LANDLORD PORTAL GUIDE AND FAQ

1. What is Landlord Portal

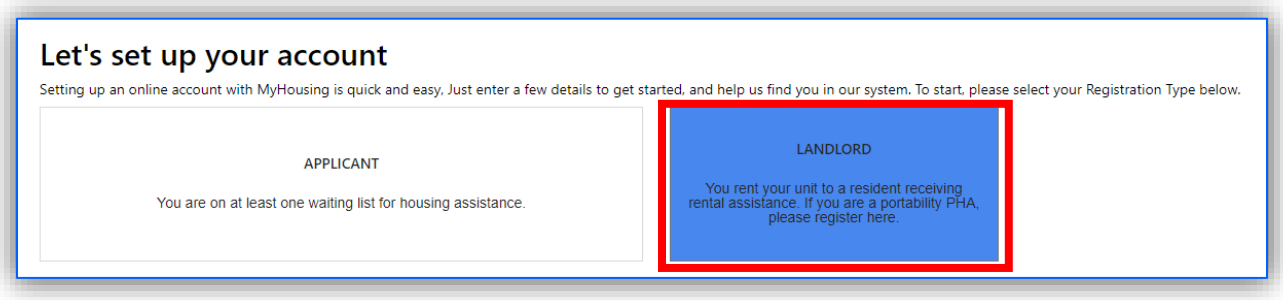
Landlord Portal is a new online tool that allows landlords with tenants in the Provo City Housing Authority, Housing Choice Voucher (HCV) program to review information pertaining to issued housing assistance payments, tenant information, scheduled and completed inspections, and tax forms at your convenience.,

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

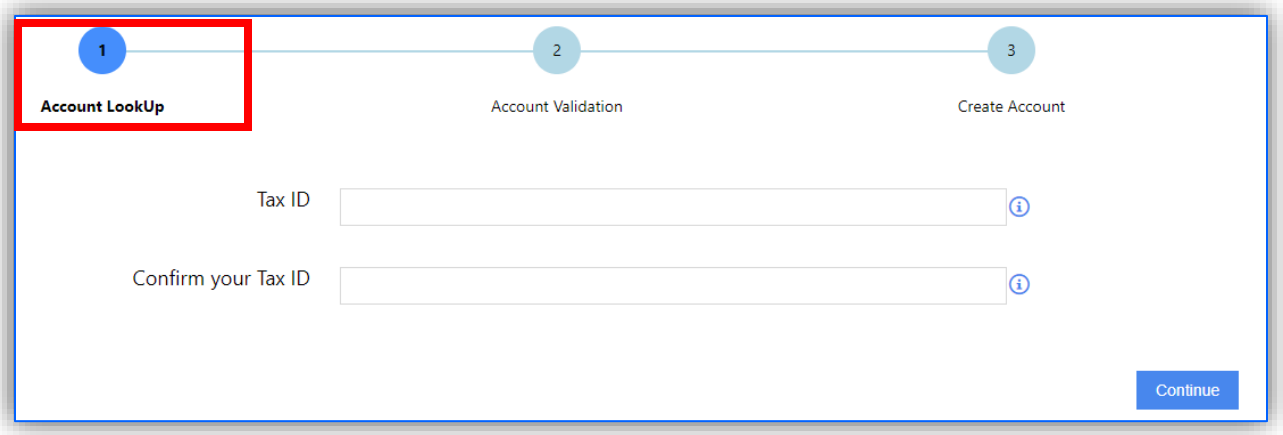
Complete your Registration in three easy steps! Please note, you must be a current and active landlord to gain access to the landlord portal.

