



## **HCVP Landlord Portal - Frequently Asked Questions**

### **What is HCVP Landlord Portal?**

The Landlord Portal is an online tool that allows Housing Choice Voucher Program property owners/landlords/property managers/payees the ability to review their tenant information and payments, without having to make calls or visits to the local voucher agency for assistance.

### **How do I register/create a new account?**

Go to the [HCVP Landlord Portal](#) and click on the "Create an Account" link. Fill in the requested information and click on the "Match Landlord" button.

### **Who can register?**

You must be receiving Housing Assistance Payments (HAP) under a current Housing Choice Voucher Contract to create an account. You will be asked to enter your Tax ID (also known as Federal Employer Identification Number or FEIN) to register for the Landlord Portal--and it must match our records. An email address is also required.

### **How is the Landlord Portal useful to me as a landlord?**

When you enroll in the Landlord Portal you will be able to review your profile, your tenant information and your HAP payments by tenant. You will also be able to download forms and make requests to revise personal information, Tax ID, and business name with required documentation.

### **What is the fee for using the Landlord Portal?**

The landlord portal is free.

### **Is it mandatory that a landlord sign up for the Landlord Portal?**

Yes-it is mandatory as we no longer are mailing a remittance statement that provides the payment history for your tenant.

### **How can I change my password?**

After logging into Landlord Portal, click on the "Change Password" link located in the middle left of the screen. Enter your current password once, and then your desired new password twice to confirm. Click on the "Change Password" button to submit your request.

### **I forgot my password. How can I recover it?**

Click on the "Forgot your Password?" link on the log-in page. Enter either your Username or Email, enter the verification code shown on the page, 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.

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

Make sure that you are typing the correct password and Caps Lock is not active on your keyboard. If you are still unable to log in, then your user account has been locked as a result of

too many unsuccessful log-in attempts. Please contact us via email at [LLPartnerPortal@vhda.com](mailto:LLPartnerPortal@vhda.com) so your account can be unlocked by a Landlord Portal Administrator.

### **How can I find information about my tenants/families?**

Log in and click on the "My Families" link to the left. You will see a list showing general information about your tenants. The icons on top will allow you to convert your data to a variety of formats and download it to your computer. By clicking on the magnifying glass icon to the left you will see more details like head of household, family members, move-in date, and unit characteristics.

### **How can I find information about my rented units?**

Log in and click on the "My Units" link to the left. You will see a list showing general information about your units. The icons on top will allow you to convert your data to a variety of formats and download it to your computer. By clicking on the magnifying glass icon to the left you will see more details about the unit.

### **How can I find information about my HAP payments?**

Log in and click on the "My Payments" link to the left. You will see a list showing general information about your HAP payments organized by check number. The list can be filtered by check number or a particular unit address. The icons on top will allow you to convert your data to a variety of formats and download it to your computer. By clicking on the arrow to the left you will be able to expand the list and see more details for each check.

### **How can I find my own profile information?**

Log in and click on the "My Profile" link to the left. You will see general contact information about your user profile on the Landlord Portal. You will not be able to make changes to your information.

### **I have other questions. Who can I contact for support?**

For Landlord Portal technical support, please email [LLPartnerPortal@vhda.com](mailto:LLPartnerPortal@vhda.com) for assistance. For HCVP program questions, please email [ASKHCV@vhda.com](mailto:ASKHCV@vhda.com) for assistance.

02/16