

Landlord Portal FAQs

INSTRUCTIONS:

1. What is Landlord Portal

Landlord Portal is a new online tool that allows landlords with tenants in the HUNTSVILLE HOUSING AUTHORITY, Housing Choice Voucher (HCV) program to review information pertaining to issued housing assistance payments, tenant information, scheduled and completed inspections, and tax forms at your convenience.,

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

Complete your Registration in three easy steps! Please note, you must be a current and active landlord to gain access to the landlord portal.

- To get started, **CLICK** the following link to be directed to Landlord Portal:
<https://hsvha.myhousing.com/Account/Login>
- 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.

- **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](#)

- **Account Validation**: You will be assigned a Username. Please make a note of it for future use. Enter and validate a new password.

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- **Registration 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 landlords who are currently active 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:

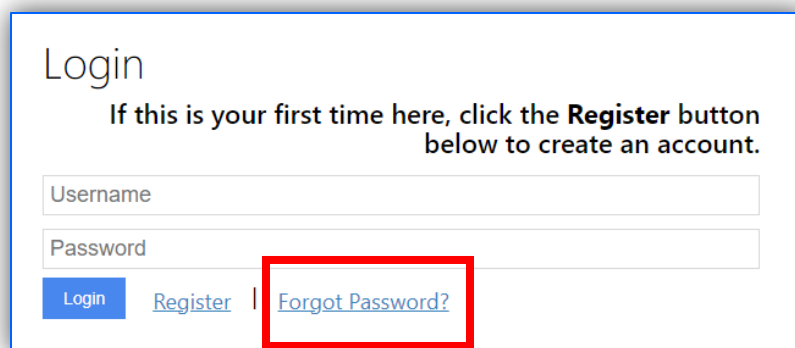
- A list of your HCVP tenants
- Your HAP payments, by tenant, for the prior 5 years
- Reexamination dates for your tenant(s)
- Year-end tax forms
- Requests is a new feature where you can submit a change of address, request a rent increase, etc.

Additionally, you will be able to access and view:

- Upcoming National Standards for the Physical Inspection of Real Estate (NSPIRE) 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 **portalhelp@hsvha.org**