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

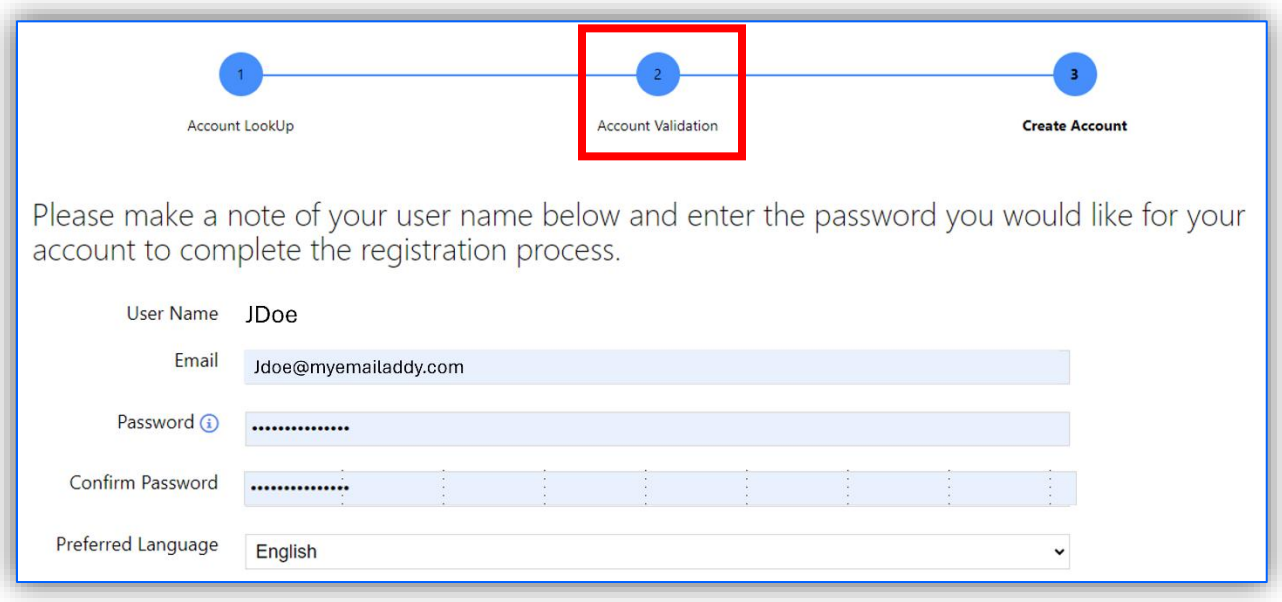
- Select **Register.** A new window will open. Select the box titled **Landlord**.



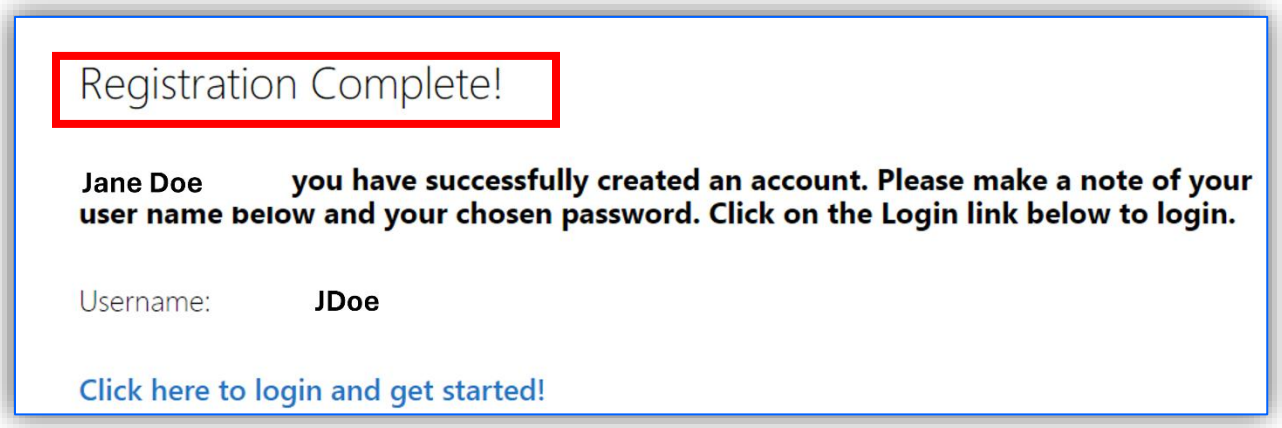
- **Account Lookup:** Lookup your account by entering the Tax-Id associated with the property for which you receive a monthly HAP payment.



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



- **<u>Registration Complete!</u>**



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:

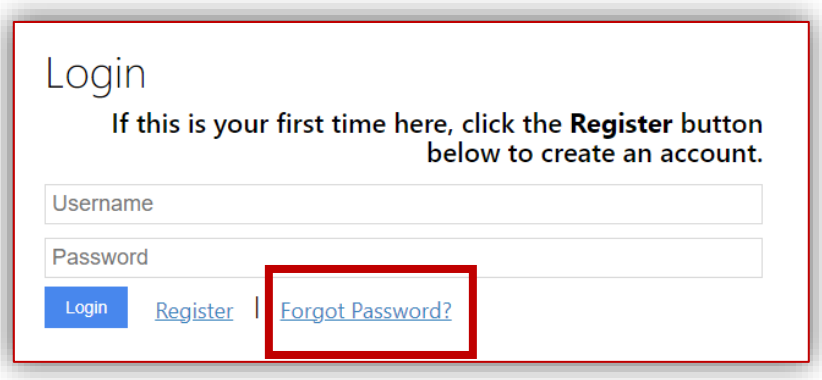
- A list of your HCVP tenants
- Your HAP payments, by tenant, for the prior 5 years
- Recertification dates for your tenant(s)
- Year-end tax forms
- Upcoming Housing Quality Standard (HQS)/ National Standards for the Physical Inspection of Real Estate (NSPIRE) inspections
- View and download Inspection reports

