



Landlord Portal FAQs

1. What is Landlord Portal?

Landlord Portal is a new online tool that allows landlords, with tenants on the Housing Authority of the City of Austin's Section 8 Housing Choice Voucher (HCVP) program, to review information pertaining to issued payments, tenants, scheduled and completed inspections, and tax forms at your convenience without having to call or visit the housing authority office.

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

1. To get started, CLICK <https://haca.myhousing.com/Account/Login> to be directed to Landlord Portal. 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.
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- Complete your Registration in three easy steps!
1. **Account Lookup:** Lookup your account by entering the Tax-Id associated with the property for which you receive a monthly HAP payment.

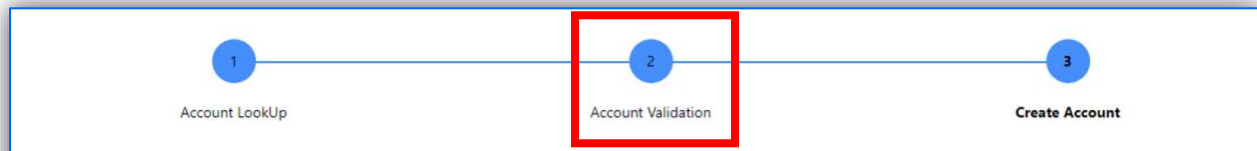
1 **Account LookUp** 2 Account Validation 3 Create Account

Tax ID

Confirm your Tax ID

Continue

2. **Account Validation**: A Username will be automatically assigned to you. Please make a note of it for future use. Enter and validate a new password you want to use to login with.



1 Account LookUp 2 Account Validation 3 Create Account

Please make a note of your user name below and enter the password you would like for your account to complete the registration process.

User Name JDoe

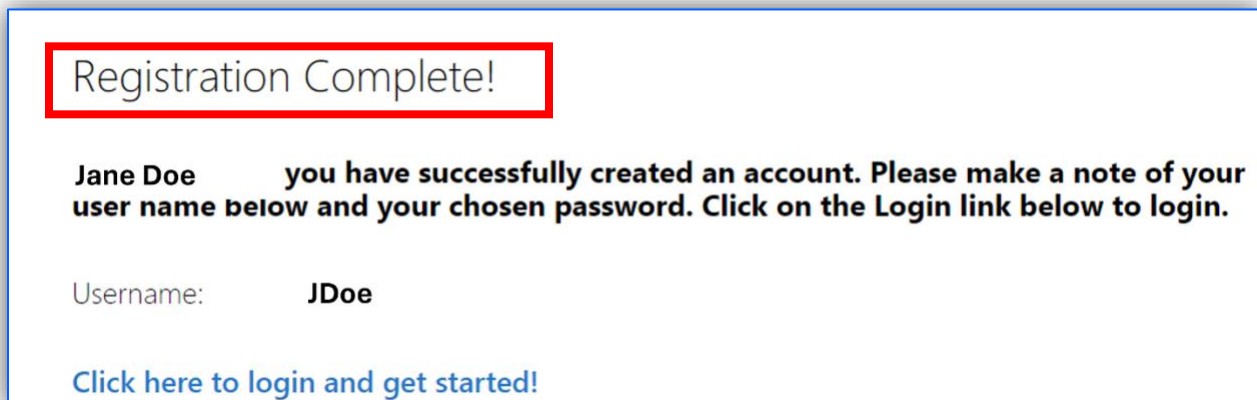
Email Jdoe@myemailaddy.com

Password

Confirm Password

Preferred Language English

3. **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 active landlords 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:

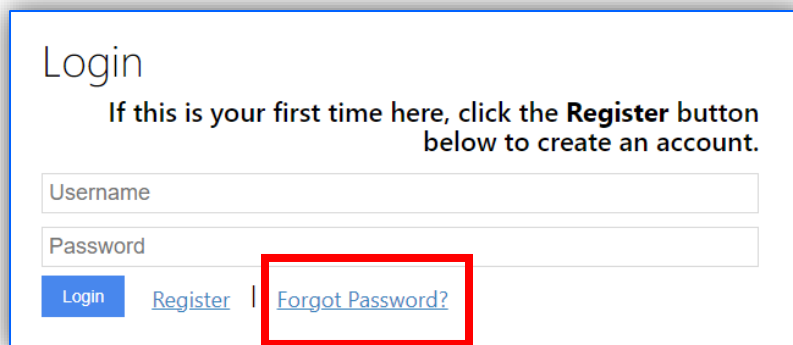
- A list of your HCVP tenants
- Your HAP payments, by tenant, for the prior 24 months
- Reexamination or recertification dates for your tenant(s)

Additionally, you will be able to access and view:

- Upcoming Housing Quality Standard (HQS) 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.