Login

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

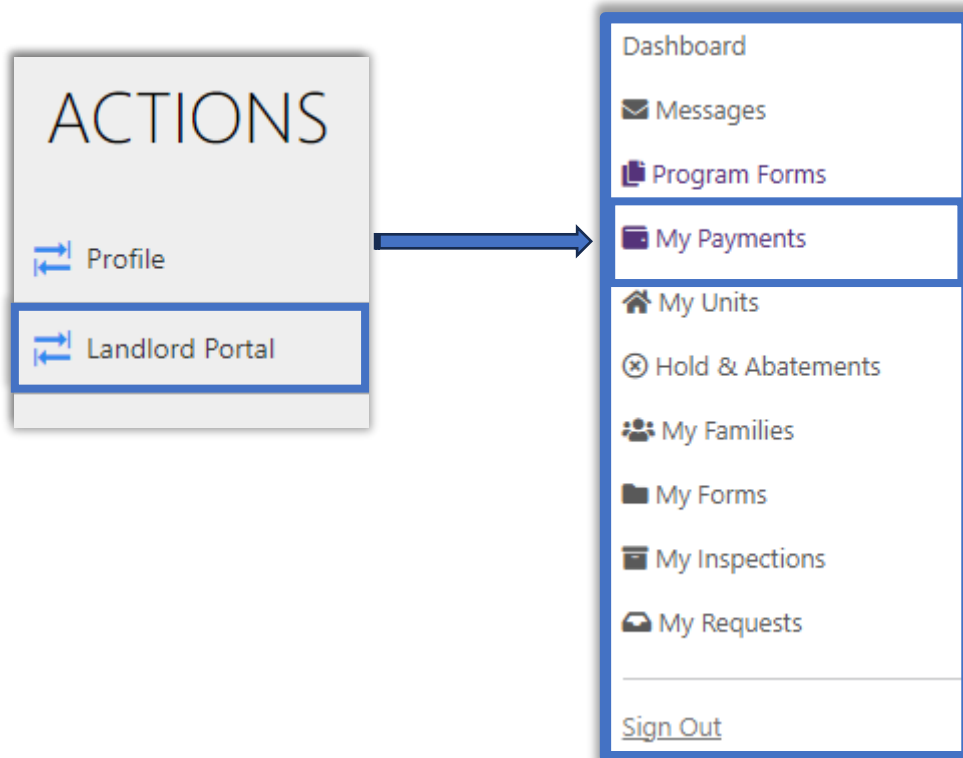
Username

Password

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

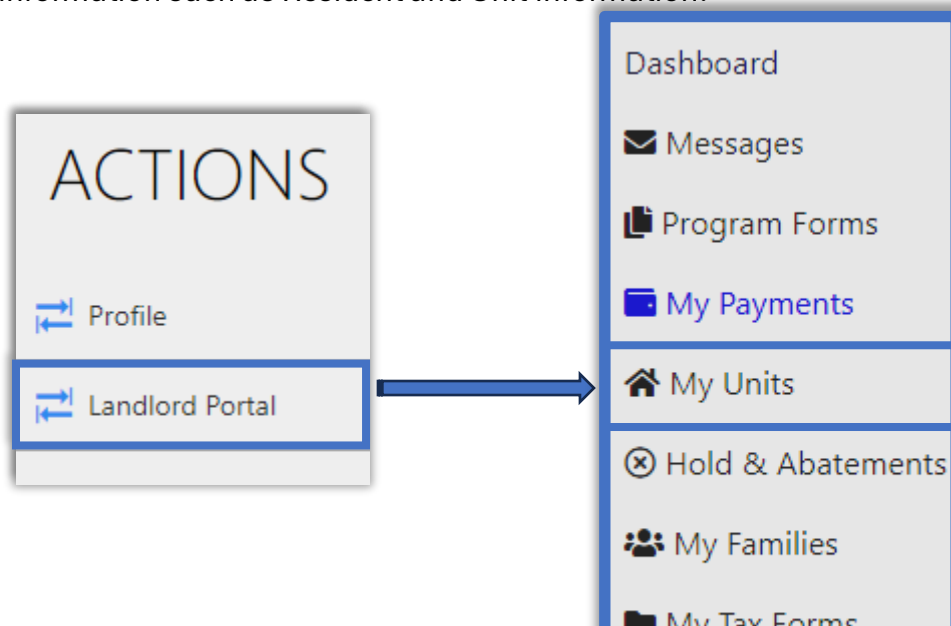
6. How can I find information about my HAP payments?

Upon successful log in click on the "[Landlord Portal](#)" link to the left. Select the action button titled "[My Payments](#)". Clicking on the "[View Details](#)" button will provide you with detailed payment information.



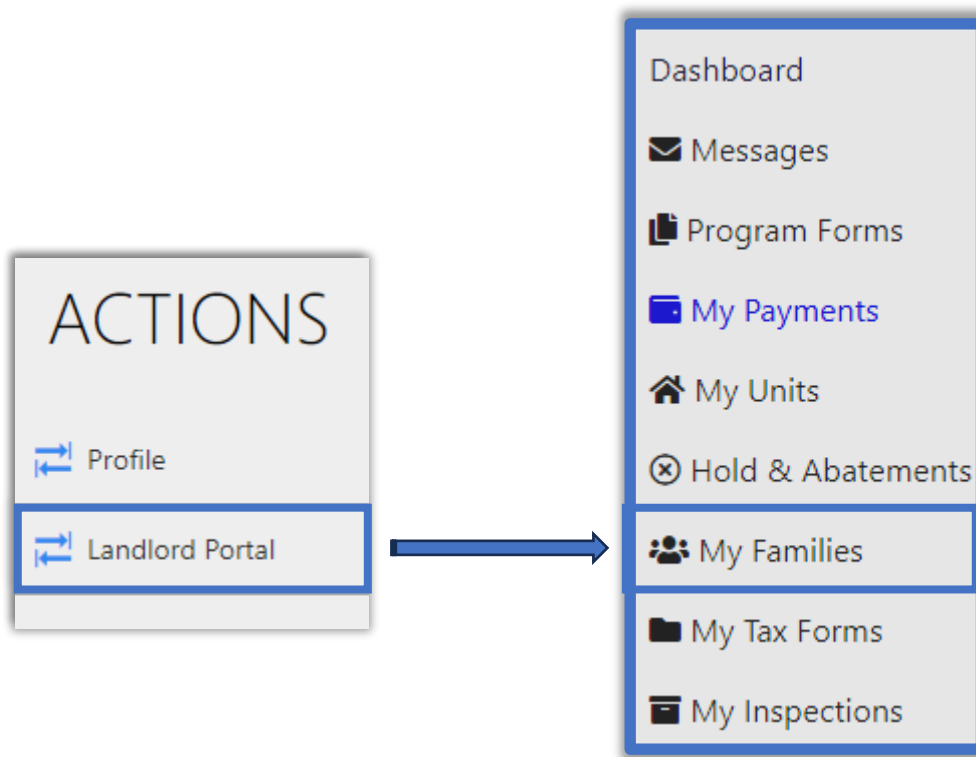
7. How can I find information about my rented units?