Additionally, you will be able to submit ***Requests***:

- ***Requests*** is a new feature where you can submit a request to:
    - Update your personal information (address, telephone number, etc)
    - Update/Enroll in Direct Deposit
    - Request a Rent Increase

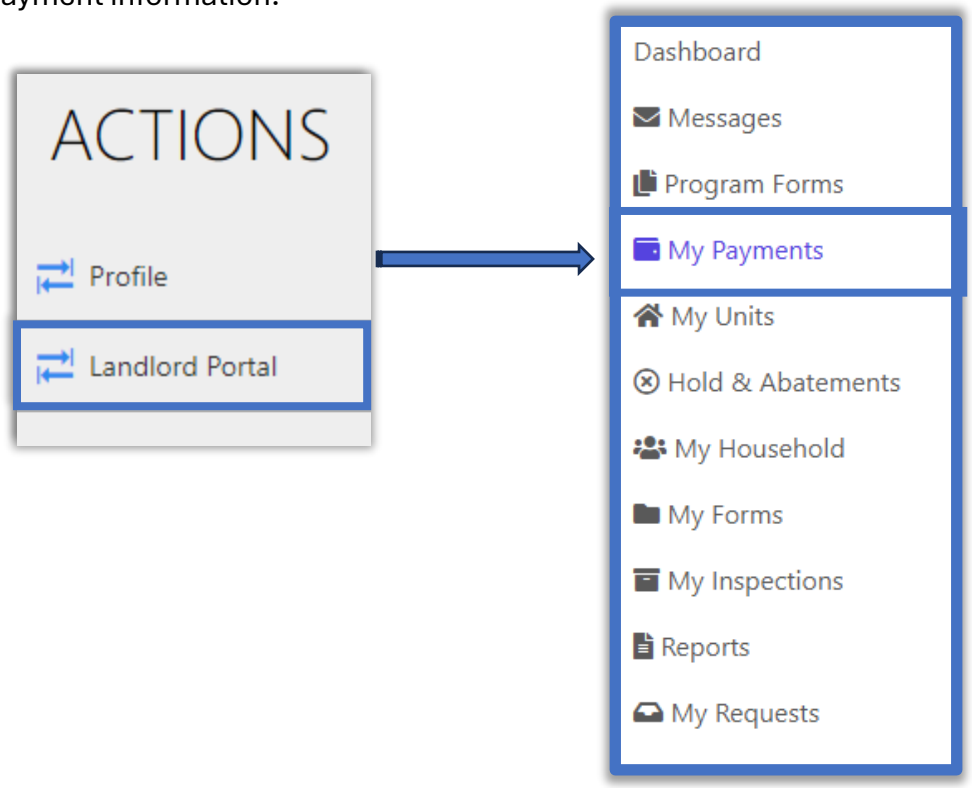
5. What do I do if I can't remember my username/password, or I want to change my password?

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 send an e-mail to contact@provohousing.org.