Login

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

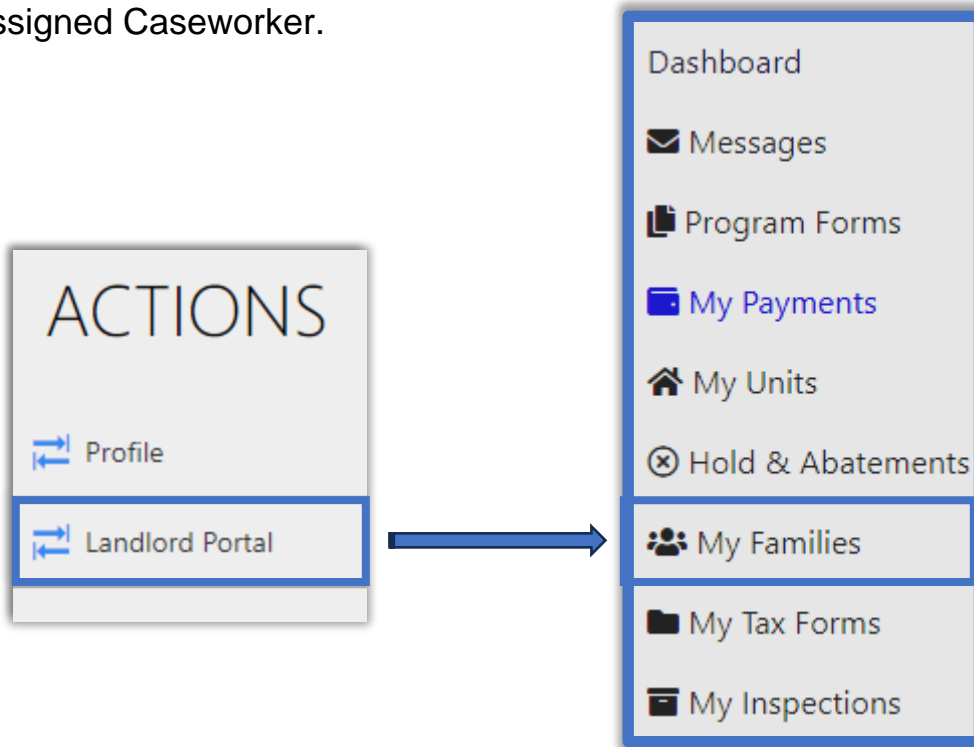
Username

Password

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

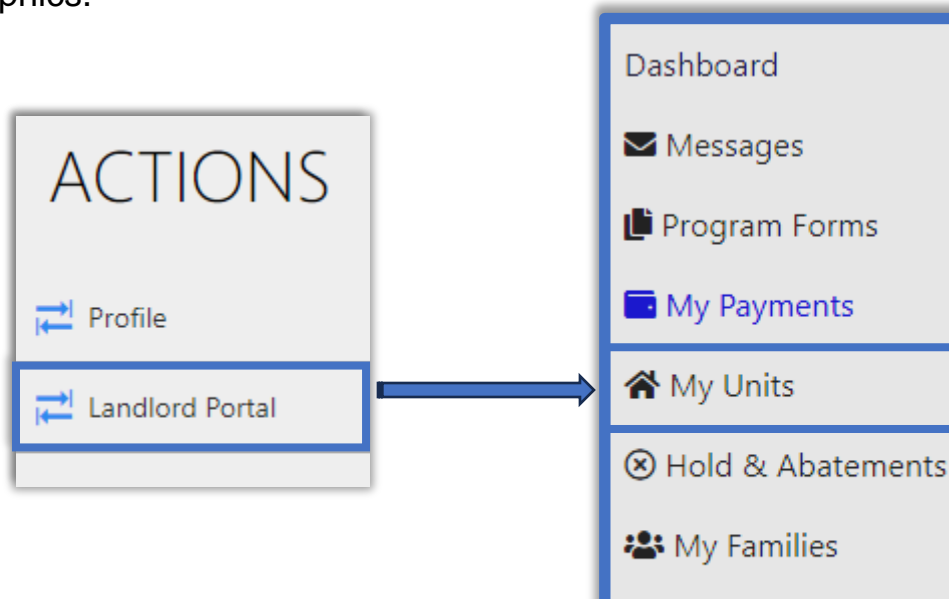
6. How can I find information about my tenants?