Upon successful log in click on the "[Landlord Portal](#)" link to the left. Select the action button titled "[My Units](#)". Clicking on the View Details button will provide you with additional information such as Resident and Unit information.



8. How can I find information about my tenants?

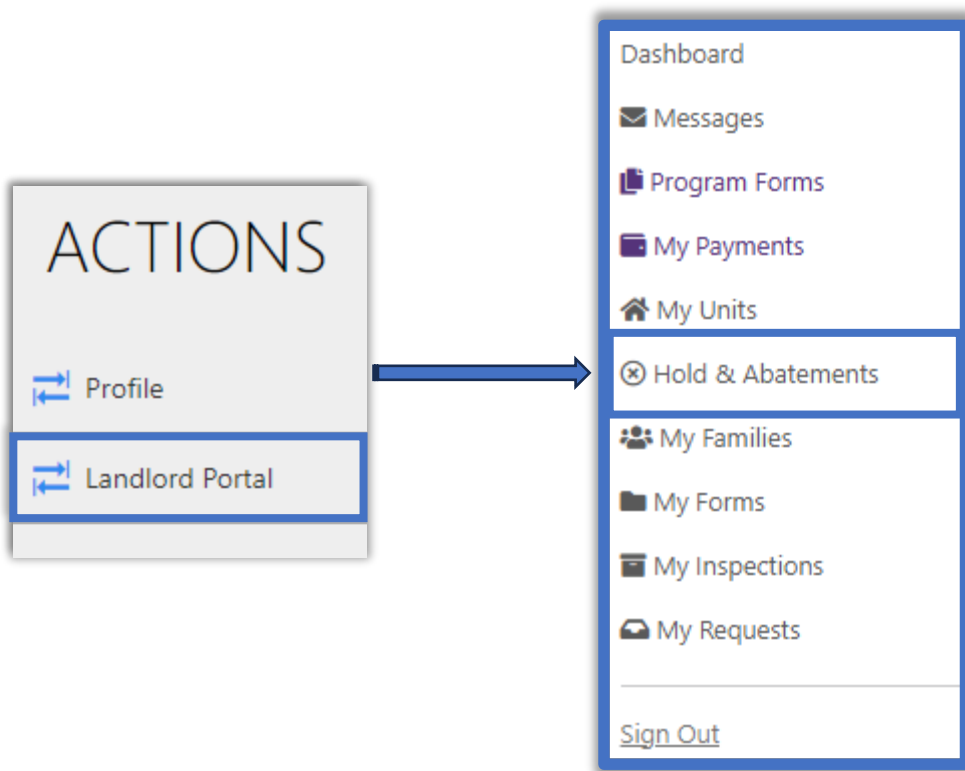
Upon successful log in click on the "Landlord Portal" link to the left. Select the action button titled "[Landlord Portal](#)" and then "[My Families](#)". Clicking on the View Details button will provide you with additional information, such as the assigned Caseworker.



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

Upon successful log in click on the "[Landlord Portal](#)" link to the left. Select the action button titled "[Holds and Abatements](#)".

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.



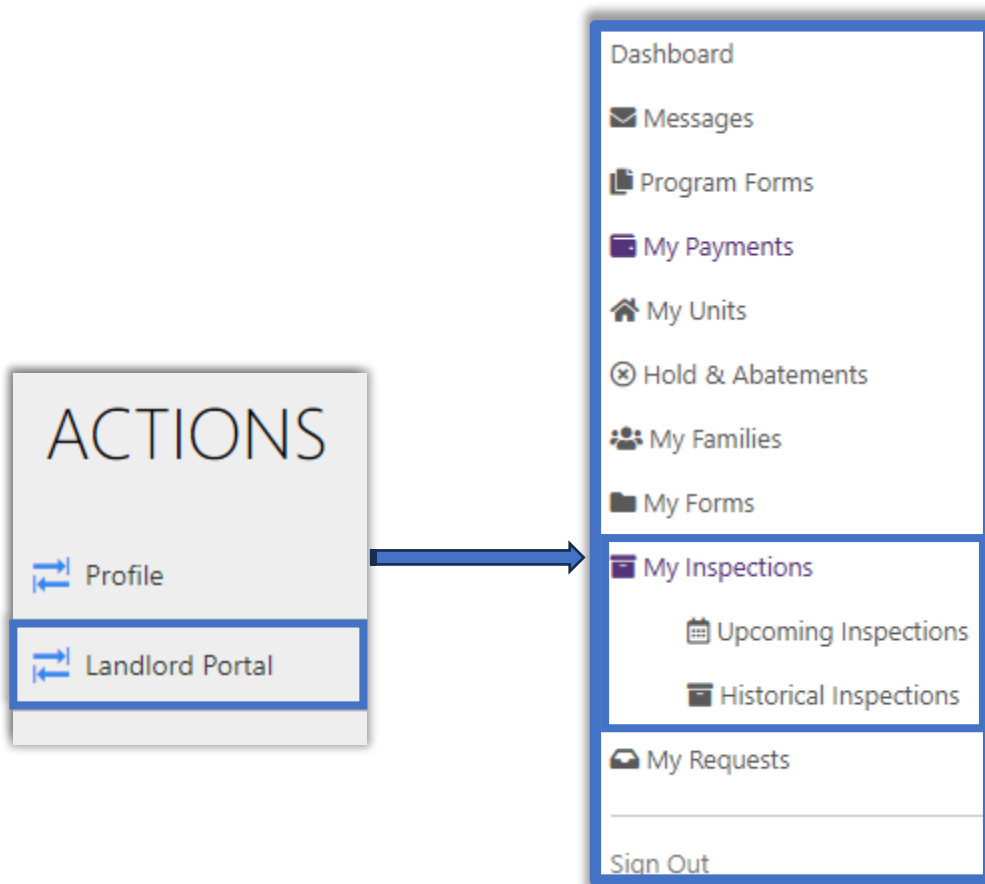
10. What inspection information is available in Landlord Portal?