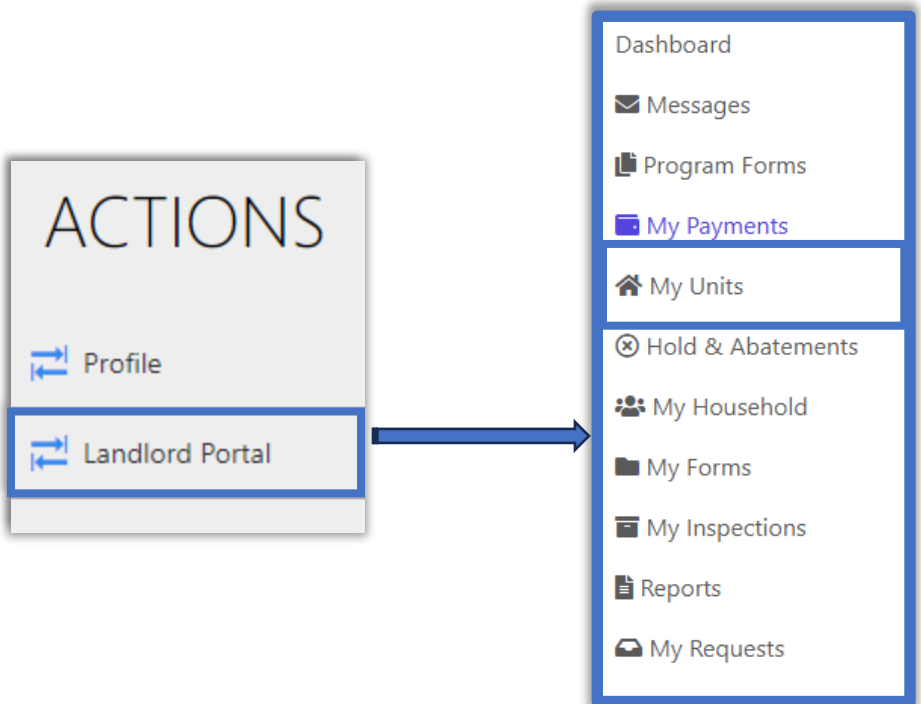
5. How can I find information about my HAP payments?

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.



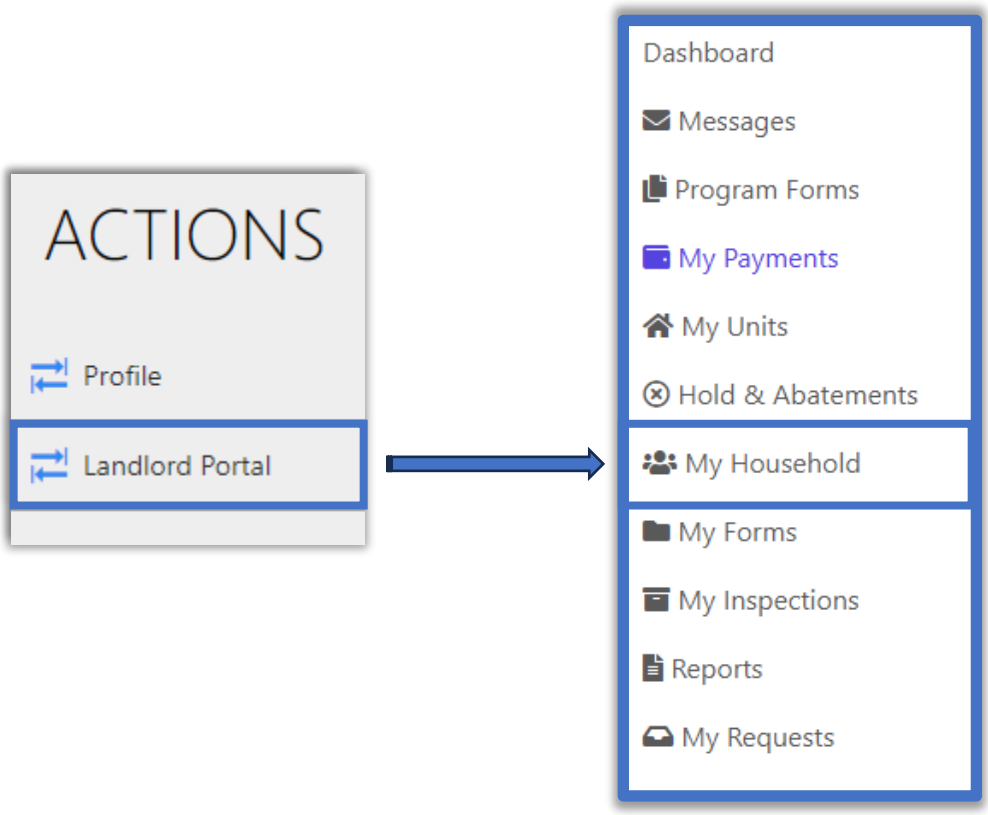
6. How can I find information about my rented units?

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.



