Step 1: Click on **Announcements**
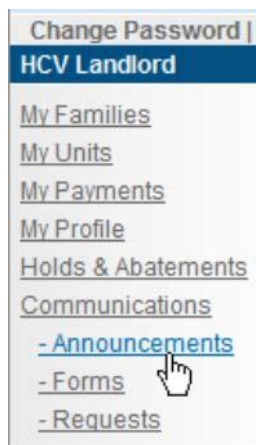
Step 2: Click on the magnifying glass to view detail information

Announcements

		Announcements	
	Title	**Text**	**Timestamp**
🔍	Welcome to Partner Portal	Thank y...	11/19/2010 3:22:00 PM

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How do I download forms from FDHA?

Log in first and then click on the "Forms" link to the left under the "Communications" section. You will see a list of available forms from the Housing Choice Voucher office. This list can be sorted by title description by clicking on the column title. Click on the download icon to download the form(s) you are interested in.

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