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

Log in first and click on the "[Landlord Portal](#)" link to the left. Select the action button titled "[My Inspections](#)".

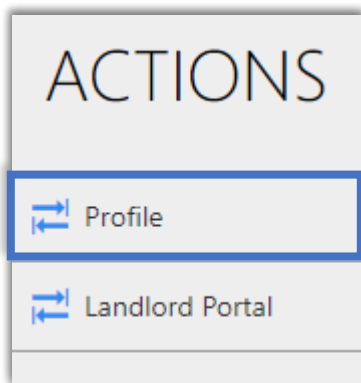
Select Historical Inspections to view past inspections. To download the Inspections report, select the "[Download Results](#)" link.

To view scheduled [Upcoming](#) inspections, select "[Upcoming Inspections](#)".



11. How can I review my own profile information?

Upon successful log in 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.

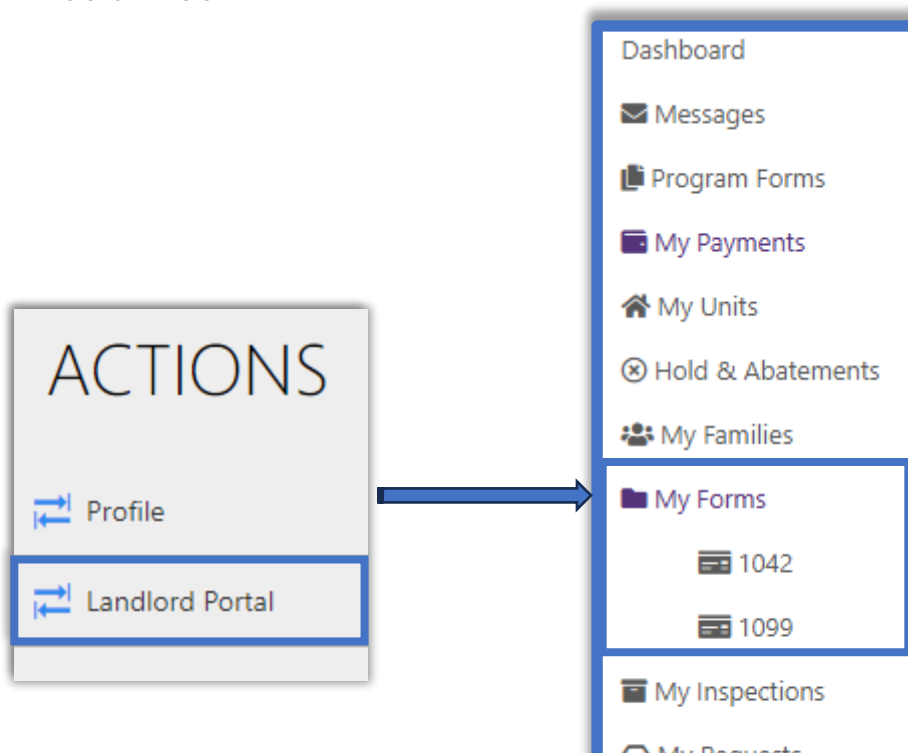


12. Can I access my 1099?

Yes. You can view/print current and historical 1099.

Upon successful log in click on the "[Landlord Portal](#)" link to the left. Select the action button titled "[My Forms](#)".

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



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 us at **portalhelp@hsvha.org** so we may assist you.

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

For Landlord Portal support, you may email your questions to: **portalhelp@hsvha.org**