7. How can I find information about my tenants?

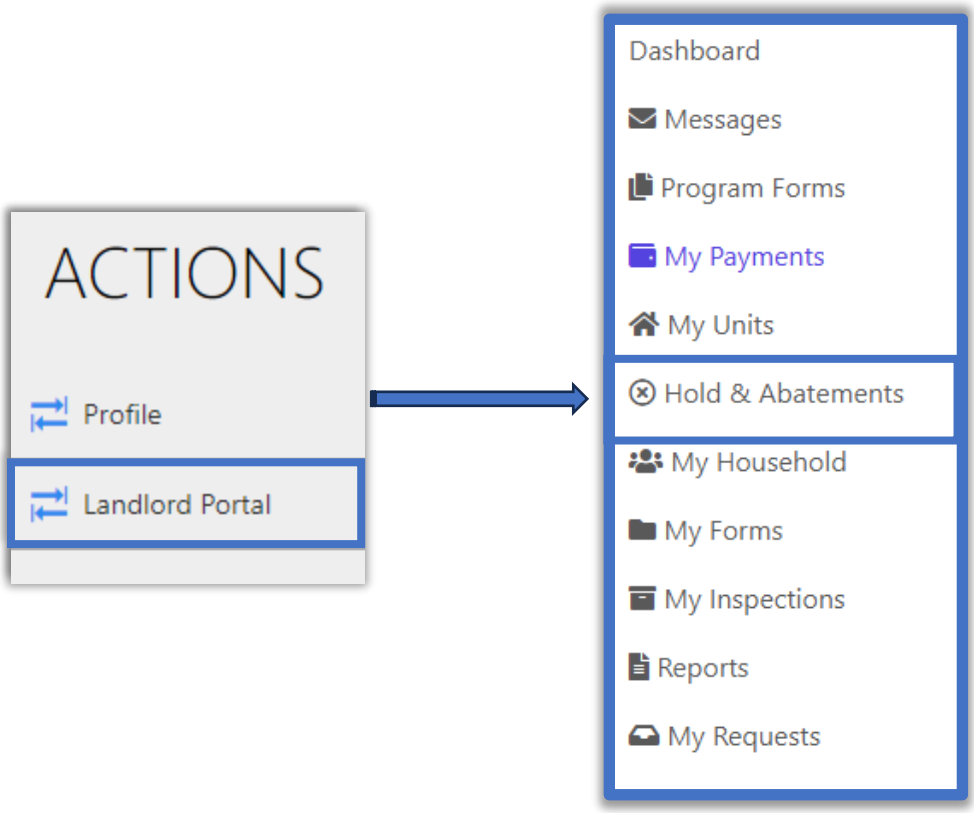
Upon successful log in click on the "Landlord Portal" link to the left. Select the action button titled “Landlord Portal” and then “My Household”. Clicking on the View Details button will provide you with additional information, such as the assigned Caseworker.



8. 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.



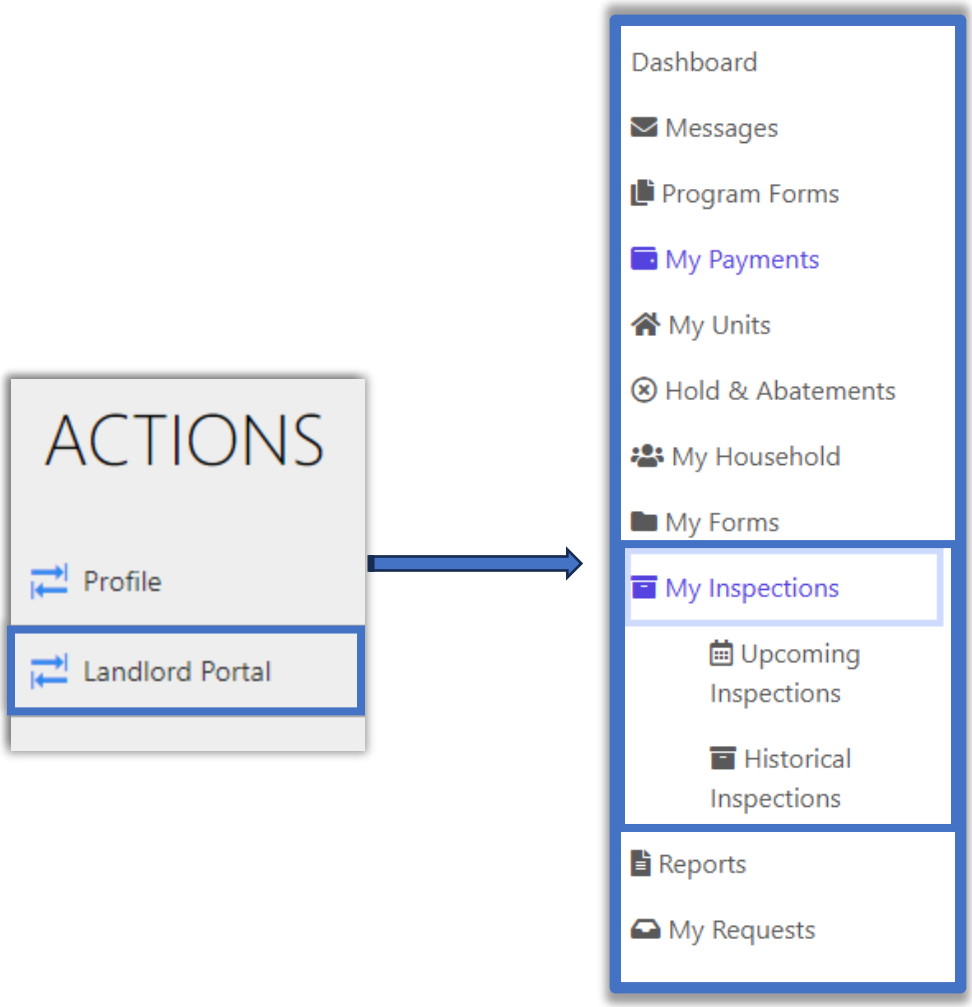
9. What inspection information is available in Landlord Portal?