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



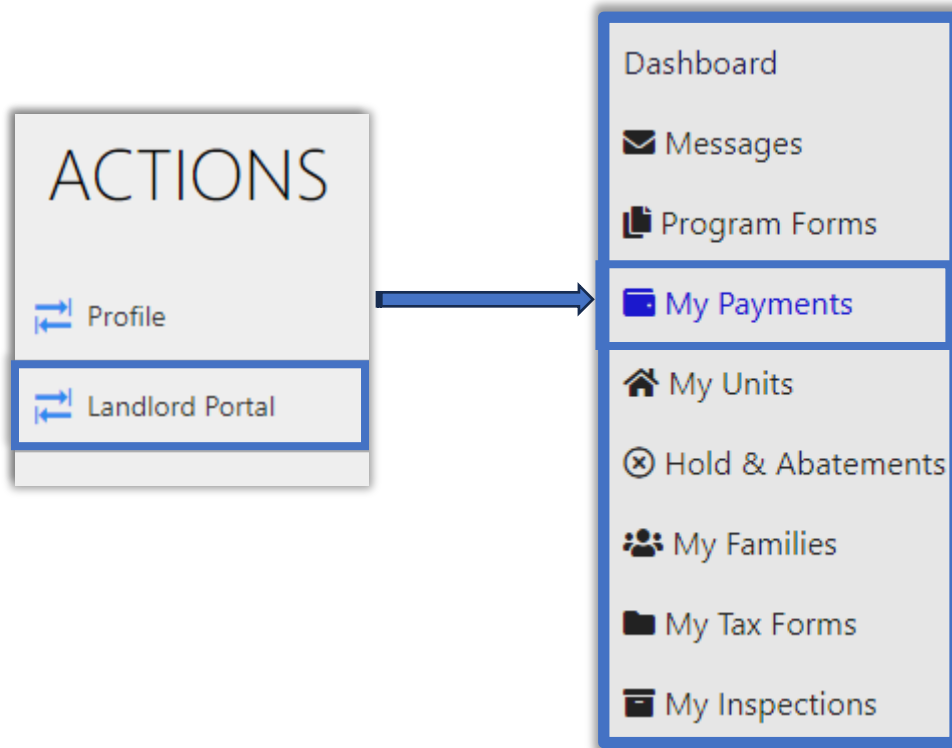
7. How can I find information about the rented units?

Log in first, and then click on the "[Landlord Portal](#)" link to the left. Select the action button entitled "[My Units](#)". Clicking on the View Details button will provide you with additional information such as Resident and Unit Demographics.



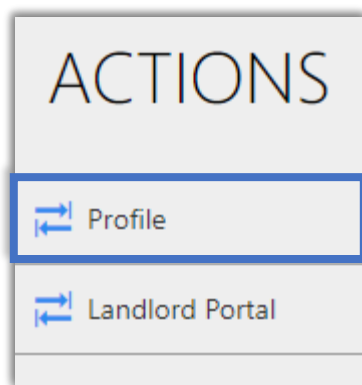
8. How can I find information about my HAP payments?

Log in first, and then click on the "[Landlord Portal](#)" link to the left. Select the action button entitled "[My Payments](#)". Clicking on the View Details button will provide you with detailed payment information.



9. How can I review my own profile information?

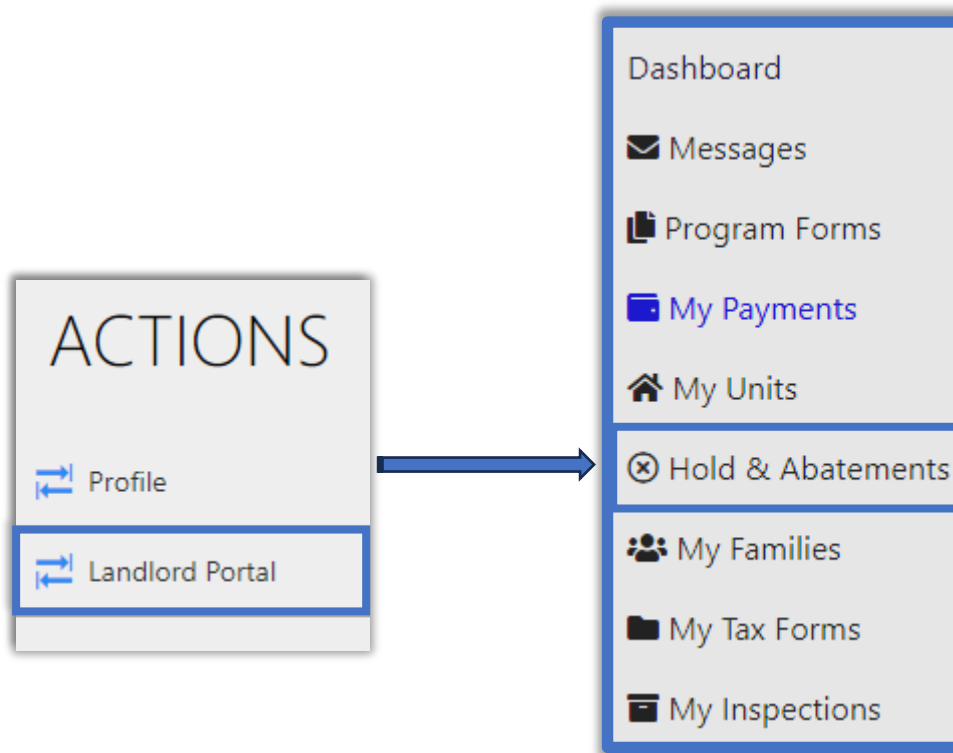
Log in first, and then click on the "[My Profile](#)" link to the left. You will see general contact information associated with your user profile on Landlord Portal. For your protection, changes to your information cannot be made online.