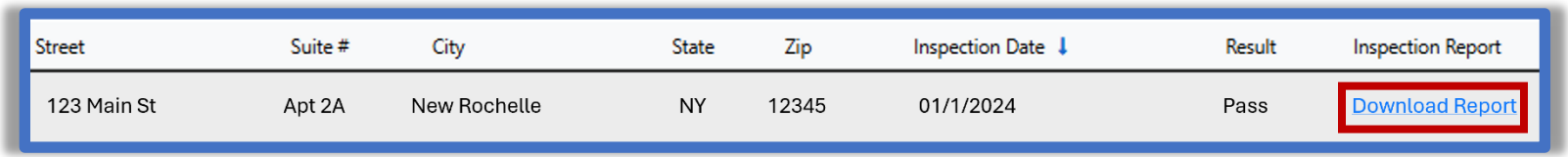
With Landlord Portal, you can view both Historical and Upcoming inspections.

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".

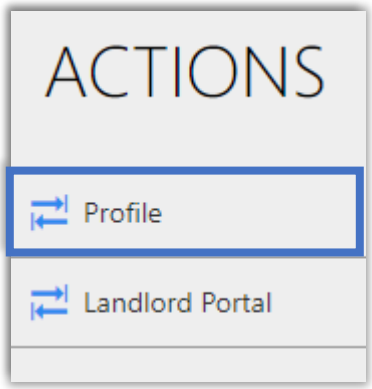




Street	Suite #	City	State	Zip	Inspection Date ↓	Result	Inspection Report
123 Main St	Apt 2A	New Rochelle	NY	12345	01/1/2024	Pass	Download Report

10. 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.

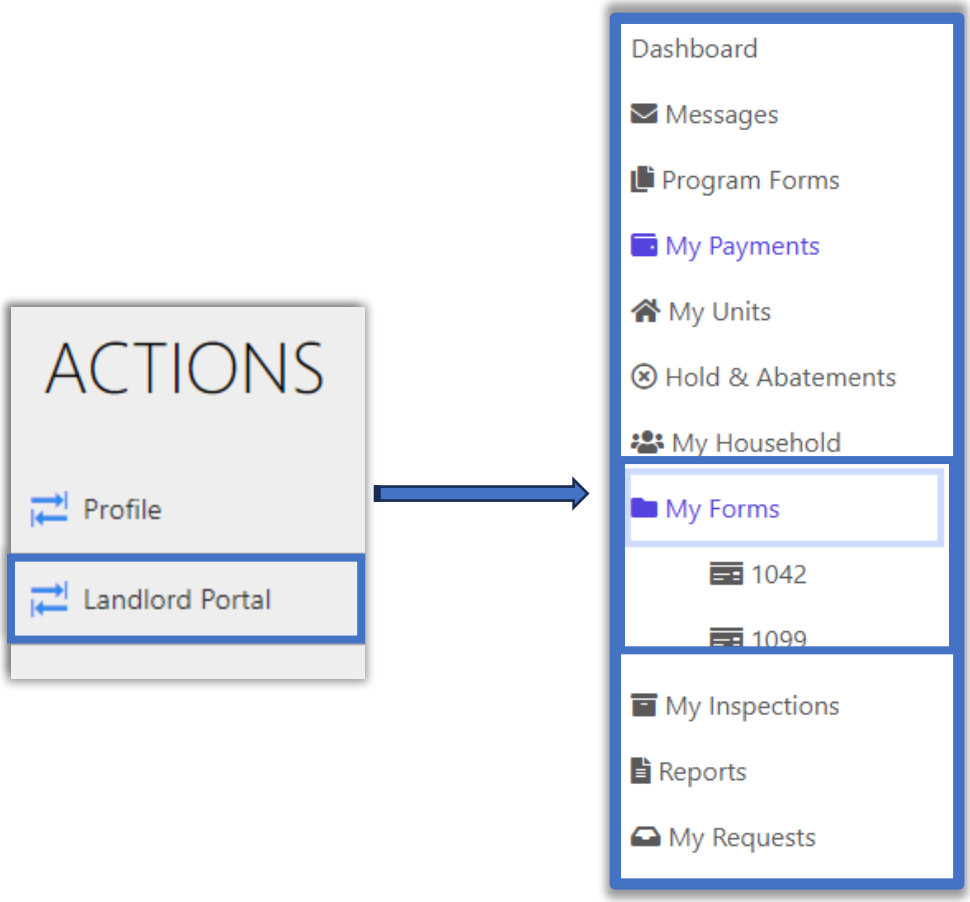


11. Can I access my 1099?

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.



12. What is a "*Request*" and what types of Requests can I submit?

The *Requests* feature is a quick and convenient option for landlords.

With Requests, Landlords can submit a Request to complete certain actions or receive a response to a question *(Some Requests **REQUIRE** you to complete and attach a Form. Forms are available in Landlord Portal under the menu item "Forms")*

Request Types Available

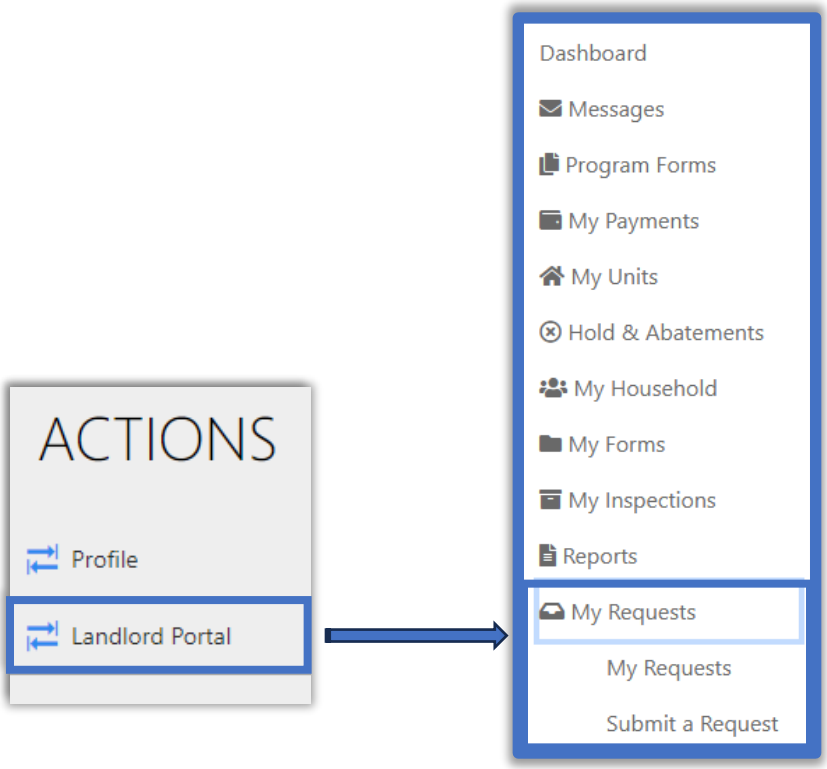
Change of Personal Information Request	Rent Increase/Decrease	Direct Deposit Enrollment/Update
• Use this type to update your contact information e.g. a change of address, phone number, etc.	• Rent Increases can be Requested with this Request Type	• Enroll in Direct deposit OR change your Direct Deposit information