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

Log in first, and then click on the "[Landlord Portal](#)" link to the left. Select the action button entitled "[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.

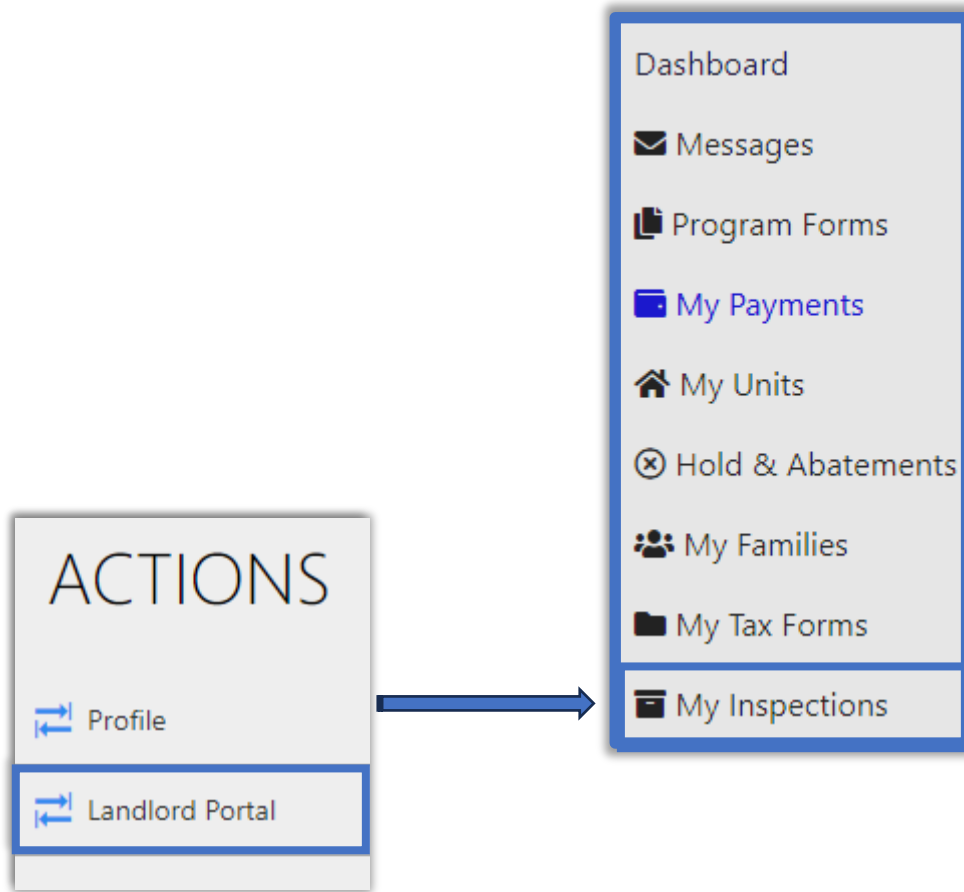


11. How can I find information about the inspection(s) of my units?

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

You will have the option of viewing [Historical Inspection](#) results and any upcoming [scheduled Inspections](#).

Select Download Report to download a full inspection report.



Historical Inspections

Search by

Street	Suite #	City	State	Zip	Inspection Date ↓	Result	Inspection Report
34 44th street		ACbfa	TN	05152	02/22/2024	Pass	Download Report
34 44th street		ACbfa	TN	05152	02/22/2024	Fail	Download Report
34 44th street		ACbfa	TN	05152	02/22/2024	Pass	Download Report

12. 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 landlord@hacanet.org so we may assist you. Please note sometimes tenants may only show up in the portal if a housing assistance payment had been made.

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

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