13. How do I submit a Request?

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

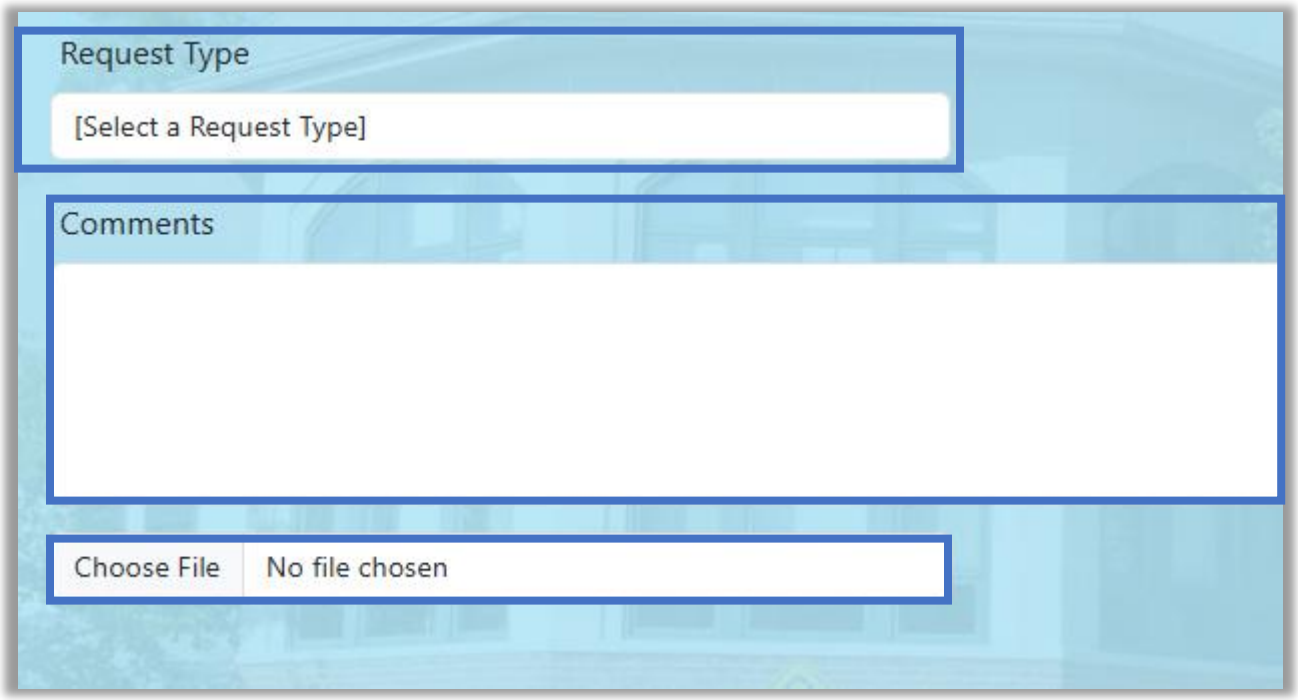
To Submit a **NEW** Request

- Select “Submit a Request”
- Select “My Requests” to view previously submitted Requests

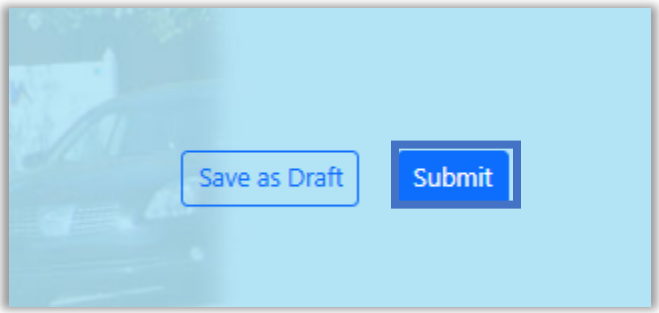


- The "Request Landing Page" will "pop-up" in a new screen. **PLEASE READ CAREFULLY**. The Request Landing Page provides instructions and requirements necessary to submit your Request
- Select "Continue" to be routed to the "Request Form"
- Complete the "Request Form":
    - Select the appropriate "Request Type"
    - Enter any "Comments", if applicable
    - Upload any "Forms"

****PLEASE NOTE:** Some requests **REQUIRE** a completed, signed and uploaded **Form**. Details can be found on the "Requests Landing Page"



- Select "Submit" to send the Request to HACP for review



14. What is the Status of my Request?

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

- Select "My Requests" to view previously submitted Requests

Submitted Requests are assigned a Status of Received and are pending review. You will receive an email confirming submission of your Request.

You will receive a second notification once the review is completed. The Request will be assigned a **NEW** Status:

RECEIVED	•Request has been submitted and is pending review
APPROVED/COMPLETE	•The Request was Approved/Completed and will be processed
DENIED/CANCELLED	•The Request was Denied/Cancelled and is Inactive. You cannot resubmit this Request. •To be reconsidered, you **MUST** submit a **NEW** Request
REOPENED	•The Request is incomplete and has been ReOpened and is awaiting modification. •Review the Request Notes, update the Request, and resubmit

15. 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 PHA contact@provohousing.org so we may assist you.

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

For Landlord Portal support, you may email your questions to: contact@provohousing.org.